

Team Leader Café Table Manners

Our Pledge to You:

We, the café proprietor will provide a quality offering for you the learner. You will receive high quality instruction, materials and follow up reinforcement and support opportunities through the Café experience. You will enter a safe laboratory where you will “try on” the new skills and practice these in a safe environment. We will also provide suggestions to your champion to help ensure your success in the topics being studied.

Proprietor_____

Our Expectations for the Learner:

To come to the table, we expect you to have completed the pre-work, met with your sponsor to review the objectives for this learning experience and set a follow-up date to review your goals.

Furthermore, we expect you to actually use the skills learned in the classroom on the job and to begin immediately. We know that this may feel awkward, but we expect that you will practice these new skills on the job consistently in the months following your experience. This will enable you to master the new skills and make them permanent. We expect you to meet with your sponsor regularly discussing how the skill integration is going and working out any rough spots together. We expect you to use the forms to plan the use of the new skills and the debriefing forms following your actual interaction with the employee. We expect you will share these completed forms with your Champion in your regular meetings to share progress and discuss challenges.

We expect you to become an active member of learning community visiting the cyber café weekly, posting your successes and challenges and also responding to the posts of your peers around the world who are engaged in the café process.

Finally, we expect you to read and follow the suggestions sent to you from the Café following your participation. These follow-up emails will arrive weekly for eight- twelve weeks and we expect you will use this time to really practice the new skills so they begin to feel natural. The months of repeated use to follow will make them permanent part of your leadership style. Your new skills will not go unnoticed. You are making an investment in yourself that you will carry with you for years to come.

Learner_____

Our Expectations for the Sponsor/ Champion:

You play a key role in the success of the team leader and we expect you to begin supporting their development before they ever get to the Café. We want you to meet with your team leader to discuss the Café event(s) they will attend, reviewing the objectives and discussing how these skills will aid them on the job. We encourage you to position their attendance in the Café in a positive way indicating you are glad your organization is “investing in them” and that you will be with them following the Café to ensure their successful use of the new skills. You’ll set an appointment to meet with them immediately following their Café experience to debrief the learning and discuss the goals they set for themselves during this process.

We expect you will stay involved for several weeks following each Café event your team leader attends. You’ll follow the instructions sent to you in weekly emails that will be mailed to you with coaching tips and ideas. You will make this task a priority and meet with the team leader each week for at least 30 minutes- over lunch if need be.

We expect you to be supportive, an encourager, and to notice and highlight progress and to downplay difficulties. We expect you will develop greater trust, communication and relationship with this team leader through this process and the dividends will far exceed what you invest. And, if you are not already one, you really will become a champion in the process. (see note for champion)

Champion_____

Note for Champion- if you do not feel fully prepared for this role, we suggest you consider attending a Developing and Coaching Others session for Senior Leaders to help you be successful in this important role.