

## Leadership Academy Project Summary Worksheet Answers

1. The project that I chose to do throughout this past year was to create and implement a training manual and program for the Front of the House Dining Staff. The purpose of doing this was to have a written manual for new and current employees that contain written details of all procedures and tasks of what is necessary to learn and efficiently operate throughout the day. Currently our Department has no training manual for new or current employees and training is done only through shadow training, physical demonstration and verbal communication. The current methods have always worked but are not as effective as they could or should be. This project also enabled me to raise the level of service provided to our Residents and raise the skillset of the employees. I also created this with the hope of creating a branded level of service that we will continuously be recognized for and can maybe one day be shared and initiated into other organizations dining departments.
2. My project has benefitted my organization by raising the level of customer service and efficiency provided to our Residents and therefore has increased customer satisfaction. This has also benefitted our front of the house dining staff including myself by increasing our skillset and knowledge of customer service and hospitality in addition to various adequate and serving techniques.
3. When creating and implementing my project I knew that I could try to go about doing such by doing it all by myself, but I knew that in order to get true buy-in, effectiveness and cooperation I had to involve the team to in the process to varying degrees. I had to get their ideas and opinions. I first spoke with my boss and shared my ideas and goals of the project in addition to also getting his buy-in, along with his permission and ideas towards achieving what I wanted to do. I then collaborated with my two assistants and worked in-depth with them on further brainstorming ideas and implementation methods. I made this an opportunity for them to become further empowered and to learn various new leadership and management skills. My assistants and I then met with the next level of employees that are in semi-management positions such as lead servers and captains and we shared our goals with them as well; they also got the opportunity to provide their input. I then had a meeting with the front line staff where we shared what was now “our” vision and informed them of what we wanted to do and gave them an opportunity to provide input and share comments, concerns and suggestions that they had. Throughout the year the front of the house staff had various meetings that were primarily for training and progress sharing. At our first meeting, in addition to informing them of what we wanted to do and the goals we had, we also discussed our individual and team values, and what we currently do that makes us what we are, and what we can do to make us better. I did my best to make this about our plan and goals, not just about mine. I always tried my best to inform them of how this will benefit them; not only in the current workplace but in their future work places and personal lives.
4. I communicated with my stakeholders through various types of meetings and on an individual person and or group basis. I shared individual employee and team progress as a whole with my boss on a periodic basis.
5. The most challenging parts of the project I faced were in the implementation and training of new material, processes, procedures, tasks and behaviors. This was especially challenging with the employees who have worked here for many years and were used to doing things the way they have always done them. Next was in holding employees to consistency levels. It was also very challenging and

tedious to do all the necessary typing that was required to create the manual. There was also a lot of rewriting of material that changed between the time I started and till now; and that will never stop. I also had to create and write new job descriptions which involved various approvals from management and Human Resources. It was also very challenging to find time to work on the project and to do the necessary typing. It was also difficult to schedule meetings at times that the majority of the staff could attend.

6. The most important things I did in relation to overcoming challenges was trying to prevent them in the first place by doing as much planning and forecasting as possible. Realistically being impossible to prevent them all, I overcame the challenges I did have by utilizing previous and newly learned skills such as communication and time management. I also tried to stay as consistent as possible in working with employees on training and in providing them with feedback of their progress. For time management I delegated some of my daily tasks to my assistants in order to free up as much of my time as possible allowing me more time to work on the project.

7. The biggest surprise I had were on how cooperative my team was on working with me, and together as a team to complete what was necessary to accomplish our goals.

8. Shows others how their long-term interests can be realized.

Finds ways to celebrate accomplishments.

Give members of the team lots of appreciation and support for their contributions.

9. I first learned that I needed to better implement the specific areas of the LPI assessment that I scored low on through seeing the results of the LPI assessment itself. Throughout the previous year, currently, and for the rest of my life, I will continually remind myself through whatever means necessary to teach myself new habits and practices that are in need of improvement.

10. Someone once said "leadership is like driving cars, most people think their good at it so no one try's to improve at it". Leadership is something that should always be continually improved upon. My leadership journey will never end. I plan on continuing to further my leadership knowledge and skills through any means possible such as continuously utilizing various educational classes, books and articles. I also plan on continuing to learn through life's daily experiences and opportunity's, through trial and error, and self-reflection upon positive and or negative results.