Tortal Training’s Out of the Box solutions are pre-developed courses created by experts, and can be used immediately by corporate staff, franchisees and their staff.

For more information about Tortal Training’s Out of the Box courses, call us at 704.323.8923, www.tortal.net

OUT OF THE BOX

Professional Development course list

RECRUITING + HIRING (Parts 1 - 3)
A look at the latest information, tips and techniques to finding the right candidate, conducting effective interviews and making good hiring decisions. There are also usable tools and suggestions for avoiding the pitfalls that lead to a poor hire.

Key points covered

Part 1
- Identify if it is a recruitment or retention issue
- What does the right candidate look like?
- Managing the resume flow

Part 2
- Preparing for the interview
- The interviewing process
- Questions not to ask

Part 3
- Understanding behavioral interviewing
- Avoiding typical interviewing mistakes

PERFORMANCE MANAGEMENT (Parts 1 - 4)
This is an important topic, one that most leaders do not fully understand. This four-part series covers the fundamentals of managing employee performance. We start with the basic prerequisites and core requirement of performance management, as well as specific techniques designed to improve employee performance. This course will also provide guidance when all of your efforts have failed and termination is your only option.

Key points covered

Part 1
- Setting standards
- The performance management cycle
- The importance of job descriptions
- Goal setting, the right way

Part 2
- Basic communication skills
- Providing effective feedback
- The “Coach’s Challenge”

Part 3
- Handling difficult conversations
- Using a prioritization matrix

Part 4
- Progressive discipline
- Taking corrective action
- Steps to termination
- Compliance with the law
Tortal Training’s Out of the Box solutions are pre-developed courses created by experts, and can be used immediately by corporate staff, franchisees and their staff.

For more information about Tortal Training’s Out of the Box courses, call us at 704.323.8923, www.tortal.net

**OUT OF THE BOX**

**MANAGING CONFLICT (Parts 1 - 2)**

We are surrounded by conflict each and every day. Conflict is neither good nor bad. How you handle that conflict, however, can either ease the situation or turn it into something disastrous. We investigate some of the reasons how conflict can be avoided, look into the root causes and suggest some positive steps to deal with different types of conflict.

**Key points covered**

**Part 1**
- Understanding the levels of conflict
- Ways to handle each level of conflict

**Part 2**
- Basic types and causes of conflict
- Ways to approach each type of conflict

**Part 3**
- How various personality types handle conflict
- Your conflict style and how to adapt it to the situation

**Part 4**
- Steps to resolving conflict

**COACHING YOUR EMPLOYEES (Parts 1 - 3)**

Coaching is most often misunderstood. It is both an art and a science, and requires skill building. We show you when and how coaching should be done, as well as the pitfalls to avoid.

**Key points covered**

**Part 1**
- The misconceptions of coaching
- The emotional bank account
- The platinum rule
- The steps to becoming an efficient coach

**Part 2**
- Coaching good work
- Coaching poor work
- Coaching serious situations
- Avoiding sidetracks

**Part 3**
- Coaching steps
- Ladder of inference
- Using G.A.M.E. to solve problems
Tortal Training’s Out of the Box solutions are pre-developed courses created by experts, and can be used immediately by corporate staff, franchisees and their staff.

For more information about Tortal Training’s Out of the Box courses, call us at 704.323.8923, www.tortal.net

### Professional Development course list

#### GENERATIONAL DIVIDE (Parts 1 - 3)
The very best leaders are students of human behavior. That means they try to understand the differences of personality, of gender, ethnicity, and culture. Likewise an understanding of generational differences is one of the most important areas to understand. Generational conflict is impacting everything we do, from how we communicate, to how we act when we want to work with others, and how we respond to customers. If we don’t figure out generational points of conflict, internally work slows down, and externally our sales and customer satisfaction scores drop. Generational conflicts are inevitable and preventable. They are inevitable in all organizations, but big problems are preventable if you’ll apply some of our tips shared in this series.

**Key points covered**

**Part 1**
- Identify the 4 generations present in the workforce today
- Understand the history of each generation and how it has shaped each generation
- Describe the general characteristics of each generation

**Part 2**
- Understand how Traditionalists and Baby Boomers behave in the work world
- Determine ways to interact more effectively with them
- Understand how to work for a Traditionalist or Baby Boomer boss
- Work with and motivate Baby Boomer and Traditionalist employees

**Part 3**
- Describe the general characteristics of Generation X and Y
- Understand the career goals, workplace values and what motivates Generation X and Y
Tortal Training’s Out of the Box solutions are pre-developed courses created by experts, and can be used immediately by corporate staff, franchisees and their staff.

For more information about Tortal Training’s Out of the Box courses, call us at 704.323.8923, www.tortal.net

Professional Development course list

SUCCESSION PLANNING (Parts 1 - 3)
In this series we focus on defining what succession planning is and why it is such a necessary process along with determining what factors need to be considered when creating a succession plan. This knowledge allows you to identify the steps of succession planning. This lesson also introduces you to a valuable tool in succession planning, the Nine-Box model.

Key points covered

Part 1
• Identify, develop, select and promote top talent
• Assess each department’s bench strength
• Produce a pool of promotable candidates that may be shared across departments

Part 2
• How to properly use the 9 Box model
• Define the step-by-step process for evaluating the performance and promotional readiness of your employees
• How to prepare for a succession planning meeting
• Identify how succession planning should flow

Part 3
• How to meet one-on-one with employees
• Establish development plans
• Establish a follow-up process
OUT OF THE BOX

Tortal Training’s Out of the Box solutions are pre-developed courses created by experts, and can be used immediately by corporate staff, franchisees and their staff.

For more information about Tortal Training’s Out of the Box courses, call us at 704.323.8923, www.tortal.net

Core Competencies course list

MASTERING CROSS-GENERATIONAL COMMUNICATION (Parts 1 - 5)
In this series we explore how each of the four generations think and act differently. We provide a complete picture of how each generation developed, as well as some very valuable tips on how to interact with members of each generation.

Key points covered

Part 1
• Identify the 4 generations present in the workforce today
• Understand the history of each generation and how it has shaped each generation
• Describe the general characteristics of each generation

Part 2
• Understand how Traditionalists behave in the work world
• Determine ways to interact more effectively with them
• Understand how to work for a Traditionalist boss
• Work with and motivate Traditionalist employees

Part 3
• Understand how Baby Boomers behave in the work world
• Determine ways to interact more effectively with them
• Understand how to work for a Baby Boomer boss
• Work with and motivate Baby Boomer employees

Part 4
• Describe the general characteristics of Generation X
• Understand the career goals, workplace values and what motivates Generation X

Part 5
• Describe the general characteristics of Generation Y
• Understand the career goals, workplace values and what motivates Generation Y

REDUCE STRESS THROUGH EFFECTIVE CONFLICT RESOLUTION (Parts 1 - 4)
In this series we explore the origin and level of conflict, common conflict styles and how to take the appropriate action when confronted with conflict.

Key points covered

Part 1
• Recall the Platinum Rule and how it relates to conflict management
• Identify and describe the levels of conflict

Part 2
• Differentiate between the five types of conflict and recall actions for each

Part 3
• Recall the role personality plays in conflict
• Identify the five conflict behavioral styles

Part 4
• Describe the steps to resolve conflict
Tortal Training’s Out of the Box solutions are pre-developed courses created by experts, and can be used immediately by corporate staff, franchisees and their staff.

For more information about Tortal Training’s Out of the Box courses, call us at 704.323.8923, www.tortal.net

**Hospitality + Food Service course list**

**FOOD SAFETY + FOOD HANDLING 101 (Parts 1-10)**

*AVAILABLE IN SPANISH*

Food and Beverage operations have a responsibility towards their Guests to provide a clean, sanitized and safe environment for food preparation and food handling. The core topics covered in this 10 part series provides food handlers and team members in a Food and Beverage operation with standardized knowledge in the following areas; Hand washing techniques, Basic Food Safety, Food Allergens, Personal Hygiene requirements, Cook Times and Temperatures, and Cleaning and Sanitizing. This series will also cover the correct techniques, standards and regulations recognized in most states to prepare team members for food handling and safety certification tests that may be needed in their region of operation.

**Key points covered**

**Part 1**
- Importance of hand washing and sanitizing
- When is hand washing required?
- Correct hand washing and sanitizing techniques to health standards

**Part 2**
- Basics of food contaminants
- What populations are at greatest risk?
- How does food become unsafe for consumption?
- What foods are most likely to become unsafe?

**Part 3**
- How do food handlers contaminate food, other food handlers and guests?
- What are the components to a good personal hygiene program in a food and beverage operation?
- What do you do if a food handler is sick?

**Part 4**
- Correct internal food temperatures
- How do you accurately check the temperature of food?
- Importance of cooking food to its’ correct internal temperature

**Part 5**
- What are food allergens and the most common types?
- Identify symptoms of an allergic reaction and determine what to do if an allergic reaction occurs while dining
- Correctly preparing dishes for guests with food allergies

**Part 6**
- Cleaning and Sanitizing in a Food and Beverage operation
- What are the critical points of a cleaning and sanitizing plan?
- How should a cleaning and sanitation plan be developed?
- Team members and your new cleaning and sanitizing program
Tortal Training’s Out of the Box solutions are pre-developed courses created by experts, and can be used immediately by corporate staff, franchisees and their staff.

For more information about Tortal Training’s Out of the Box courses, call us at 704.323.8923, www.tortal.net

Hospitality + Food Service course list

FOOD SAFETY + FOOD HANDLING 101 (CONTINUED)

Key points covered

**Part 7**
- What is OSHA?
- Material Safety Data Sheets and how to read them properly

**Part 8**
- Correctly storing cleaning tools and supplies
- Using sanitizers correctly

**Part 9**
- When to clean and sanitize
- How to clean and sanitize

**Part 10**
- How do you clean and sanitize after guests who get sick in the food and beverage operation?
- Correctly maintaining garbage receptacles
- Pest prevention methods
Tortal Training’s Out of the Box solutions are pre-developed courses created by experts, and can be used immediately by corporate staff, franchisees and their staff.

For more information about Tortal Training’s Out of the Box courses, call us at 704.323.8923, www.tortal.net

**Franchising 101 course list**

**WHAT IS FRANCHISING? (Parts 1 - 2)**
An overview of what franchising is and how it works.

**Key points covered**
- Explain basic franchising terms
- Describe the roles of franchisee and franchisor
- Differentiate between types of franchises
- Interpret various types of franchise arrangements

**HISTORY + EVOLUTION (Parts 1 - 2)**
The growth of our economy has had the help of franchise businesses since the 1800s; while many of the most widely loved American products owe their success in part to the franchising model.

**Key points covered**
- Explore the first franchise systems and what made them successful
- Discover factors that contribute to rapid growth and franchising
- Uncover significant developments with franchise regulations

**ROLES + RESPONSIBILITIES**
This course is designed for the franchisee owner, their management team and the staff of the franchisor reviewing the different roles and responsibilities that a franchisor has versus the franchisee.

**Key points covered**
- Create greater clarity and understanding of the roles and responsibilities of the franchisee and franchisor to create better franchisor and franchisee relationships

**KEYS FOR FRANCHISE SUCCESS (Parts 1 - 2)**
This series discusses the key issues for franchise success and creating a greater awareness of the importance of brand building and the system working as a team.

**Key points covered**

**Part 1**
- The value of building a brand
- Everyone is a brand steward
- The importance of compliance

**Part 2**
- Make recruiting your responsibility
- Understand your ideas are valuable
- Avoid thinking your actions only affect you
- Support marketing initiatives
- Make a short-term investments for long-term results
- Create a business plan
- Be a brand leader
- Attend convention/conferences
- Train and inform staff