



## DO-It Leaders,

I am excited to share a structured roadmap for our hIPo General Managers. This isn't just a promotion; it's a **Leadership Internship**. We are building a bench of future District Operations leaders who can "Do It" at the highest level.

This program targets GMs with a proven track record of strong OA scores, P&L mastery, and low turnover. It is designed to bridge the gap between store management and multi-unit leadership through three calculated phases:

## The STAR Framework

- **S — Supervision (Side Quests):** Real-world oversight alongside the DO.
  - **T — Tutoring:** Mastering the curriculum by teaching it to others.
  - **A — Advanced Aids:** Select leadership literature for mental development.
  - **R — Responsibilities:** Graduated accountability for store and area-wide metrics.
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## Phase 1: Foundational Oversight

- **Supervision:** Accompanying DO on store rounds to learn high-level auditing.
- **Tutoring:** Auditing all current classes; instructing a Level 1 class and assisting with the GMIT program.
- **Advanced Aids:** Mastery of *Who Moved My Cheese?* and *The One Minute Manager*.
- **Responsibilities:** Primary store management with secondary oversight of a "sister store" under DO guidance.

## Phase 2: Operational Calibration

- **Supervision:** Independent store calibrations and AM evaluations within the local area.
- **Tutoring:** Leading Level 1 sessions and co-instructing Level 2/3 classes. Serving as a lead assistant for the GMIT program.
- **Advanced Aids:** Mastery of *How to Talk to Anyone* and *The 2-Day CEO*.
- **Responsibilities:** Full accountability for home store, one sister store, and a specific key performance metric for the area. Should be doing home store payroll & bonus verification.

## Phase 3: Market Leadership & Autonomy

- **Supervision:** Conducting visits to stores outside the primary market to understand diverse operational challenges.
- **Tutoring:** Fully certified to teach any two classes; serving as Lead Instructor for the GMIT program.

- **Advanced Aids:** Mastery of *Crucial Conversations* and *The 7 Habits of Highly Effective People*.
  - **Responsibilities:** \* Full oversight of a sister store on a rotating quarterly basis. Home payroll & bonus verification.
    - Lead OA Inspector for the area and EOP/Cleaning inspection lead.
    - Qualified to lead the market during DO absences.
    - *Strategic Addition (Kevin's Note):* Trainees will manage their own store bonuses with DO oversight and replicate area-wide SIT training across neighboring regions.
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**The Goal:** By marketing this as an **Internship**, we create a respected "Leadership Presence" that identifies and grooms our future District Operations leaders before we need to fill the seat.

This is a concise version of the larger outline. I plan on sending this into the other thread for everyone to view.

Best regards,

**Coach Bobby**