



A CULTURE OF EMPLOYEE ENGAGEMENT

How a global quick serve restaurant improved employee engagement in only 10 months

The client approached Eagle's Flight with the need to improve customer loyalty, teamwork, and communication at the store level. After three months of data collection, hundreds of interviews, site visits and workalongs, 250 development hours, and six testing phases per module, the initiative was rolled out to all levels of store-level leaders across the country.



Over **15,000**
employees took part

95,000 training days
occurred within 10 months



Fully customized for client
specific relevance and
application

250 development hours and
6 testing phases per module



What was the result?

A six-module approach to training leaders in a format which worked in the service industry - better leaders drive better outcomes. Each module provided a balance of content and "hands-on" training in a format that was fun, applicable, and accessible to learners at all levels. The experiential approach captured the hearts and minds of the participants and provided them with the skills and tools that would position them for success back on the job. Many leaders saw results immediately after the first module.

To achieve said results, the client included the following elements to maximize their investment and ensure success.

- Six days of leadership training; participants had one in-class day every 6 weeks over 10 months
- Retention and reinforcement activities were held in between in-class training days
- Content and a methodology which focused on 24 key leadership principles identified as important to address in the initial research
- Hiring, training, and deployment of 30 facilitators to Eagle's Flight's world-class standard



"After the training, I asked everyone how we could reach our goal at the drive-thru. Everyone gave ideas on what we could do. **Within 2 weeks** we were going from 93 second times to **33 seconds and green every shift.**"

-Supervisor