

Multi Unit Leadership: The 7 Stages of Building High-Performing Partnerships and Teams

By Jim Sullivan

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Multi-Unit Leadership: The 7 Stages of Building High-Performing Partnerships and Teams explores the art and science of 21st Century multi-unit leadership, performance and profitability. This 304 page softcover details the 7 stages that Regional Managers and franchisees go through as they grow from running a single unit to leading multiple units. The book features over 250 best practices of high-performing MULs (multi-unit leaders) across foodservice and retail industries in North America. The content is based on exclusive new research and best practices from 480 high-performing Multi-Unit Managers who work for companies that include Walt Disney, Panera Bread, McDonald's, Subway, Pizza Hut, Target, Applebee's, Macy's, Burger King, Chili's, KFC, Denny's, T.G.I. Friday's, Coca-Cola, Suoercuts and many other regional chains and franchisees. Whether you or your company oversees two stores or two hundred or two thousand, this book will show you and your multi-unit leaders and franchisees how to unify brand standards, execute effective Store Visits, maximize sales across regions, build bench strength, manage time & multiple priorities, build high-performing teams, and beat the competition every shift. Over 177,000 copies sold.

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Editorial Review

Review
The Multi-Unit Leadership book addresses a topic long overlooked in the foodservice and retail industries: that running one store does not require the same skills necessary to successfully oversee many stores. Most franchisees (and franchisors) fail to master the skills needed to go from hands-on management to indirect influence. Sullivan addresses this challenge head-on, delineating the seven distinct growth stages that successful franchises and Area Directors master to succeed in the role. Readers will get a treasure-trove of creative ways to manage time and priorities, be better Brand Ambassadors, build strong teams, align corporate goals to street-level unit execution and drive the bottom line. If you're a "mansger of managers"--or aspire to be one--this book is your road map. While aimed at the Multi-Unit Manager, it seems that every unit manager would also benefit strongly from the strategies, tactics and leadership techniques detailed in this 304 page book. Sullivan's style is fun and detailed as well. This isn't a intellectual treatise on leadership, it's a practical, specific and thoughtful book chockablock-full of tips, tricks and techniques to be an awesome Multiunit Leader. --Nation's Restaurant News

About the Author
Jim Sullivan, CEO of Sullivision.com, is a veteran of over 20 years in the hospitality and retail industries as an award-winning operator, consultant and best-selling author. He's worked for and with companies as distinct as Walt Disney Company, Sam's Club, American Express and Coca-Cola. Not a theorist , Jim is well-known as a brand-builder, motivator, trend-spotter and problem-solver. He has built his reputation designing successful sales, marketing, and leadership programs for the Top 200 restaurant, hotel, and retail chains, and over 1,000 independent business owners. Jim is a visiting professor at Penn State University, Purdue, the University of Delaware, Cal Poly and the Culinary Institute of America. He s a graduate of the University of Colorado, and lives in Wisconsin.

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