



**Sullivision-MUMs
(Multi Unit Managers)**

Who

- Each Region beginning with NDW & Midlant
- All MWR F/B operations within the region
- Introduced by CNIC HQ “SME” upon placement in the Region



What

- A uniform system of training multiple unit managers
- Managing Multiple F/B outlets
- Includes all Channels of F/B MWR operations

But surely development improves after hiring?

- Last year, hourly associates received an average of **4.5** days of job-related training.
- Unit managers received an average of **3.5** days of job-related training.
- **Multi-Unit Managers** received an average of **FOUR HOURS** of job-related training last year.

Source: Sullivision Industry MUL Survey

When

- First Rollout is this summer
- Navy size the program specifically to our needs
- Remaining Regions to follow

Where

- Delivered by SME in your Region with online support
- CONUS first
- OCONUS to follow

E-learning for Multi-Unit Leaders is Here

Multi-Unit Leadership Self-Assessment

Instructions: To assess your personal strengths and development opportunities relative to each of the 7 stages, use the rating guide below to rate yourself on the degree to which you exhibit the following behaviors.

Significant Development Needed	Development Needed	Meets Expectations	Strength	Significant Strength	Not Applicable
I do not consistently or adequately perform this behavior.	I SOMETIMES perform this behavior at an INADEQUATE level.	I perform this behavior at a CONSISTENTLY ACCEPTABLE level.	I SOMETIMES perform this behavior at a SUPERIOR level.	I CONSISTENTLY perform this behavior at a SUPERIOR level.	This behavior is not required of me.
BRAND AMBASSADOR					
Acts as a role model in thought, speech, and behavior, all aligned with the company culture and image with authenticity and integrity.					
Lives the company culture and image with respect and integrity.					
Treats guests, peers and team with respect and integrity.					
Discipline remains feasible and fair.					
Treats guests, peers and team with respect and integrity.					
Remains an "owner-mindset" perspective by making decisions with business needs and financial goals first.					
Displays an "owner-mindset" perspective by making decisions with business needs and financial goals first.					
Filters problems down to the team to provide learning opportunities; teaches by helping rather than doing.					
TALENT SCOUT					
Actively practices the philosophy of recruiting 24/7/365; maintains a strong bench of "A" players.					
Understands the importance of building a "dream team" comprised of both internal and external managers.					
Identifies and selects those with the behaviors and attributes of a "hero" - not a "zero".					
Maintains the growth of high performing human capital through the "deadbeat" hiring job and firing fast.					
Remains disciplined by practicing patience and finding the right people for the right roles that fit the company culture.					
Identifies talent and knowledge gaps to continually develop, retain, and transition top talent for optimal results.					

Page 1 of 4

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Multi U

e-learning for Multi Unit Leaders

Get a FREE Leadership Assessment and Pay-per-View E-Learning Exclusively at sullivision.com/multiu

Why

- A proven “best practices” system to plan your work and work your plan...shift by shift
- Provide a uniform language/vocabulary for better understanding and productivity
- Consistency and Continuity
- Best Practices of Industry

“My VP said: “I don’t know what to tell you. I had to figure it out. You will too. I’ll be back in 2 weeks.”

“The VP gave me a used copy of a Ken Blanchard book and wished me luck.”

“Here’s your territory. Run it.”

True Stories: “How I was Taught to Lead”

“You’ll figure it out as you go along. One of the other guys can help you if you have any questions. Just don’t call me after 9 o’clock.”

“The owner asked me if I wanted to be an MUL. I said yes. Next day he handed me a set of keys for 5 restaurants and asked if I had any questions. That was my training.”

“Here are the keys, here’s a 3 ring binder from my old company. Don’t screw it up.”



- Great Multi-Unit Leaders are adept at all Seven Stages.

- Situational Leadership is a complex but critical skill.

- A Brand Ambassador's behavior reflects the philosophy and culture of the company they work for and the brand they represent.
- They model the way, and preach what they practice.



- A leader's lasting value to any organization is measured by succession.
- Your personal success is directly proportional to the quality of people you select, develop and groom daily.
- Finding, developing and retaining talented people speaks volumes about your competence as a Multi-Unit Leader.



- A Multi-Unit Leader accomplishes very little alone; their achievements are measured by how much or how little the team accomplishes.
- Leadership is a shared responsibility framed around a simple notion: *“My customer is anyone who isn’t me.”*



- The job of a great leader is to create more leaders. There is no skill more relevant to this responsibility than “TLC”:

Teaching, Leading & Coaching

- Excellent companies don’t simply believe in “excellence;” they believe in

constant improvement, development and training.



- All businesses are sales-controlled, but unfortunately, not all businesses are sales-driven.
- High Performing Multi-Unit Leaders teach their managers to Always Be Marketing. They help drive more business and more sales while better connecting their stores to each community.



- Synergy is connecting different components in such a way that their value and usefulness together is greater than when they are apart.



- Synergists are experts at performance and profitability. They improve managers' productivity through better time management, daily development and high-impact unit visits.

- The world does not pay for what a person knows...it pays for what a person does with what they know.



- **Execution is everything.**
- The Goal Getter competency focuses on bridging the knowing-to-doing gap by getting incrementally better every day.

Questions?