

McDonald's Corporation Home Office-Oakbrook

The McDonald's Corporation provides training for its management personnel at the restaurant level, at Regional Training Departments, and at Hamburger University. The courses offered are designed to improve the skills and knowledge of management personnel in the McDonald's Corporation. This includes specific on-the-job training as well as comprehensive skills and knowledge involved in restaurant management and food service equipment for various levels of management personnel. Course delivery is carried out by McDonald's Corporation instructional and corporate staff within Hamburger University and at Regional Training Departments.

Classrooms, audiovisual support, and other student/instructor facilities have been designed to ensure an effective learning environment.

In addition to the training offered to management personnel, specialized training for home office staff is provided at the corporate headquarters in Oak Brook, Illinois.

For students records, please contact: McDonald's College Credit Connection.

phone number - (630) 623-1637 e-mail - CollegeCredit@us.mcd.com

URL: <http://www.mcdonalds.com/collegecreditconnection>

Advanced Operations Course

ACE Number: MCD-0005

Credit Type: Course

Version 4

Course Number: AOC

Course Title: Advanced Operations Course

Former Course Title: (Formerly

Location: McDonald's Corporation Home Office-Oakbrook

Length: 5.5 days, 42 hours

Version Dates: 01/01/1997 - 12/31/2000

Objective: To provide managers with a knowledge of restaurant management and food service equipment.

Learning Outcome: Upon successful completion of this course, the student will be able to work effectively with restaurant personnel, suppliers, and customers; staff and retain restaurant personnel in a culturally diverse workforce; and manage all facets of the restaurant operation.

Instruction: Major topics covered in the course are effective people practices including delegation, communications, and teambuilding; profit management including balancing customer satisfaction and profit improvement; staffing and retention, including turnover issues; and market share, including analyzing demographics and identifying appropriate sales strategies. Methods of instruction include lecture, discussion, classroom exercises, case studies, audio/visual materials, observations, and tests.

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in restaurant management or business retail management. Prerequisites: Management Development Program, Basic Operations Course, Basic Management Course, and Intermediate Operations Course. (10/97).

Version 3

Course Number: AOC

Course Title: Advanced Operations Course

Former Course Title: (Formerly

Location: McDonald's Corporation Home Office-Oakbrook

Length: 2 weeks (74.75 hours)

Version Dates: 12/01/1990 - 12/31/1996

Objective: To provide managers with advanced knowledge, competence, and skills in the operation of a food service unit.

Learning Outcome: Upon successful completion of this course, the student will be able to work effectively with restaurant personnel, suppliers, and customers; staff and retain restaurant personnel in a culturally diverse workforce; and manage all facets of the restaurant operation.

- Instruction:** Major topics covered in the course are interpersonal skills, human relations skills, personnel management skills, operation management skills, equipment management skills, cost control, administrative management, and marketing.
- Credit Recommendation:** In the upper-division baccalaureate degree category, 3 semester hours in food service management. Prerequisites: Management Development Program I-III, Basic Operations Course, Basic Management Course, and Regional Equipment Classes(formerly Applied Equipment). (12/90).

Version 2

- Course Number:** AOC
- Course Title:** Advanced Operations Course
- Former Course Title:** (Formerly
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 2 weeks (70 hours)
- Version Dates:** 01/01/1984 - 11/30/1990
- Objective:** To provide managers with a knowledge of restaurant management and food service equipment.
- Learning Outcome:** Upon successful completion of this course, the student will be able to work effectively with restaurant personnel, suppliers, and customers; staff and retain restaurant personnel in a culturally diverse workforce; and manage all facets of the restaurant operation.
- Instruction:** Major topics covered in the course are personnel management, skill development and equipment operation, maintenance, and troubleshooting; Methods of instruction include individual lessons prepared around specific objectives augmented by audio/visual presentation, lecture, discussion, workshops, and testing.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 1 semester hour in food service equipment and maintenance. In the upper-division baccalaureate degree category, 3 semester hours in restaurant management. Prerequisites: Basic Operations, Intermediate Operations, Regional Equipment Classes(formerly Applied Equipment), and Management Development I, II, and III. (7/85).

Version 1

- Course Number:** AOC
- Course Title:** Advanced Operations Course
- Former Course Title:** (Formerly
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 2 weeks (70 hours)
- Version Dates:** 01/01/1974 - 12/31/1983
- Prerequisites:** Basic Operations, Intermediate Operations, Regional Equipment Classes(formerly Applied Equipment), and Management Development I, II, and III.
- Objective:** To provide managers with a knowledge of restaurant management and food service equipment.
- Learning Outcome:** Upon successful completion of this course, the student will be able to work effectively with restaurant personnel, suppliers, and customers; staff and retain restaurant personnel in a culturally diverse workforce; and manage all facets of the restaurant operation.
- Instruction:** Major topics covered in the course are personnel management, skill development and equipment operation, maintenance, and troubleshooting. Methods of instruction include individual lessons prepared around specific objectives augmented by audio/visual presentations, lecture, discussion, workshops, and testing.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 2 semester hours in food service equipment and maintenance. In the upper-division baccalaureate degree category, 2 semester hours in personnel management. Prerequisites: Basic Operations, Intermediate Operations, Regional Equipment Classes(formerly Applied Equipment), and Management Development I, II, and III. (10/80).

Advanced Restaurant Management

- ACE Number:** MCD-0012
- Credit Type:** Course

Version 2

- Course Title:** Advanced Restaurant Management

Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (35 hours)
Version Dates:	01/01/1984 - 12/01/1990
Objective:	To strengthen students' decision-making ability in a variety of complex operational situations in restaurants.
Instruction:	Major topics covered in the course are advanced management techniques, operational procedures, profits, cost and pricing, local store marketing, and personnel administration. Methods of instruction include lecture and discussion.
Credit Recommendation:	In the upper-division baccalaureate degree category, 2 semester hours in general management (7/85).

Version 1

Course Title:	Advanced Restaurant Management
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (35 hours)
Version Dates:	12/01/1977 - 12/31/1983
Objective:	To strengthen students' decision-making ability in a variety of complex operational situations in restaurants.
Instruction:	Major topics covered in the course are advanced management techniques, operational procedures, profits, cost and pricing, local store marketing, and personnel administration. Methods of instruction include lecture and discussion.
Credit Recommendation:	In the upper-division baccalaureate degree category, 2 semester hours in restaurant management and finance (10/80).

Advanced Shift Management

ACE Number:	MCD-0046
Credit Type:	Course

Version 2

Course Title:	Advanced Shift Management
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 days, 22 hours
Version Dates:	08/01/2004 - Present
Prerequisites:	Basic shift management and 124 hours coached self-study.
Objective:	To provide students with the knowledge and skills to effectively manage the core issues of Quality, Service, Cleanliness and Value (QSC&V) with profitability when managing a shift.
Learning Outcome:	Upon successful completion of this course, the learner will be able to identify the elements that make up the different lines of the Profit and Loss statement; identify routines and tools to balance Quality, Service, Cleanliness and Value (QSC&V) with profit; use a decision making model to maintain balance between QSC&V and profit; and prepare a plan to address profit opportunities during the shift using the GAME (Gather Facts, Analyze, Make a Plan, and Execute) model.
Instruction:	Major topics covered in the course are profitability; elements in the profit and loss statement; opportunities for profit in the shift including daily routines, energy costs, food costs, labor costs and maintenance; operating system diagnostics; decision making model; and GAME, a planning model. Methods of instruction include lectures, facilitated discussion, exercises, role plays, restaurant visit with learning activities, and development and implementation of a post class action plan.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 1 semester hour in restaurant management, business administration, hospitality management or management (6/10).

Version 1

Course Title:	Advanced Shift Management
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	2 days, 12.5 hours
Version Dates:	02/01/1999 - 07/31/2004
Prerequisites:	Basic Shift Management and 124 hours coached self-study.

- Objective:** To provide students with the knowledge and skills necessary to effectively manage people and products on a shift by shift basis, independent of supervision, with special emphasis on perception theory, the coaching/counseling function, and restaurant profitability.
- Learning Outcome:** Upon successful completion of this course, the student will be able to understand principles of perception theory and styles of behavior; describe and demonstrate the elements of effective coaching and counseling; and identify pragmatics of money management.
- Instruction:** Major topics covered in the course are the nature of perceptions, personality and behavior styles, motivation factors, coaching and counseling models, and the elements of effecting restaurant profitability. Methods of instruction include lectures, facilitated discussion, exercises, role plays, learning maps, observations, and final examination.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 1 semester hour in restaurant management (4/03).

Basic Management Course

- ACE Number:** MCD-0026
- Credit Type:** Course

Version 2

- Course Number:** BMC
- Course Title:** Basic Management Course
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 3.5 days, 27.5 hours
- Version Dates:** 07/01/1990 - 12/31/1999
- Prerequisites:** Basic Operations Course and required Management Development Program modules.
- Objective:** To provide basic managerial and supervisory skills that result in good business practices in the operation of a restaurant.
- Learning Outcome:** Upon successful completion of this course, the student will be able to exhibit effective leadership skills and attitudes; interview, hire, and counsel staff; handle special situations; and troubleshoot small equipment.
- Instruction:** Major topics covered in the course are human relations, functional management, basic leadership skills, and maintaining and trouble shooting small equipment. Methods of instruction include lecture, participant involvement, interactive problem-solving, small-group techniques, skill-building activities, observation, pre- and post-tests, and post-class action plan.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 2 semester hours in human resource management (10/97).

Version 1

- Course Number:** BMC
- Course Title:** Basic Management Course
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 4 days, 27 hours
- Version Dates:** 01/01/1990 - 06/30/1990
- Prerequisites:** Basic Operations Course, Management Development Program I, and Modules 1 and 2 of Management Development Program II.
- Objective:** To provide basic managerial and supervisory skills that result in good business practices in the operation of a restaurant.
- Learning Outcome:** Upon successful completion of this course, the student will be able to observe and gather facts; analyze information; and act and communicate according to established policies.
- Instruction:** Major topics covered in the course are human relations, functional management, and basic leadership skills.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 2 semester hours in human resource management (12/90).

Basic Operations Course

- ACE Number:** MCD-0003
- Credit Type:** Course

Version 4

Course Number:	BOC
Course Title:	Basic Operations Course
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	4 days, 36 hours
Version Dates:	08/01/1992 - 12/31/1999
Objective:	To provide students with the knowledge and skills necessary to effectively manage shifts.
Learning Outcome:	Upon successful completion of this course, the student will be able to demonstrate effective communication; maintain food safety; manage a crew to deliver quality products in an atmosphere of Total Customer Satisfaction; and to understand state and federal law, and McDonald's shift and security policies.
Instruction:	Major topics covered in the course are communication, training, food safety and sanitation, product quality, customer satisfaction, floor management, and security. Methods of instruction include lecture, discussion, classroom exercises, "hands-on" lab experience, observation, tests, a final examination, and post class action plans.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in food service management (10/97).

Version 3

Course Number:	BOC
Course Title:	Basic Operations Course
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (33.5 hours)
Version Dates:	03/01/1989 - 07/31/1992
Prerequisites:	Management Development Program I.
Objective:	To reinforce and augment the management trainee's individualized instruction in the basic functions of restaurant management.
Learning Outcome:	Upon successful completion of this course, the student will be able to manage a restaurant during non-peak shifts.
Instruction:	Major topics covered in the course are communication, training, raw finished product quality, service, sanitation, managing people, floor control, security, and managing change. Methods of instruction include lecture, discussion, demonstration, group activities, and an applied management laboratory.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in food service management. Prerequisite: Management Development Program I. (12/90).

Version 2

Course Number:	BOC
Course Title:	Basic Operations Course
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (38.5 hours)
Version Dates:	08/01/1985 - 02/28/1989
Prerequisites:	Management Development Program I.
Objective:	To augment and complete management trainees' individualized instruction in basic operational functions of restaurant management.
Learning Outcome:	Upon successful completion of this course, the student will be able to manage a restaurant during non-peak shifts.
Instruction:	Major topics covered in the course are raw products, production and quality control, communications, time management, training, service, security, personnel, and maintenance. Methods of instruction include lectures, discussions, and demonstrations.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in food service management. Prerequisite: Management Development Program I. (7/85).

Version 1

Course Number:	BOC
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Course Title:	Basic Operations Course
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (38.25 hours)
Version Dates:	01/01/1979 - 07/31/1985
Objective:	To augment and complete management trainees' individualized instruction in basic operational functions of restaurant management.
Learning Outcome:	Upon successful completion of this course, the student will be able to manage a restaurant during non-peak shifts.
Instruction:	Major topics covered in the course are raw products, equipment operations, finished quality, other areas covering production, personnel, maintenance, and general operation. Methods of instruction include lecture-discussion workshops, and testing.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in food service management (7/85).

Basic Shift Management

ACE Number:	MCD-0047
Credit Type:	Course

Version 3

Course Title:	Basic Shift Management
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 days, 23 hours
Version Dates:	06/01/2010 - Present
Prerequisites:	Shift Management (MDP 1) and ServSafe.
Objective:	To develop knowledge and the technical and interpersonal skills to successfully manage a restaurant shift, increase employee commitment, maximize restaurant performance, and improve customer satisfaction with service.
Learning Outcome:	Upon successful completion of this course, the student will be able to maintain standards for service, cleanliness, and raw and finished product quality; effectively use planning tools to ensure optimum quality and service; create a positive work environment in the restaurant; consistently use the decision-making model; obtain customer feedback; and follow the customer recovery process when needed.
Instruction:	Major topics covered in the course are interpersonal relations, behavior and personality types; managing a diverse workforce; communication, labor laws and policies; customer satisfaction and recovery; the shift management process and tools; decision making; safety and security; and opening and closing procedures. Methods of instruction include lectures, facilitated discussion, exercises, role plays, learning maps, performance-based observations, and examinations.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 1 semester hour in introduction to management or hospitality management (6/10).

Version 2

Course Title:	Basic Shift Management
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 days, 23 hours
Version Dates:	03/01/2004 - 05/31/2010
Prerequisites:	423.5 hours coached self-study (Shift Management MDP-1).
Objective:	To develop knowledge and the technical and interpersonal skills to successfully manage a restaurant shift, increase employee commitment, maximize restaurant performance, and improve customer satisfaction with service.
Learning Outcome:	Upon successful completion of this course, the student will be able to maintain standards for service, cleanliness, and raw and finished product quality; effectively use planning tools to ensure optimum quality and service; create a positive work environment in the restaurant; consistently use the decision-making model; obtain customer feedback; and follow the customer recovery process when needed.

- Instruction:** Major topics covered in the course are interpersonal relations, behavior and personality types; managing a diverse workforce; communication, labor laws and policies; customer satisfaction and recovery; the shift management process and tools; decision making; safety and security; and opening and closing procedures. Methods of instruction include lectures, facilitated discussion, exercises, role plays, learning maps, performance-based observations, and examinations.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 2 semester hours in human resources management or hospitality management. NOTE: Successful completion of Shift Management (MPD-1) and this course is recommended in the lower-division baccalaureate degree category in Introduction to Management or Introduction to Hospitality Management. (10/05).

Version 1

- Course Title:** Basic Shift Management
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 3 days, 20 hours
- Version Dates:** 02/01/1999 - 02/29/2004
- Prerequisites:** 423.5 hours coached self-study.
- Objective:** To develop the technical competencies needed to successfully manage a food service operation.
- Learning Outcome:** Upon successful completion of this course, the student will be able to apply interpersonal relations skills to the operation of a customer service operation, as regards both the public and employees; and to manage an hourly paid workforce.
- Instruction:** Major topics covered in the course are interpersonal relations, managing a diverse workforce, communication, and stress management. Methods of instruction include lectures, facilitated discussion, exercises, role plays, videos, learning maps, in-store lab, performance-based observations, and final examination.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 1 semester hour in restaurant management (4/03).

Business Consultant Development Program

- ACE Number:** MCD-0027
- Credit Type:** Course

Version 1

- Course Title:** Business Consultant Development Program
- Former Course Title:** Business Consultant Development Program (includes Financial Skills CBT course)
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** Self-paced over 60 to 90 days, 77 -- 93 hours
- Version Dates:** 06/01/1996 - 06/30/1999
- Objective:** To provide the student with the basic skills and knowledge needed to begin consulting with franchised business operators.
- Learning Outcome:** Upon successful completion of this course, the student will be able to describe the responsibilities and roles of the business consultant in meeting established standards; explain the relationship between the corporate and operator goals; develop a base of regional resources, establish efficient calendar, time management, and information retrieval techniques; develop an effective and flexible business planning process; analyze and monitor financial data to improve a business's financial position; and to communicate more effectively in writing.
- Instruction:** Major topics covered in the course are the roles and responsibilities of the business consultant, identifying regional resources, organizing time and files, consulting activities and skills, business planning, financial data, building market share, and written communication. Methods of instruction include computer-based instruction, case studies, classroom exercises, assigned reading, and peer, supervisor, and operator observation and feedback.
- Credit Recommendation:** In the upper-division baccalaureate degree category, 3 semester hours in business administration or hospitality administration (10/97).

Business Consultant's Course

- ACE Number:** MCD-0028
- Credit Type:** Course

Version 1

Course Title:	Business Consultant's Course
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	5 days, 33.5 hours
Version Dates:	12/01/1996 - 10/31/2002
Objective:	To prepare students to effectively provide business operators with consulting services in the areas of sales, financial and reinvestment matters, planning and corporate strategies.
Learning Outcome:	Upon successful completion of this course, the student will be able to develop an effective consulting relationship with business operators to assist in improving their businesses.
Instruction:	Major topics covered in the course are understanding the operator's perspective; running a business; building relationships; committing to mutual goals; preparing for improvement; providing support; assessing the relationship; and planning and organizing. Methods of instruction include lecture, discussion, case studies, role play, observation, peer evaluations and critiques of role plays.
Credit Recommendation:	In the upper-division baccalaureate degree category, 2 semester hours in business administration or hospitality administration (10/97).

Business Consultants MDP

ACE Number:	MCD-0058
Credit Type:	Course

Version 1

Course Title:	Business Consultants MDP
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 - 12 months, 296 -- 416 hours
Version Dates:	09/01/2004 - Present
Objective:	To develop the knowledge, interpersonal, and technical skills to effectively consult with franchise owners to improve profitability and achieve core success measures.
Learning Outcome:	Upon successful completion of this course, the student will be able to understand franchising at McDonald's including standards, and building and equipment standards; understand the Field Service Organization and the role of a business consultant working with owner/operators; develop consulting, communications and conflict resolution skills; use departmental and organizational resources to work effectively and efficiently with owner/operators; and establish and maintain a working relationship with owner/operators and their organizations to improve restaurant results through the Restaurant Operations Improvement Program.
Instruction:	Major topics covered in the course are franchising and the McDonald's Corporation; field service consulting to help owner/operators succeed; operations review; Restaurant Operations Improvement Process cycle, inputs, processes and outputs; financial skills and business reviews; consulting skills and consulting on profit, people practices and business results; and company support and resources. Methods of instruction include coaching, reading, discussion, case studies, interviews, applied exercises, and verifications.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in business administration, human resources management, or hospitality management (6/10).

Business Leadership Practices

ACE Number:	MCD-0051
Credit Type:	Course

Version 2

Course Number:	BLP
Course Title:	Business Leadership Practices
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	5 days, 40 hours
Version Dates:	02/01/2004 - Present
Prerequisites:	Shift Management (MDP 1), Basic Shift Management, Advanced Shift Management, Systems Management (MDP 2), Effective Management Practices, Restaurant Management (MDP 3), Restaurant Operations Leadership Practices, and Business Management (MDP-4).

Objective:	To provide experienced restaurant managers with the skills needed to develop a business plan that aligns with goals established by the region or country, and their own restaurant organization.
Learning Outcome:	Upon successful completion of this course, the student will be able to develop a restaurant business plan that is aligned with goals established by the regions, division, country, and their own restaurant organization; create a people plan that includes individual and career development planning to meet organizational and individual needs; adapt the restaurant's business plan based on changes in the market; create a restaurant environment where diverse perspectives are valued and considered when making business decisions; promote a positive image in the community, including building relationships with schools and community organizations; and take accountability for delivering outstanding food quality to their customers.
Instruction:	Major topics covered in the course are accountability for improved results; creative thinking; developing restaurant talent; social responsibility and McDonald's image; business planning fundamentals, ROIP (Restaurant Operations Improvement Plan). Methods of instruction include lecture, facilitated discussion, situational simulation, team activities, role plays, written exercises, group reflective discussions and written self-reflection assessments, in-class role plays and exercises, and in-class demonstration.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in management, human resource management, business administration, or hospitality management (6/10).

Version 1

Course Number:	BLP
Course Title:	Business Leadership Practices
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	5 days, 40 hours
Version Dates:	03/01/2001 - 01/31/2004
Objective:	To provide experienced restaurant managers with the skills needed to develop a business plan that aligns with goals established by the region or country, and their own restaurant organization.
Learning Outcome:	Upon successful completion of this course, the student will be able to develop a restaurant business plan that is aligned with goals established by the regions, division, country, and their own restaurant organization; create a people plan that includes individual and career development planning to meet organizational and individual needs; adapt the restaurant's business plan based on changes in the market; create a restaurant environment where diverse perspectives are valued and considered when making business decisions; promote a positive image in the community, including building relationships with schools and community organizations; and take accountability for delivering outstanding food quality to their customers.
Instruction:	Major topics covered in the course are business planning fundamentals, delivering effective presentations, creative thinking, leveraging diversity, cultural heritage, social and community responsibility, developing restaurant talent, and assuring outstanding food quality. Methods of instruction include lecture, facilitated discussion, situational simulation, team activities, role plays, written exercises, written operations assessments, in-class role plays and exercises, in-class demonstration and post-class, in-restaurant evaluation of business plans and people plans.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in business administration, management, or hotel, restaurant, and institutional management (11/01).

Business Management

ACE Number:	MCD-0056
Credit Type:	Course

Version 1

Course Number:	MDP 4
Course Title:	Business Management
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	5 to 18 months, 140 hours
Version Dates:	08/01/2003 - 09/30/2013
Prerequisites:	Restaurant Management and Restaurant Operations Leadership Practices.
Objective:	To develop the knowledge and skills to transition into becoming a restaurant manager; build processes and practices to improve quality, profits and sales; and to develop business plans for the restaurant.

- Learning Outcome:** Upon successful completion of this course, the student will be able to understand the role of a restaurant manager and assume the appropriate position with the crew and management team; determine whether the restaurant is meeting quality, service and cleanliness goals; formulate and share a staffing, development, and retention vision for crew and managers; implement development practices; provide clear and consistent direction for the management team; describe how short-term decisions can have long-term profit & loss effects; and determine whether initiatives will result in increased sales and profits.
- Instruction:** Major topics covered in the course are managing a restaurant; quality, service and cleanliness and the customer; communications, hiring, training, development and retention policies; sales, forecasting, and profit and loss projections; and business planning. Methods of instruction include coaching, reading, discussion, analysis, applied exercises, and competency-based assessments (verifications).
- Credit Recommendation:** In the upper-division baccalaureate degree category, 3 semester hours in hospitality management, human resources management, or business administration (6/10).

Delivery Skills for Presentations

- ACE Number:** MCD-0017
Credit Type: Course

Version 3

- Course Number:** MCD-0017
Course Title: Delivery Skills for Presentations
Former Course Title: Presentation Skills
Location: McDonald's Corporation Home Office-Oakbrook
Length: 15 hours
Version Dates: 06/01/2010 - 06/30/2017
Prerequisites: None.
Objective: The course objective is to identify proven techniques that allow presenters to increase their confidence, credibility, and professionalism while delivering information.
- Learning Outcome:** Upon completion of the course, the student will be able to describe the Trainer Success Model; demonstrate key physical skills including eye contact, voice, stance, and gestures; demonstrate techniques for managing nervous energy; and demonstrate techniques to answer questions effectively.
- Instruction:** Methods of instruction include audiovisual materials, discussion, lecture, and practical exercises. General course topics include the Trainer Success Model; presentation skills; managing nervous energy; visual aids; and answering questions effectively.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 1 semester hour in public speaking or business presentations (7/14).

Version 2

- Course Number:** MCD-0017
Course Title: Delivery Skills for Presentations
Former Course Title: Presentation Skills
Location: McDonald's Corporation Home Office-Oakbrook
Length: 2 days, 15.5 hours
Version Dates: 07/01/2005 - 05/31/2010
Objective: To identify proven techniques that allows presenters to increase their confidence, credibility and professionalism while delivering information.
- Learning Outcome:** Upon successful completion of this course, the student will be able to describe the trainer success model, demonstrate key physical skills including eye contact, voice, stance and gestures, demonstrate techniques for managing nervous energy and demonstrate techniques to answer questions effectively.
- Instruction:** Major topics covered in the course are trainer success model, presentation skills, managing nervous energy, visual aids, and answering questions effectively. Methods of instruction include student practice sessions, videotape feedback, instructor critiques, lectures and group discussion.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 1 semester hour in oral communications or public speaking (10/05).

Version 1

Course Number:	MCD-0017
Course Title:	Delivery Skills for Presentations
Former Course Title:	Presentation Skills
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	2 days, 15 hours
Version Dates:	01/01/1978 - 06/30/2005
Objective:	To identify techniques necessary for successful oral communication.
Learning Outcome:	Upon successful completion of this course, the student will be able to increase their confidence, credibility, and professionalism when expressing themselves orally to others, either in a small group or to a larger audience.
Instruction:	Major topics covered in the course are an emphasis on the use of eye contact, gestures, voice and emotion; managing distracter and distractions; responding to questions; and the major tasks of a facilitator. Methods of instruction include student practice sessions, videotape feedback, instructor critiques, lectures and workshops.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 1 semester hour in oral communications or public speaking (11/01).

Department Heads Course

ACE Number:	MCD-0029
Credit Type:	Course

Version 1

Course Title:	Department Heads Course
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 days, 18.5 hours
Version Dates:	03/01/1996 - 12/31/2004
Objective:	To provide students with basic skills in managing change, teaching, and team assessment within the organization.
Learning Outcome:	Upon successful completion of this course, the student will be able to differentiate between coaching and managing or supervising; demonstrate increased proficiency in empathetic listening, building trust, giving and receiving feedback and questioning for discovery; enhance performance using effective coaching skills.
Instruction:	Major topics covered in the course are managing change; coaching; and team development. Methods of instruction include lecture, discussion, case studies, role plays and observation.
Credit Recommendation:	In the upper-division baccalaureate degree category, 1 semester hour in restaurant management, food service management, or management (10/97).

Department Management Capstone

ACE Number:	MCD-0068
Credit Type:	Course

Version 1

Course Number:	MCD-0068
Course Title:	Department Management Capstone
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	12 -- 13 hours
Version Dates:	10/01/2010 - 06/30/2017
Prerequisites:	Shift Management MDP 1 (MCD-0053), Serve Safe (MCD-0060), Introduction to Management (MCD-0057), Department Manager Shared (MCD-0063), One of the three Department Manager curricula paths (MCD-0064 or MCD-0065 or MCD-0066).
Objective:	The course objective is to build, demonstrate, and enhance leadership skills to enable Department Managers to lead strong teams and improve business results.

- Learning Outcome:** Upon completion of the course, the student will be able to apply specific leadership behaviors to hold their Department teams accountable for achieving business results and take the best leadership practices from collaborating with your peers and apply them back on the job.
- Instruction:** Methods of instruction include discussion, lecture, facilitated discussion, situational simulation, team activities, in-class role plays, written exercises, reflective discussion, and coaching. General course topics include leadership and leadership behaviors including pre and post work; effective communication; planning and organizing including the scheduling of personnel; the people skills of building teamwork; developing Crew and Managers; supporting change; and the leadership challenge of uncovering the root elements of everyday problems to "Put Customers First".
- Credit Recommendation:** In the upper-division baccalaureate degree category, 1 semester hour in leadership (7/14).

Department Manager Shared

- ACE Number:** MCD-0063
Credit Type: Course

Version 2

- Course Number:** MCD-0063
Course Title: Department Manager Shared
Location: McDonald's Corporation Home Office-Oakbrook
Length: 19 -- 20 hours
Version Dates: 07/01/2014 - 06/30/2017
Prerequisites: Shift Management MDP 1 (MCD-0053), Serve Safe (MCD-0060), Introduction to Management (MCD-0057).
Objective: The course objective is to provide the student with the knowledge and skills needed to understand and to meet all Department Manager's responsibilities as they follow their specific department curriculum path.
Learning Outcome: Upon successful completion of the course, the student will be able to communicate pieces of the RDM structure, tools, and curriculum through the eyes of a Department Manager; manage a department using e*RDM; maintain responsibilities and routines of cleanliness, planned and daily maintenance, SOC's, department management and performance, and scorecards; demonstrate leadership behaviors and results; utilize the operating system diagnostic tool; and conduct performance reviews.
Instruction: Methods of instruction include classroom exercises, computer-based training, discussion, learner presentations, and practical exercises. General course topics include the MFY Operating System Diagnostic Tool; performance review procedures; and the Department Manager Orientation with the shared and individual responsibilities of Restaurant Department Managers including driving business results through leadership skills, delegation, scheduling, monitoring progress, and leading Business Results Days (walk-thru and manager's meetings).
Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in business internship or externship (7/14).

Version 1

- Course Number:** MCD-0063
Course Title: Department Manager Shared
Location: McDonald's Corporation Home Office-Oakbrook
Length: 9 weeks (27 hours)
Version Dates: 03/01/2010 - 06/30/2014
Objective: To provide learners with the knowledge and skills needed to understand and to meet all department manager's responsibilities as they follow their specific department curriculum path.
Learning Outcome: Upon successful completion of all four shared department managers modules (foundations of restaurant department management, made-for-you operating system diagnostic tool, federal and state wage and hour policies and practices, and performance review procedures) the student will be able to identify shared and individual responsibilities as restaurant department managers; recognize the importance of leadership skills, especially span of control, delegation, scheduling, and change management; conduct performance reviews; know relevant wage and hour laws; and use the technology that is needed to perform their responsibilities.

Instruction: The major topics covered within the four shared department management modules include: the operating system diagnostic tool; federal and state wage and hour policies and practices; performance review procedures; and the shared and individual responsibilities of restaurant department managers including leadership skills, delegation, scheduling, and monitoring progress. Methods of instruction include instructor-led training, discussion, coached self-study, e-learning, knowledge and applied assessments, and a verification process.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 1 semester hour in management, supervision, business administration, or hospitality management (6/10).

Developing a Global Mindset

ACE Number: MCD-0062

Credit Type: Course

Version 1

Course Number: MCD-0062

Course Title: Developing a Global Mindset

Location: McDonald's Corporation Home Office-Oakbrook

Length: 2 days (13 - 14 hours)

Version Dates: 06/01/2000 - 06/30/2017

Prerequisites: None.

Objective: The course objective is to identify a cross-cultural management model and tools for those working in cross-cultural functions.

Learning Outcome: Upon completion of the course, the student will be able to describe how cultural values affect workplace behaviors; apply a cross-cultural management model to effectively manage intercultural communications; cross-cultural conflict management; cross-cultural teams; influencing others through negotiations; and analyze a current cross-cultural management situation/critical incident and recommend how to effectively manage that situation.

Instruction: Methods of instruction include audiovisual materials, case studies, discussion, lecture, role plays, and practical exercises. General course topics include team building; employer-employee relationships; management; negotiations; and crew and management training in a cross-cultural environment.

Credit Recommendation: In the upper-division baccalaureate degree category, 1 semester hour in cross-cultural communications (7/14).

Effective Management Practices

ACE Number: MCD-0049

Credit Type: Course

Version 3

Course Title: Effective Management Practices

Former Course Title: Systems Management

Location: McDonald's Corporation Home Office-Oakbrook

Length: 37 hours (5 days)

Version Dates: 08/01/2004 - Present

Prerequisites: Shift Management (MDP 1), ServSafe, Basic Shift Management, Advanced Shift Management, and Systems Management (MDP 2).

Objective: To develop management and leadership knowledge and the skills to effectively manage restaurant systems.

Learning Outcome: Upon successful completion of this course, the student will be able to set and reinforce standards for outstanding quality service and cleanliness through effective personal leadership; understand the costs of turnover and recruit, interview, hire, and retain employees; apply conflict management and communication strategies to enhance crew commitment and customer satisfaction; identify and prioritize opportunities in restaurant systems, to improve systems and achieve goals; and understand the importance of time management in achieving effectiveness.

Instruction: Major topics covered in the course are the linkages between primary, support, and management systems; effective systems management and profitability, attracting, hiring, promoting, and retaining employees, conflict management and conflict management styles; analyzing system opportunities, prioritizing needs and developing action plans for improvement; Franklin Covey's 7 Habit of Highly Effective People: and Franklin Covey's Focus (time management).

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in business administration, human resources management, or hospitality management (6/10).

Version 2

Course Title: Effective Management Practices

Former Course Title: Systems Management

Location: McDonald's Corporation Home Office-Oakbrook

Length: 1 week (36 hours)

Version Dates: 02/01/2003 - 07/31/2004

Prerequisites: Basic Shift Management, Advanced Shift Management, and 364 hours coached self-study.

Objective: To develop restaurant management skills needed to successfully manage a food service operation at the systems level. These skills allow the student to execute the systems within the restaurant, identify root causes of problems, and troubleshoot opportunities by understanding each system's impact on customer satisfaction, employee commitment, profitability, and quality of service.

Learning Outcome: Upon successful completion of this course, the student will be able to problem solve across all areas of the restaurant; improve operational efficiency; manage training and development; manage restaurant products; manage planned maintenance; manage restaurant safety; and schedule staff.

Instruction: Major topics covered in the course are improving operations through diagnostics and action planning, developing people using the performance development system and training programs, managing restaurant products, managing planned maintenance, managing restaurant safety, staff scheduling, staffing and retention, coaching styles, and conflict management. Methods of instruction include lecture, facilitated discussion, exercises, role plays, shoulder-to-shoulder demonstrations, written knowledge assessments, on-the-job exercises, on-the-job role plays and exercises, and in-class skill demonstration.

Credit Recommendation: In the upper-division baccalaureate degree category, 2 semester hours in business administration, management, or hotel, restaurant, and institutional management (4/03).

Version 1

Course Title: Effective Management Practices

Former Course Title: Systems Management

Location: McDonald's Corporation Home Office-Oakbrook

Length: Plus coached practicum, 1 week (32 hours)

Version Dates: 08/01/1999 - 01/31/2003

Objective: To develop restaurant management skills needed to successfully manage a food service operation at the systems level. These skills allow the student to execute the systems within the restaurant, identify root causes of problems, and troubleshoot opportunities by understanding each system's impact on quality, service, and cleanliness in the restaurant; customer satisfaction; employee commitment; and profitability.

Learning Outcome: Upon successful completion of this course, the student will be able to problem solve across all areas of the restaurant; improve operational efficiency; manage training and development; manage restaurant products; manage planned maintenance; manage restaurant safety; and schedule staff.

Instruction: Major topics covered in the course are improving operations through diagnostics and action planning, developing people using the performance development system and training programs, managing restaurant products, managing planned maintenance, managing restaurant safety, staff scheduling, staffing and retention, coaching styles, and conflict management. Methods of instruction include lecture, facilitated discussion, exercises, role plays, shoulder-to-shoulder demonstrations, written knowledge assessments, on-the-job exercises, on-the-job role plays and exercises, and in-class skill demonstration.

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in business administration, management, or hotel, restaurant, and institutional management (11/01).

Field Consultant's Development Program

ACE Number: MCD-0020

Credit Type: Course

Version 2

Course Title:	Field Consultant's Development Program
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 months, 120 hours
Version Dates:	06/01/1989 - 06/30/1999
Objective:	To prepare the newly promoted field consultant to assume the responsibilities of a business management consultant representing the mutual interests of the independent operators and the parent company.
Learning Outcome:	Upon successful completion of this course, the student will be able to perform effectively as a business consultant to independent operators.
Instruction:	Major topics covered in the course are affirmative action, field process, test products and equipment, licensing, finance, and department operations. Methods of instruction include self-paced instruction.
Credit Recommendation:	In the upper-division baccalaureate degree category, 2 semester hours in restaurant management (10/97).

Version 1

Course Title:	Field Consultant's Development Program
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 months, 120 hours
Version Dates:	02/01/1981 - 05/31/1989
Objective:	To prepare the newly promoted field consultant to assume the responsibilities of a business management consultant representing the mutual interests of the independent operators and the parent company.
Learning Outcome:	Upon successful completion of this course, the student will be able to perform effectively as a business consultant to independent operators.
Instruction:	Major topics covered in the course are an introduction to the various functions and supporting personnel relative to the conduct of the position, licensing, consulting with owner operators, financial reviews, and specialized departmental orientations.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in cooperative education/internship in restaurant management (7/85).

Field Consultants' Class

ACE Number:	MCD-0007
Credit Type:	Course

Version 1

Course Title:	Field Consultants' Class
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (30 hours)
Version Dates:	12/01/1975 - 10/01/1996
Prerequisites:	Advanced Operations within the past 3 years.
Objective:	To analyze the operational level of the restaurant and to provide professional advice, methods, and direction to owners and operators in the areas of sales, financial, and reinvestment matters.
Instruction:	Major topics covered in the course are owner/operator expectations, strategies of effective consultation, and financial concepts. Methods of instruction include discussion and lecture.
Credit Recommendation:	In the upper-division baccalaureate degree category, 2 semester hours in food service management (10/97).

Financial Skills Development

ACE Number:	MCD-0061
Credit Type:	Course

Version 2

Course Title:	Financial Skills Development
Former Course Title:	Financial Skills Development for Consultants
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	Across 12 months, 96 -- 97 hours
Version Dates:	10/01/2005 - 06/30/2014
Objective:	To build skills needed to analyze an Operator's financial position, anticipate financial problems, provide guidance and/or be a resource to improve the Operator's financial position, and analyze investment activities from a financial standpoint.
Learning Outcome:	Upon successful completion of this course, the student will be able to improve profitability by controlling Profit and Loss items; understand the financial concepts in the Balance Sheets, Profit and Loss statements and in financial ratios; provide a logical ROI rationale for a planned purchase or reinvestment; establish accounting and control systems that comply with the Franchising agreement; create short and long-term projections budgets, and business plans; plan for monthly tax obligations; and assemble a financial support team.
Instruction:	Major topics covered in this course include financial skills of reading and interpreting balance sheets, Profit and Loss statements, cash-flow analysis, and resource analysis; development of pro forma financial statements; anticipating financial problems; analyzing potential investment opportunities and the ability to improve profitability by controlling financial variables. Methods of instruction include CBT learning, coaching, reading, discussion, analysis and applied exercises.
Credit Recommendation:	In the upper-division baccalaureate degree category, 2 semester hours in business administration, management, or hospitality management (6/10).

Version 1

Course Title:	Financial Skills Development
Former Course Title:	Financial Skills Development for Consultants
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	Self-paced over 3 months
Version Dates:	01/01/2003 - 09/30/2005
Objective:	To build skills needed to analyze an Operator's financial position, anticipate financial problems, provide guidance and/or be a resource to improve the Operator's financial position, and analyze investment activities from a financial standpoint.
Learning Outcome:	Upon successful completion of this course, the student will be able to analyze the financial health of Operator organizations, identify opportunities/trends and assist with action plans, identify and recommend solutions to profit opportunities, provide consulting to operators/managers on investment decisions, describe impact on cash flow and return on investment, create pro-forma profit & loss statements.
Instruction:	Major topics covered in the course are fundamental components of financial analysis; analyzing financial health; cash flow; and restaurant investments. Methods of instruction include coaching, reading, discussion, analysis and applied exercises.
Credit Recommendation:	In the upper-division baccalaureate degree category, 1 semester hour in business administration, human resources management, or hospitality management (10/05).

Foundations of Leadership

ACE Number:	MCD-0052
Credit Type:	Course

Version 3

Course Title:	Foundations of Leadership
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 days, 24 hours
Version Dates:	06/01/2010 - Present
Prerequisites:	Managing the Organization, Partnering for Results, and Operations Consultants Course or Training Consultants Course.
Objective:	To deepen understanding and implementation of sound leadership principles and practices and build personal awareness of leadership through an individual 360-degree coaching session and seminar exercises.

- Learning Outcome:** Upon successful completion of this course, the student will be able to define leadership and identify key leadership behaviors that contribute to success; define the personal motives that guide their leadership priorities and practices; identify their development strengths and needs through one-on-one professional feedback and peer feedback; apply effective coaching strategies to their own work situations and develop their people; and create a detailed plan to guide their actions for improving leadership effectiveness.
- Instruction:** Major topics covered in the course are personal leadership, motives, interpersonal leadership, coaching, leading change, organizational leadership, Myers- Briggs personality indicators, and action planning. Methods of instruction include lecture, classroom discussion, exercises, role plays, case studies, videotaped coaching sessions; instructor observed role plays, written exercises, videotaped exercises, and videotaped coaching feedback sessions.
- Credit Recommendation:** In the upper-division baccalaureate degree category, 3 semester hours in business administration, business management, human resource management, and leadership (6/10).

Version 2

- Course Title:** Foundations of Leadership
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 3 days, 24 hours
- Version Dates:** 08/01/2001 - 05/31/2010
- Objective:** To deepen understanding and implementation of sound leadership principles and practices and build personal awareness of leadership through an individual 360-degree coaching session and seminar exercises.
- Learning Outcome:** Upon successful completion of this course, the student will be able to define leadership and identify key leadership behaviors that contribute to success; define the personal motives that guide their leadership priorities and practices; identify their development strengths and needs through one-on-one professional feedback and peer feedback; apply effective coaching strategies to their own work situations and develop their people; and create a detailed plan to guide their actions for improving leadership effectiveness.
- Instruction:** Major topics covered in the course are personal leadership, motives, interpersonal leadership, coaching, leading change, organizational leadership, Myers-Briggs personality indicators, and action planning. Methods of instruction include lecture, classroom discussion, exercises, role plays, case studies, videotaped coaching sessions, instructor observed role plays, written exercises, videotaped exercises, and videotaped coaching feedback sessions.
- Credit Recommendation:** In the upper-division baccalaureate degree category, 2 semester hours in business administration, business management, human resource management, and leadership (10/05).

Version 1

- Course Title:** Foundations of Leadership
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 3 days, 23 hours
- Version Dates:** 01/01/1998 - 07/31/2001
- Objective:** To provide an understanding of sound leadership principles.
- Learning Outcome:** Upon successful completion of this course, the student will be able to define leadership and identify key leadership behaviors that contribute to success; define the personal motives that guide their leadership priorities and practices; identify their development strengths and needs through one-on-one professional feedback and peer feedback; apply effective coaching strategies to their own work situations and develop their people; and create a detailed plan to guide their actions for improving leadership effectiveness.
- Instruction:** Major topics covered in the course are personal leadership, motives, interpersonal leadership, coaching, leading change, organizational leadership, Myers-Briggs personality indicators, and action planning. Methods of instruction include lecture, classroom discussion, exercises, role plays, case studies, videotaped coaching sessions, instructor observed role plays, written exercises, videotaped exercises, and videotaped coaching feedback sessions.
- Credit Recommendation:** In the upper-division baccalaureate degree category, 2 semester hours in business administration, management, or hotel, restaurant, and institutional management (11/01).

General Manager Business Leadership Capstone

- ACE Number:** MCD-0069
- Credit Type:** Course

Version 2

Course Number:	MCD-0069
Course Title:	General Manager Business Leadership Capstone
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	105 -- 107 hours
Version Dates:	07/01/2014 - 06/30/2017
Prerequisites:	Shift Management MDP 1 (MCD-0053), Serve Safe (MCD-0060), Introduction to Management (MCD-0057), Department Manager Shared (MCD-0063), Guest Service Functional (MCD-0064), Kitchen Functional (MCD-0065), People Functional (MCD-0066), Department Manager Capstone (MCD-0068).
Objective:	The course objective is to equip the student with the knowledge and skills needed to meet profit and performance goals by creating and executing a business plan for their restaurant; building strong leadership behaviors; communicating effectively; planning restaurant schedules; ensure proper management of the inventory and food safety systems; maintain the restaurant; effectively creating, executing, monitoring, and adjusting the business plan for the restaurant; manage loss prevention for the restaurant; think and perform in ways to improve restaurant performance; work individually and in teams to complete activities to improve QSC&V, sales, profit, and people; and think beyond the restaurant and perform in ways to build the organization, region, and the McDonald's brand.
Learning Outcome:	Upon completion of this course, the student will be able to perform LMS functions commonly performed by General Managers including approving registrations, monitoring training progress, and marking items complete; perform e*RDM functions utilized by General Managers including assigning people and managers to departments, equipment, and planned maintenance tasks and setting up the Department Scorecards; follow up on weekly and monthly management development training plans, oversee and coordinate management development for their teams, and complete training for themselves; identify the difference between goals and objectives; apply their knowledge of the General Manager Business Leadership Curriculum and understand its value for driving business results; differentiate between the leadership behaviors of a General Manager versus a Department Manager or Shift Manager; assess the validity of well-written business goals and SMART objectives; apply leadership behaviors to their responsibilities and how to lead their restaurant and develop their Department Managers; prepare for and participate in the weekly manager's meeting and the weekly walk-thru; verify the accuracy of the crew schedule to optimize sales and profitability; create the managers' schedule; building up sales; maintain the correct level of crew and manager staffing to meet restaurant business needs while achieving labor targets; create a plan to develop additional sources of high quality applicants and how to hire the best candidate; monitor the production area; maintain the restaurant; measure restaurant performance; establish a restaurant safety committee and maintain key safety equipment; prevent and handle incidents; analyze business needs; develop goals and at least one objective in the areas of people, QSC&V, sales, and profit; identify community relationship best bets and challenges; evaluate restaurant data to inform decisions on staffing including levels, succession planning, guidance, and delegation; integrate identified opportunities with action items for improving QSC&V that align with McDonald's values; analyze P&L statements, restaurant schedules, and scorecard targets to maximize profit; strategize to set short- and long-term sales goals for the restaurant; prioritize action items for each of the Business Components that support the restaurant's goals and objectives; implement a routine to ensure the use of the action plan to meet the restaurant's goals and objectives; and align the action plan with the Individual Development Plan (IDP) goals.
Instruction:	Methods of instruction include audiovisual materials, discussion, lecture, practical exercises, virtual collaboration, learning management system (LMS), facilitated discussion, situational simulations, team activities, in-class role plays, written exercises, group reflective discussion, coaching, reading knowledge, applied assessments, and peer evaluation. General course topics include LMS for general managers; managing your department using e*RDM; e*RDM for general managers; executing management training; setting goals and objectives; general manager business leadership curriculum virtual collaboration; leading your restaurant; instigating respectful workplace complaints; management scheduling (analyzing your restaurant's schedules and creating the manager's schedule); building sales; people practices; 1st semester virtual collaboration; monitoring the production area; maintaining your restaurant; preventing and handling incidents; 2nd semester virtual collaboration; hiring; pre and post work; adjusting scorecard targets; handling situations; food quality; scheduling for building the business; community relationships; corporate social responsibility; and developing managers.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in management communication and 3 in business operations management. This course is recommended for a total of 6 semester hours at the upper-division baccalaureate degree category. (7/14).

Version 1

Course Number: MCD-0069

Course Title:	General Manager Business Leadership Capstone
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	37 -- 41 weeks (108 hours)
Version Dates:	12/01/2011 - 06/30/2014
Prerequisites:	Guest Service Manager Functional (MCD-0064), Kitchen Manager Functional (MCD-0065), People Manager Functional (MCD-0066), and Department Management Capstone (MCD-0068), or Restaurant Operations Leadership Practices (MCD-0050).
Objective:	To equip learners with the knowledge and skills they need to meet profit and performance goals by creating and executing a business plan, building strong leadership behaviors, communicating effectively, and planning and scheduling organizational activities.
Learning Outcome:	Upon successful completion of this course, the student will be able to identify and create goals and objectives; organize and plan management development including scheduling, coaching, and follow-up activities; utilize leadership principles in organizations; carry out federal, state, and local health and safety regulations; implement business, communication and human resource plans; comply with all labor and employment laws; plan, monitor and support marketing initiatives; classify and analyze monthly profit and loss statements; hire, train, schedule and monitor activities of maintenance personnel; implement strategic plans for short and long-term goals; and execute an inventory management system.
Instruction:	This is a hybrid distance-delivered and classroom course. The methods of instruction include virtual learner presentations, and computer-based training, lecture, facilitated discussion, situational simulation, team activities, in-class role plays, written exercises, group reflective discussion, coaching, reading, knowledge and applied assessments, and peer evaluation. The general topics include planning, organizing, controlling, scheduling and executing organizational activities such as: inventory systems management, health and safety regulations, human resource management activities, marketing, and profit and loss statements. The methods of evaluation are quizzes, written exercises, presentations, and hands-on performance rubrics, peer, and facilitator assessments.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 3 semester hours in introduction to supervision. In the upper-division baccalaureate degree category, 3 semester hours in principles of management (12/11).

Guest Service Functional

ACE Number:	MCD-0064
Credit Type:	Course

Version 1

Course Number:	MCD-0064
Course Title:	Guest Service Functional
Former Course Title:	Guest Service Manager Functional
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	11 -- 12 hours
Version Dates:	03/01/2010 - 06/30/2017
Prerequisites:	Shift Management MDP 1 (MCD-0053); Serve Safe (MCD-0060), Introduction to Management (MCD-0057), Department Manager Shared (MCD-0063).
Objective:	The course objective is to provide the student with the knowledge and skills needed to understand and to meet the Guest Service Manager's responsibilities in delivering a great customer experience.
Learning Outcome:	Upon completion of the course, the student will be able to develop and follow the plan for proper arrangement of the front counter, center island cell, drive-thru, self- service beverage bar, and McCafe stock areas of the restaurant; print the ISP Window Person/Cashier Cashout Daily Report by Manager/Cashier for the days they want to audit; review the Cash +/-, overages, refunds, T-reds, and promos for each manager and drawer; document and communicate the results of the cash audit; take any necessary corrective action with the auditing process; discuss and learn best practices, successes, and how to improve job performance around arranging the service stock area and cash audits; coordinate LMS activities and events; coordinate POP activities and merchandising execution so the proper elements are in place; plan and deliver training and communication for promotions to crew and managers; and post and communicate Mystery Shop results in the restaurant.
Instruction:	Methods of instruction include computer-based training, discussion, learner presentations, virtual collaboration, and practical exercises. General course topics include arranging the service stock areas throughout the restaurant; cash audits; building sales through local promotions and point of purchase efforts; and analysis and communication of mystery shop results.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 1 semester hour in food service operations (7/14).

Intermediate Operations Course

ACE Number: MCD-0009

Credit Type: Course

Version 3

Course Number: IOC

Course Title: Intermediate Operations Course

Location: McDonald's Corporation Home Office-Oakbrook

Length: 4 days, 28 hours

Version Dates: 06/01/1992 - 12/31/2000

Objective: To provide students with the knowledge and skills needed to analyze and optimize the proper operation and profitability of a restaurant.

Learning Outcome: Upon successful completion of this course, the student will be able to identify and solve problems in a restaurant; describe, analyze, and address the factors that influence food and labor cost controls; and plan and manage crew training.

Instruction: Major topics covered in the course are managing for improved performance including food and labor cost controls; and crew training. Methods of evaluation include observation, final examination, and post-class action plans.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 1 semester hour in food service management (10/97).

Version 2

Course Number: IOC

Course Title: Intermediate Operations Course

Location: McDonald's Corporation Home Office-Oakbrook

Length: 5 days, 35 hours

Version Dates: 09/01/1982 - 05/31/1992

Prerequisites: Basic Operations Course, 3 months of management training, and Management Development Program II.

Objective: To analyze and reinforce the second assistant's instruction in the successful operation of a restaurant.

Instruction: Major topics covered in the course are personnel skills in orientation and training, knowledge of equipment function and maintenance, scheduling, and record keeping. Methods of instruction include individual lessons prepared around specific objectives, audiovisual presentations, lecture-discussion workshops, and testing.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 2 semester hours in food service management. Prerequisites: Basic Operations Course, Basic Management Course, and required Management Development Program modules. (12/90).

Version 1

Course Number: IOC

Course Title: Intermediate Operations Course

Location: McDonald's Corporation Home Office-Oakbrook

Length: 3 days, 25 hours

Version Dates: 08/01/1978 - 08/31/1982

Prerequisites: Basic Operations Course, 3 months of management training, and Management Development Program II.

Objective: To analyze and reinforce the second assistant's instruction in the successful operation of a restaurant.

- Instruction:** Major topics covered in the course are personnel skills in orientation and training, knowledge of equipment function and maintenance, scheduling, and record keeping. Methods of instruction include individual lessons prepared around specific objectives, audiovisual presentations, lecture-discussion workshops, and testing.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 1 semester hour in food service management (10/80).

Introduction to Management

- ACE Number:** MCD-0067
Credit Type: Course

Version 2

- Course Number:** MCD-0067
Course Title: Introduction to Management
Location: McDonald's Corporation Home Office-Oakbrook
Length: 23 -- 24 hours
Version Dates: 07/01/2014 - 06/30/2017
Prerequisites: Shift Management MDP (MCD-0053), Serve Safe (MCD-0060).
Objective: The course objective is to provide shift managers with the knowledge, tools, and strategies to effectively and profitably manage a shift.
Learning Outcome: Upon completion of the course, the student will be able to evaluate your strengths and challenges against the job responsibilities and leadership behaviors of a shift manager; describe the ways McDonald's measures success in the restaurants; identify ways to increase profitability; identify ways to increase cost savings by maintaining equipment efficiencies and processes; discuss how the Gold Standards relate to Cabinet Management; distinguish between the roles and responsibilities of the shift and production managers; observe and analyze the activities involved in running a shift; practice providing feedback to crew; differentiate between coaching and counseling, and practice coaching; explain how a respectful workplace creates a safe working environment; and describe basic security measures.
Instruction: Methods of instruction include case studies, classroom exercises, computer-based training, discussion, learner presentations, lecture, and practical exercises. General course topics include shift manager roles and responsibilities and leadership behaviors; McDonald's plan to win (PTW); restaurant operations improvement process; mystery shops; customer recovery; profit and loss statements; profitability; delegation; maintaining equipment; cabinet management; product gold standard; production management; shift management routines; people skills; constructive and appreciative feedback; coaching; coaching vs. counseling; respectful workplace; hospitality; and safety and security.
Credit Recommendation: In the lower-division baccalaureate/associate degree category, 2 semester hours in introduction to management (7/14).

Version 1

- Course Number:** MCD-0067
Course Title: Introduction to Management
Location: McDonald's Corporation Home Office-Oakbrook
Length: 3 days, 31 hours
Version Dates: 10/01/2010 - 06/30/2014
Prerequisites: Shift Management (MDP 1) and ServSafe.
Objective: To provide shift managers with the knowledge, tools and strategies to effectively and profitably manage a shift.
Learning Outcome: Upon successful completion of this course, the student will be able to identify the elements that make up the different lines of the Profit and Loss statement; identify routines and tools to balance Quality, Service, Cleanliness and Value (QSC&V) with profit; use a decision-making model to maintain balance between QSC&V and profit; prepare a plan to address profit opportunities during the shift; distinguish between the roles and responsibilities of shift managers and department managers; understand the difference between coaching and counseling; and describe basic safety and security measures.

Instruction: Major topics of instruction include optimization, guest expectations, prioritization, management roles, overview of profit and loss; food and labor costs; improving profitability during the shift by optimizing equipment and pursuing efficiencies in labor and food costs, decision-making; production, labor and financial reports; the shift management process; working with a diverse workforce; effective communication with crew; coaching and crew development; and maintaining a safe and secure environment. Methods of instruction include e-learning, lecture, discussion, exercises, role plays, restaurant visit with learning activities, assessment, and development and implementation of a post-class action plan.

Credit Recommendation: In the upper-division baccalaureate degree category, 1 semester hour in business administration, management, supervision or hospitality management (6/10).

Kitchen Functional

ACE Number: MCD-0065

Credit Type: Course

Version 1

Course Number: MCD-0065

Course Title: Kitchen Functional

Former Course Title: Kitchen Manager Functional

Location: McDonald's Corporation Home Office-Oakbrook

Length: 28 -- 29 hours

Version Dates: 03/01/2010 - 06/30/2017

Prerequisites: Shift Management MDP 1 (MCD-0053), Serve Safe (MCD-0060), Introduction to Management (MCD-0057), Department Manager Shared (MCD-0063).

Objective: The course objective is to provide the student with the knowledge and skills needed to meet the Kitchen Manager's responsibilities in quickly delivering great quality food to McDonald's customers.

Learning Outcome: Upon completion of the course, the student will be able to arrange the production area; ensure production management; manage food safety and procedures; manage stock; take inventory; order food, paper, and supplies with ROP; and monitor and control food costs.

Instruction: Methods of instruction include computer-based training, discussion, learner presentations, virtual collaboration, and practical exercises. General course topics include production management and arranging the production area; food safety; proper storage, handling, and other stock issues; managing inventory, the ordering process, and the systems involved; and monitoring and controlling food cost.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 2 semester hours in restaurant management (7/14).

Management Development Program and Development Program Vol IV

ACE Number: MCD-0031

Credit Type: Course

Version 4

Course Number: MDP; MDP IV

Course Title: Management Development Program and Development Program Vol IV

Former Course Title: Management Development Program I, II, III and IV; and 1. Management Development Program I, II, III, and IV and 2. Registered Applicants Program I and II

Location: McDonald's Corporation Home Office-Oakbrook

Length: 1 to 3 years (MDP - self-paced) and 9 to 12 months (MDP IV - self-paced),

Version Dates: 03/01/1997 - 01/31/1999

Objective: To provide the student with the knowledge and skills needed to fulfill the responsibilities of a restaurant manager (MDP) and to effectively manage a restaurant by using all aspects of restaurant control and executing objective-based plans and routines (MDP IV).

Learning Outcome: Upon successful completion of this course, the student will be able to demonstrate knowledge of management responsibilities in all aspects and areas of a restaurant (MDP); and the student will be able to perform necessary administrative functions and develop and execute practical plans in order to assume management of a restaurant (MDP IV).

Instruction: Major topics covered in the course are 24 (MDP) modules addressing three management areas of managing the restaurant, leadership, and managing the business. Methods of instruction include AV material, assigned readings, in-store activities, tests, observations, and supervisor evaluations.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 6 semester hours in cooperative education/internship in hospitality management. Note: Students must complete all 24 MDP modules to receive credit for the Management Development Program (MDP). (10/97).

Version 3

Course Number: MDP; MDP IV

Course Title: Management Development Program and Development Program Vol IV

Former Course Title: Management Development Program I, II, III and IV; and 1. Management Development Program I, II, III, and IV and 2. Registered Applicants Program I and II

Location: McDonald's Corporation Home Office-Oakbrook

Length: 2 to 4 years, self paced

Version Dates: 05/01/1990 - 02/28/1997

Objective: To prepare students to assume the responsibilities of food service management by providing experience carrying out the functions of the trainee, second assistant, first assistant, and store manager/owner-operator.

Learning Outcome: Upon successful completion of this course, the student will be able to carry out assigned responsibilities of the trainee (MDP I), second assistant (MDP II), first assistant (MDP III), and restaurant manager (MDP IV).

Instruction: Major topics covered in the course are basic food service operations, basic human resource management, advanced management functions and applications, and restaurant planning and control.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 6 semester hours in cooperative education/internship in food service management. Note: Students may receive the credit for either the Management Development Program or the Registered Applicant Program but not both. Students must complete the entire Management Development Program to receive credit recommendations. (12/90).

Version 2

Course Number: MDP; MDP IV

Course Title: Management Development Program and Development Program Vol IV

Former Course Title: Management Development Program I, II, III and IV; and 1. Management Development Program I, II, III, and IV and 2. Registered Applicants Program I and II

Location: McDonald's Corporation Home Office-Oakbrook

Length: 1 to 2 years

Version Dates: 03/01/1985 - 04/30/1990

Objective: To prepare students to assume the responsibilities of food service management by providing experience carrying out the functions of the trainee, second assistant, first assistant, and store manager/owner-operator.

Learning Outcome: Upon successful completion of this course, the student will be able to carry out assigned responsibilities of the trainee (MDP I), second assistant (MDP II), first assistant (MDP III), and restaurant manager (MDP IV).

Instruction: The course covers basic food service operations, basic management functions and applications, and advanced management control. The trainee's performance is evaluated by supervisory personnel according to established performance objectives. On-the-job training is used.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 6 semester hours in cooperative education/internship in food service management (7/85).

Version 1

Course Number: MDP; MDP IV

Course Title: Management Development Program and Development Program Vol IV

Former Course Title: Management Development Program I, II, III and IV; and 1. Management Development Program I, II, III, and IV and 2. Registered Applicants Program I and II

Location: McDonald's Corporation Home Office-Oakbrook

Length: Approximately 6 months to 2 years

Version Dates:	09/01/1977 - 02/28/1985
Objective:	To prepare students to assume the responsibilities of food service management by providing experience carrying out the functions of the trainee, second assistant, first assistant, and store manager/owner-operator.
Learning Outcome:	Upon successful completion of this course, the student will be able to carry out assigned responsibilities of the trainee (MDP I), second assistant (MDP II), first assistant (MDP III), and restaurant manager (MDP IV).
Instruction:	Major topics covered in the course are basic food service operations, basic management functions and applications, and advanced management control. The trainee's performance is evaluated by supervisory personnel according to established performance objectives. On-the-job training is used.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 6 semester hours in cooperative education/internship in food service management (10/80).

Management Development Program, Vol IV

ACE Number:	MCD-0008
Credit Type:	Course

Version 1

Course Number:	MDP IV
Course Title:	Management Development Program, Vol IV
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	Self-paced, 36 -- 52 weeks
Version Dates:	03/01/1997 - 01/31/1999
Objective:	To provide the student with the knowledge and skills needed to effectively manage a restaurant by using all aspects of restaurant control and executing objective-based plans and routines.
Learning Outcome:	Upon successful completion of this course, the student will be able to perform the necessary administrative functions; and develop and execute practical plans in order to assume management of a restaurant.
Instruction:	Major topics covered in the course are management transition, assuming control, and taking charge of a restaurant. Methods of instruction include AV material, assigned readings, in-store activities, observations, and supervisor evaluations.
Credit Recommendation:	In the upper-division baccalaureate degree category, 2 semester hours in restaurant management (10/97).

Managing the Organization

ACE Number:	MCD-0044
Credit Type:	Course

Version 1

Course Title:	Managing the Organization
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	5 days, 40 hours
Version Dates:	02/01/1999 - 12/31/2013
Prerequisites:	Partnering for Results and Operations Consultants Course or Training Consultants Course.
Objective:	To provide management and leadership skills to McDonald's department heads.
Learning Outcome:	Upon successful completion of this course, the student will be able to follow a systematic approach to make better business decisions; develop a business strategy that meets short-term needs and promotes long-term success; influence others to consider strategy recommendations; gain a broader business perspective; apply insights into their coaching style and skills (through the use of self and direct report assessment instruments) to enhance their coaching performance.
Instruction:	Major topics covered in the course are strategic decision making, systems thinking, coaching and counseling, and individual development planning. Methods of instruction include lecture, discussion, exercises, game simulation, computer-based simulation, role plays, multi-rater feedback instruments, one-on-one coaching, and feedback.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in business management, business administration, or hospitality management (6/10).

Meeting Facilitation Skills**ACE Number:** MCD-0041**Credit Type:** Course**Version 1****Course Title:** Meeting Facilitation Skills**Location:** McDonald's Corporation Home Office-Oakbrook**Length:** 2 days, 14 hours**Version Dates:** 03/01/1995 - 11/30/2004**Objective:** To provide students with tools and techniques to effectively plan and conduct meetings and follow-up on meeting results.**Learning Outcome:** Upon successful completion of this course, the student will be able to sequence the steps of the facilitation model; construct an agenda; understand group processing techniques that achieve synergy; apply techniques to manage creativity and conflict.**Instruction:** Major topics covered in the course are keys to successful meetings: leading a successful meeting; improving meetings; and handling difficult meetings. Methods of instruction include lecture, discussion, classroom exercises, case studies, role play, quizzes, reports and demonstrations.**Credit Recommendation:** In the upper-division baccalaureate degree category, 1 semester hour in hotel, restaurant, or institution management, management and leadership, or human resource development (11/01).**Mid Management Advanced Class****ACE Number:** MCD-0070**Credit Type:** Course**Version 2****Course Number:** MCD-0070**Course Title:** Mid Management Advanced Class**Former Course Title:** Mid-Management Development Advanced Curriculum: Advanced Class**Location:** McDonald's Corporation Home Office-Oakbrook**Length:** 3 days (27.5 hours)**Version Dates:** 07/01/2014 - 06/30/2017**Prerequisites:** Completion of MMD Advanced Getting Started Phase (LMS Review, RDM Curriculum Review, Wage and Hour, Orientation) AND completion of MMD Advanced Transition to Role Phase (Transitioning to your job and 90-day plan, Leadership and Emotional Awareness, Leading my Team, Developing your direct reports, Business Performance and Strategy, Advanced Finance).**Objective:** The course objective is to provide a safe environment for learners to apply and demonstrate the knowledge and skills learned in the Mid-Management Development: Transition to Role modules.**Learning Outcome:** Upon completion of the course, the student will be able to apply strategic planning skills to make business decisions; demonstrate team building skills to perform effectively during simulated exercises, role plays, and presentations; conduct a development conversation; and create an action plan to work with clients and business partners to implement learned strategies and behaviors.**Instruction:** Methods of instruction include audiovisual materials, case studies, classroom exercises, computer-based training, discussion, and learner presentations. General course topics include developing a business strategy and vision; making decisions and executing business initiatives in a simulated environment; analyzing financial results; conducting development conversations; analyzing and maximizing team effectiveness; delivering effective feedback and coaching; presenting business results; and developing an action plan.**Credit Recommendation:** In the upper-division baccalaureate degree category, 1 semester hour in restaurant operations management and 2 semester hours in strategic management. This course is recommended for a total of 3 semester hours at the upper-division baccalaureate degree category. (7/14).**Version 1****Course Number:** MCD-0070**Course Title:** Mid Management Advanced Class

Former Course Title:	Mid-Management Development Advanced Curriculum: Advanced Class
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 days, 27.5 hours
Version Dates:	12/01/2013 - 06/30/2014
Prerequisites:	Mid-Management Foundations Curriculum, Mid-Management Advanced Curriculum: Transition to Role.
Objective:	The course objective is to provide a safe environment for learners to apply and demonstrate the knowledge and skills learned in the Mid-Management Development: Advanced Curriculum: Transition to Role modules.
Learning Outcome:	Upon completion of the course, the student will be able to apply strategic planning skills to make business decisions; demonstrate team building skills to be performed effectively during simulated exercises, role plays, and presentations; conduct an employee development conversation; and create an action plan to work with clients and business partners to implement learned strategies and behaviors.
Instruction:	Methods of instruction include audiovisual materials, case studies, classroom exercises, computer-based training, discussion, learner presentations, and practical exercises. General course topics include developing a business strategy and vision; making decisions and executing business initiatives in a simulated environment; analyzing financial results; conducting employee development conversations; analyzing and maximizing team effectiveness; delivering effective feedback and coaching; presenting business results; and developing an action plan.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in strategic management or operations management (12/13).

Mid Management Foundations Class

ACE Number:	MCD-0073
Credit Type:	Course

Version 1

Course Number:	MCD-0073
Course Title:	Mid Management Foundations Class
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	3 days (25.5 hours)
Version Dates:	07/01/2014 - 06/30/2017
Prerequisites:	Completion of MMD Foundations Getting Started Phase (LMS Review, Wage and Hour, Orientation) AND completion of MMD Foundations Transition to Role Phase (Transitioning To Your Job, Time and Calendar Management; Consulting, Negotiating and Influencing; Introduction to Finance; Effective Business Conversations; and, Coaching for Performance).
Objective:	The course objective is to provide a safe environment for learners to practice applying knowledge and skills learned in the "Mid-Management Development: Transition to Role" modules, be provided an opportunity to learn from each other, and share best bets as well as build a network of peers to learn from.
Learning Outcome:	Upon completion of the course, the student will be able to apply consulting skills such as ask probing questions to uncover root causes and or goals; use active, empathetic listening; analyze restaurant-level financials to identify trends and patterns; work collaboratively with an organizational leader to achieve win-win results; coach, deliver, and receive effective feedback; utilize tools and resources to build relationships and influence investment decisions; build their peer and home office network; and leverage the best practices of other mid-managers in the areas of time management, coaching, and collaborating.
Instruction:	Methods of instruction include audiovisual materials, classroom exercises, discussion, facilitation, classroom exercises and scenarios (team), team discussions and meetings, and sponsor discussions and meetings. General course topics include making decisions and executing business initiatives; analyzing restaurant-level financials and supporting recommendations (i.e. capacity, investments, etc.) with financial data; managing high impact conversations and coaching to deliver results; managing time and resources to focus efforts on high impact work; applying key consulting skills and using negotiating and influencing skills to help gain consensus and make decisions; and developing an action plan.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in business consulting (7/14).

Mid Management Foundations Curriculum: Getting Started & Transition to the Role

ACE Number: MCD-0074
Credit Type: Course

Version 1

Course Number: MCD-0074
Course Title: Mid Management Foundations Curriculum: Getting Started & Transition to the Role
Location: McDonald's Corporation Home Office-Oakbrook
Length: 79 -- 80 hours
Version Dates: 07/01/2014 - 06/30/2017
Prerequisites: Recommended to have completed RDM Curriculum.

Objective: The course objective is to use the LMS to launch training and register for a class; use the LMS to approve registrations, monitor training progress, and mark learning items complete; develop the knowledge and skills to support RDM in restaurants and organization; describe your role in supporting RDM; utilize key RDM tools to support RDM in your restaurants and organization; describe your role and demonstrate competence by conducting a sustain IT visit and a mid-manager's business results day visit; identify potential wage and hour issues; review critical wage and hour laws, policies and practices, and how they can apply to their restaurant; describe ways to respond to complaints, fix potential errors, and answer employee questions or concerns; discuss the mid-manager role profiles and responsibilities with the coach; identify the routines necessary to perform the role; examine the mmd foundations curriculum content and outline the planned curriculum completion schedule; use the mmd curriculum planning tool to determine and plan completion of the curriculum; recognize the importance of working together with the coach to achieve successful results; develop plan with coach to complete curriculum; develop a 90-day transition plan and discuss with coach on how to execute in order to achieve quick team results; develop effective relationships within the organization including leadership, peers, team, and business partners; plan routines with coach that will support success for the role; identify how to prioritize tasks and routines to effectively schedule priorities to achieve your goals; develop techniques and utilize tools to manage priorities in order to achieve goals; determine what types of activities to combine during restaurant visits; establish effective calendars to manage the high volume of visits and initiatives; describe the actions of effective and ineffective consultants; demonstrate effective questioning and listening skills; apply the four phases of the consulting process; utilize tools in order to strengthen consulting skills and manage workload; build a diverse network throughout the organization to enhance personal influence; employ tactics for handling broken commitments; develop and present a compelling case for change to gain commitment from others; analyze a current consulting relationship and identify opportunities to improve that relationship; identify effective and ineffective commitments and how to handle them; identify techniques and approaches to influence operators, managers, employees, and colleagues; define personal negotiating style and demonstrate effective questioning and listening skills; utilize influencing techniques and negotiating style to help operators and managers make good choices; plan and facilitate an effective problem-solving meeting; negotiate with your client to and influence for win-win results; identify how McDonald's makes money; identify how reinvestments are prioritized; use restaurant-level financials to determine optimum business recommendations; make realistic one-year financial and reinvestment recommendations; identify language that will help consultants speak persuasively; describe the elements of an effective conversation about higher stakes topics; prepare for and utilize critical conversations language and techniques to conduct important conversations with business partners; schedule and manage time to reinforce focus and efforts on high impact work; apply key consulting process skills and use negotiating and influencing skills to help gain consensus and make decisions; analyze restaurant-level financials and make appropriate recommendations (i.e. capacity, investments, etc.); manage high impact conversations that will result in a successful outcome for all parties involved; create a plan to work with organizational leaders and partners in order to fulfill agreed upon commitments and revise as needed; leverage existing resources, such as people and tools, and determine when to delegate and divide work tasks; identify appropriate coaching behaviors to improve team performance; apply the performance wheel (gilbert) to improve team performance; use tools such as the field visit support tool and or the coaching status tool to coach general managers and department managers on improving restaurant performance; and demonstrate delivering performance feedback using conversations skills (tie in effective business conversations).

Learning Outcome: Upon completion of the course, the student will be able to transition to their new role efficiently and effectively; embrace a methodology and utilize technology to categorize and effectively manage priorities; perform as effective coaches to their business partners; demonstrate effective listening, questioning, and influencing skills; be able to justify financial recommendations based on profit and cost analysis; know how to conduct a break even analysis; calculate contribution margin; manage high stake conversations effectively; develop the people skills needed to improve team performance; and develop others using individual development plans, individual performance plans, and performance reviews.

Instruction: Methods of instruction include audiovisual materials, case studies, classroom exercises, discussion, role play, and learner presentations. General course topics include learning management system review; Restaurant Department Manager (RDM) curriculum review; wage and hour; orientation; transitioning to your job (TTYJ) and 90-day plan; time and calendar management; consulting, negotiating, and influencing; introduction to finance; effective business conversations; and coaching for performance.

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in management concepts (7/14).

Mid Management Foundations Curriculum: Growing and Preparing for the Role

ACE Number: MCD-0075

Credit Type: Course

Version 1

Course Number: MCD-0075

Course Title: Mid Management Foundations Curriculum: Growing and Preparing for the Role

Location: McDonald's Corporation Home Office-Oakbrook

Length: 15 hours

Version Dates: 07/01/2014 - 06/30/2017

Prerequisites: Completion of the MMD Advanced Transition to Role Phase (Transitioning To Your Job, Time, and Calendar Management; Consulting, Negotiating, and Influencing; Introduction to Finance; Effective Business Conversations; and Coaching for Performance).

Objective: The course objective is to provide a methodology to improve launching and sustaining deployment and initiatives; create and present effective business presentations; write effective communications; and improve writing business communications skills.

Learning Outcome: Upon completion of the course, the student will be able to understand and communicate the business case of a deployment/initiative; identify deployment resources and tools; understand the importance of aligning deployment plans with the plan to win (PTW); learn how to integrate a deployment into their current calendar; identify possible deployment barriers and determine work-arounds; identify steps for following up on deployment success; develop annual and quarterly deployment plans; create concise and impactful business presentations for the appropriate audience; deliver engaging business presentations; identify key rules and tools to ensure proper grammar, spelling, and sentence structure; develop effective emails; identify the basic structure of effective business communications; identify key elements of effective business writing; and write role-specific documents and communications.

Instruction: Methods of instruction include audiovisual materials, discussion, coaching, and self-study. General course topics include deployment management; effective business writing; effective business presentation; and advanced business writing.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 1 semester hour in business administration (7/14).

Mid-Management Development Advanced Curriculum: Transition to Role

ACE Number: MCD-0072

Credit Type: Course

Version 1

Course Title: Mid-Management Development Advanced Curriculum: Transition to Role

Location: McDonald's Corporation Home Office-Oakbrook

Length: 12 -- 20 weeks (56 hours)

Version Dates: 12/01/2013 - Present

Prerequisites: Mid-Management Foundations Curriculum.

Objective: The course objective is to equip learners with the knowledge and skills they need to transition to the mid-manager role by developing the leadership skills required to build and lead high performing teams, by using strategic planning, financial acumen and decision making to improve business results, and by leveraging and developing their direct reports to improve overall effectiveness.

Learning Outcome:	Upon completion of this course, the learner will be able to create leadership transition plans; set effective performance goals for both self and subordinates; identify appropriate development opportunities; provide team leadership; apply and adapt self and team personality, work, and leadership preferences to lead teams more effectively; define the leader's role in team growth and development; assess and support a team through the stages of team growth and maturity; determine team effectiveness; explain the stages in Strategic Planning process; conduct SWOT analysis and describe competitive advantages; define project scope; and evaluate and utilize information on financial statements.
Instruction:	Methods of instruction include audiovisual materials, computer-based training, discussion, learner presentations, and practical exercises. General course topics include restaurant department management curriculum review; orientation, Transition to Your Job (TTYJ) and 90-Day Plan; leadership and emotional awareness; leading my team; developing your direct reports; business performance and strategy; and advanced finance.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in introduction to leadership development, and 3 in introduction to supervisory management. This course is recommended for a total of 5 semester hours at the lower-division baccalaureate/associate degree category. (12/13).

Mid-Management Development: Advanced Curriculum: Growing in Position and Preparing for More

ACE Number:	MCD-0071
Credit Type:	Course

Version 1

Course Title:	Mid-Management Development: Advanced Curriculum: Growing in Position and Preparing for More
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	6 -- 8 weeks (13.25 hours)
Version Dates:	12/01/2013 - Present
Prerequisites:	Mid-Management Foundations Curriculum.
Objective:	The course objective is to equip learners with the knowledge and skills they need to develop long-term vision and business plans, identify tactics for building relationships with business partners and leadership, write and execute successful deployment plans, and establish succession plan recommendations for the organization.
Learning Outcome:	Upon completion of this course, the learner will be able to identify the strategic management process involving an analysis of how organizations develop, build partnerships and develop and implement a strategy for achieving organizational objectives in a changing environment.
Instruction:	This course is independent self-study. Methods of instruction include audiovisual materials, discussion, and practical exercises. General course topics include strategic growth; strategic planning; franchising and long term business planning; financial ratio analysis; advanced deployment; and talent management.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 1 semester hour in strategic management (12/13).

Operations Consultants Course

ACE Number:	MCD-0016
Credit Type:	Course

Version 6

Course Number:	MCD-0016
Course Title:	Operations Consultants Course
Former Course Title:	Area Supervisor's Class--McOpCo and Supervisory Management Skills
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	36 -- 37 hours
Version Dates:	07/01/2014 - 06/30/2017
Prerequisites:	Recommended but not required: MMD Foundations Getting Started modules (LMS Review, RDM Review, Wage and Hour, MMD Foundations Orientation).

Objective:	The course objective is to provide Operations Consultants and Managers with the skills necessary to effectively lead a group of restaurants to profitable results.
Learning Outcome:	Upon completion of the course, the student will be able to describe job duties and expectations; describe their tendencies for managing conflict; describe five behaviors that significantly impact the positive outcome of conflict; use appropriate communication approaches to build effective commitments; apply coaching techniques to achieve results; apply techniques for giving and receiving positive and constructive feedback; demonstrate how to establish and enhance relationships; describe and model setting expectations; identify and apply skills and tools needed to gather data; organize and analyze data to identify trends, patterns, and potential root causes; prioritize future actions based on the data analysis and company goals; describe the implement solutions phase of the consulting process; describe the purpose of the Restaurant Operations Improvement Process (ROIP); describe the ROIP inputs, outputs, and processes; describe the tools that are used to Implement ROIP; use the systems maps to explain effects of not having key success factors in place; interpret restaurant data to help prepare for restaurant visits; use probing questions and effective listening skills to identify opportunities and influence the restaurant's leadership; plan for a restaurant visit; use the basic consulting process to improve QSC in a restaurant; gather data using the Short Operations Review (SOR) form and Restaurant Systems Review; analyze data, find root causes, and identify the top systems that need improvement; use the QSC Playbook Systems Maps to help identify key success factors not in place; prepare and conduct a meeting with General Manager to co-develop an action plan; utilize the 12 Systems Toolkit Improvement Guides to help determine next steps; deliver an effective summary report of a restaurant visit; describe where the consulting process will help them the most and how they will use it in the future; and develop a strategy to achieve results through better time structuring and planning.
Instruction:	Methods of instruction include audiovisual materials, case studies, discussion, lecture, practical exercises, role plays, and restaurant evaluation site visit. General course topics include developing trusting and respectful relationships using effective communication, feedback, leadership, and consulting skills; conflict management; building effective commitments; data gathering, analysis, and diagnosis; restaurant evaluation monitoring tools and improvement processes; restaurant visit, analysis, and feedback; and develop annual (and monthly plans) for multi-restaurant supervision.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in supervisory management or business communications (7/14).

Version 5

Course Number:	MCD-0016
Course Title:	Operations Consultants Course
Former Course Title:	Area Supervisor's Class--McOpCo and Supervisory Management Skills
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (40 hours)
Version Dates:	07/01/2005 - 06/30/2014
Prerequisites:	Operations Supervisor or Business Consultant or Training Consultant.
Objective:	To provide operations consultants/managers with the skills necessary to effectively lead a group of restaurants to profitable results.
Learning Outcome:	Upon successful completion of this course, the student will be able to develop trusting and respectful relationships with restaurant managers through effective communication, leadership, and consulting skills; prioritize and prepare for scheduled and unscheduled restaurant visits and gather appropriate data for their group of restaurants in order to analyze and diagnose the needs and challenges with individual restaurants; implement solutions to problems with restaurant managers; link restaurant support tools to the restaurant system; measure store and group performance; and plan for and conduct an effective restaurant help visit.
Instruction:	Major topics covered in the course are developing trusting and respectful relationships using effective communication, feedback, leadership and consulting skills; conflict management; building effective commitments; data gathering, analysis and diagnosis; restaurant evaluation monitoring tools and improvement processes; restaurant visit, analysis, and feedback; and develop annual (and monthly) plans for multi-restaurant supervision. Methods of instruction include lecture, discussion, classroom exercises, role-plays, case studies, teach backs, problem solving, summary article, and restaurant evaluation site visit.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in business administration, human resource management, or hospitality management (6/10).

Version 4

Course Number:	MCD-0016
Course Title:	Operations Consultants Course

Former Course Title:	Area Supervisor's Class--McOpCo and Supervisory Management Skills
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (40 hours)
Version Dates:	09/01/2001 - 06/30/2005
Objective:	To provide operations consultants/managers with the skills necessary to effectively lead a group of restaurants to profitable results.
Learning Outcome:	Upon successful completion of this course, the student will be able to develop trusting and respectful relationships with restaurant managers through effective communication, leadership, and consulting skills; prioritize and prepare for scheduled and unscheduled restaurant visits and gather appropriate data for their group of restaurants in order to analyze and diagnose the needs and challenges with individual restaurants; implement solutions to problems with restaurant managers; link restaurant support tools to the restaurant system; measure store and group performance; and plan for and conduct an effective restaurant help visit.
Instruction:	Major topics covered in the course are Consulting for Results model, building effective agreements, giving and receiving feedback, building relationships, gathering data conducting analysis, conducting a restaurant visit, co-developing action plans, implementation of solutions. Methods of instruction include lecture, discussion, classroom exercises, role-plays, case studies, and an eight-hour restaurant visit.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in business administration, management, or hotel and restaurant management (10/05).

Version 3

Course Number:	MCD-0016
Course Title:	Operations Consultants Course
Former Course Title:	Area Supervisor's Class--McOpCo and Supervisory Management Skills
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	5 days, 31.75 hours
Version Dates:	03/01/1991 - 08/31/2001
Prerequisites:	Prerequisite: Area Supervisor's Development Program--McOpCo.
Objective:	To prepare students to successfully manage multi-unit food service operations.
Learning Outcome:	Upon successful completion of this course, the student will be able to describe the responsibilities of supervising multiple restaurants; prioritize activities; and plan time to accomplish objectives.
Instruction:	Major topics covered in the course are building sales; leadership; effective restaurant visits (human resources management, accounting, and operational procedures); profitability; and calendar management. Methods of instruction include lecture, discussion, classroom exercises, and field visits.
Credit Recommendation:	In the upper-division baccalaureate degree category, 1 semester hour in food service management and 1 semester hour in personnel management (11/01).

Version 2

Course Number:	MCD-0016
Course Title:	Operations Consultants Course
Former Course Title:	Area Supervisor's Class--McOpCo and Supervisory Management Skills
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (40 hours)
Version Dates:	03/01/1982 - 02/28/1991
Prerequisites:	Management Development Program I-IV, Basic Operations Course, Basic Management Course, Intermediate Operations Course, Regional Equipment Classes (Formerly Applied Equipment), Advanced Operations Course, and Area Supervisor's Development Program.
Objective:	To prepare students to successfully manage multi-unit food service operations.
Learning Outcome:	Upon completion of the course the student will be able to describe the responsibilities of supervising multiple restaurants; prioritize activities; and plan time to accomplish objectives.
Instruction:	Major topics covered in the course are the responsibilities of a multi-restaurant supervisor, labor relations, personnel management, leadership, accounting, security, operational procedures, and time management.
Credit Recommendation:	In the upper-division baccalaureate degree category, 2 semester hours in supervision or management (10/97).

Version 1

Course Number:	MCD-0016
Course Title:	Operations Consultants Course
Former Course Title:	Area Supervisor's Class--McOpCo and Supervisory Management Skills
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	1 week (40 hours)
Version Dates:	09/01/1975 - 02/28/1982
Objective:	To prepare students to successfully manage multi-unit food service operations.
Learning Outcome:	Upon successful completion of this course, the student will be able to describe the responsibilities of supervising multiple restaurants; prioritize activities; and plan time to accomplish objectives.
Instruction:	Major topics covered in the course are personnel and food service management. Methods of instruction include lecture and discussion.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 1 semester hour in food service management and 1 semester hour in personnel management (10/80).

Operations Consultants Course-Training

ACE Number:	MCD-0042
Credit Type:	Course

Version 1

Course Title:	Operations Consultants Course-Training
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	5 days, 33.25 hours
Version Dates:	10/01/1997 - 06/30/1999
Prerequisites:	Operations Consultant Course Development Program.
Objective:	To provide students with the skills needed to effectively present training courses, and to consult restaurants in addressing training needs.
Learning Outcome:	Upon successful completion of this course, the student will be able to demonstrate effective presentation skills, effective class management skills, and basic facilitation skills.
Instruction:	Major topics covered in the course are classroom management, presentation skills, facilitation skills, and training development process. Methods of instruction include lecture, discussion, classroom exercises, video taping, critique of videos, and peer feedback.
Credit Recommendation:	In the upper-division baccalaureate degree category, 2 semester hours in education methodology or training development. Prerequisite: Operations Consultant Development Program. (10/97).

Operations Consultants Development Program-Training

ACE Number:	MCD-0043
Credit Type:	Course

Version 1

Course Title:	Operations Consultants Development Program-Training
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	Self-paced over 90 to 120 days, 140 -- 215 hours
Version Dates:	11/01/1991 - 06/30/1999
Objective:	To provide students with the knowledge and skills needed to conduct classroom training and meet the administrative responsibilities of a training consultant, thereby preparing the student for the Operations Consultant Training Course.
Learning Outcome:	Upon successful completion of this course, the student will be able to describe the responsibilities of a training consultant; understand training concepts and adult learning principles, classroom management and testing; understand and apply instructional methods; demonstrate presentation skills; and consult regarding identifying training needs.
Instruction:	Major topics covered in the course are classroom instruction skills, presentation skills, and consulting skills. Methods of instruction include assigned reading, on-the job activities, classroom exercises, observation, feedback from peers, and required completion of all exercises.

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in education methodology or training development (10/97).

Operations Manager's Class

ACE Number: MCD-0015

Credit Type: Course

Version 1

Course Number: ODHC

Course Title: Operations Manager's Class

Former Course Title: Operations Department Head's Class

Location: McDonald's Corporation Home Office-Oakbrook

Length: 1 week (34 hours)

Version Dates: 04/01/1980 - 02/28/1999

Objective: To provide mid-level managers with advanced training in the areas of food service leadership and operational decision-making.

Instruction: Major topics covered in the course are personnel and performance appraisal, leadership, problem analysis, decision-making, marketing analysis, owner/operator relations, and building construction. Methods of instruction include lecture and case studies.

Credit Recommendation: In the upper-division baccalaureate degree category, 2 semester hours in advanced food service management (10/97).

Operations Supervisor

ACE Number: MCD-0057

Credit Type: Course

Version 1

Course Number: MDP

Course Title: Operations Supervisor

Location: McDonald's Corporation Home Office-Oakbrook

Length: 9 months, 380 -- 436 hours

Version Dates: 07/01/2004 - 06/30/2014

Objective: To develop the knowledge, leadership, coaching and support skills needed to simultaneously supervise restaurant operations and restaurant managers at several restaurants.

Learning Outcome: Upon successful completion of this course, the student will be able to assume the role of a business consultant and take responsibility for a group of restaurants; drive results in those restaurants by creating objectives and action plans, prioritizing and planning and using routines; achieve specific goals (People, QSC, Sales and Profits) by diagnosing problems, identifying root causes, and coaching and developing restaurant managers; and use departmental resources and tools to work effectively and efficiently.

Instruction: Major topics covered in the course are developing a Professional Development Plan; transitioning out of one's old job into new responsibilities; assuming responsibility for a group of restaurants; planning, routines and time management; driving results through reports, information, people, QSC (Quality, Service and Cleanliness), sales and profits; and departmental and corporate support and resources. Methods of instruction include coaching, reading, discussion, case studies, interviews, and applied exercises.

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in business administration, human resources management, or hospitality management (6/10).

Partnering For Results

ACE Number: MCD-0045

Credit Type: Course

Version 3

Course Title: Partnering For Results
Location: McDonald's Corporation Home Office-Oakbrook
Length: 4 days, 34 hours
Version Dates: 10/01/2005 - 01/31/2014
Prerequisites: Operations Consultant Course or Training Consultants Course.
Objective: To provide consulting skills to McDonald's mid-management operations and training consultants.
Learning Outcome: Upon successful completion of this course, the student will be able to apply the skills of the consulting process; develop business strategies and relationships based on mutual goals; communicate and work with others in a way that builds buy-in and commitment and that values differences; plan, prioritize, and schedule to align activities with goals; deal effectively with conflict; and interact with others in the session to build a personal network.
Instruction: Major topics covered in the course are relationship building, negotiation, commitment building, and problem solving. Methods of instruction include lecture, discussion, video, exercises, role plays, multi-rater feedback instrument, and a goal-based scenario.
Credit Recommendation: In the upper-division baccalaureate degree category, 2 semester hours in business administration, human resources management, or hospitality management (6/10).

Version 2

Course Title: Partnering For Results
Location: McDonald's Corporation Home Office-Oakbrook
Length: 4 days, 34 hours
Version Dates: 06/01/2000 - 09/30/2005
Objective: To provide consulting skills to McDonald's mid-management operations and training consultants.
Learning Outcome: Upon successful completion of this course, the student will be able to apply the skills of the consulting process; develop business strategies and relationships based on mutual goals; communicate and work with others in a way that builds buy-in and commitment and that values differences; plan, prioritize, and schedule to align activities with goals; deal effectively with conflict; and interact with others in the session to build a personal network.
Instruction: Major topics covered in the course are relationship building, negotiation, commitment building, and problem solving. Methods of instruction include lecture, discussion, video, exercises, role plays, multi-rater feedback instrument, and a goal-based scenario.
Credit Recommendation: In the lower-division baccalaureate/associate degree category, 2 semester hours in management or business administration (4/03).

Version 1

Course Title: Partnering For Results
Location: McDonald's Corporation Home Office-Oakbrook
Length: 5 days, 38.5 hours
Version Dates: 08/01/1999 - 05/31/2000
Objective: To provide consulting skills to McDonald's mid-management operations and training consultants.
Learning Outcome: Upon successful completion of this course, the student will be able to apply the skills of the consulting process; develop business strategies and relationships based on mutual goals; communicate and work with others in a way that builds buy-in and commitment and that values differences; plan, prioritize, and schedule to align activities with goals; deal effectively with conflict; and interact with others in the session to build a personal network.
Instruction: Major topics covered in the course are relationship building, negotiation, commitment building, and problem solving. Methods of instruction include lecture, discussion, video, exercises, role-plays, multi-rater feedback instrument, and a goal-based scenario.
Credit Recommendation: In the lower-division baccalaureate/associate degree category, 2 semester hours in management or business administration (12/99).

People Functional

ACE Number: MCD-0066
Credit Type: Course

Version 1

Course Number:	MCD-0066
Course Title:	People Functional
Former Course Title:	People Manager Functional
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	31 -- 32 hours
Version Dates:	03/01/2010 - 06/30/2017
Prerequisites:	Shift Management MDP 1 (MCD-0053), Serve Safe (MCD-0060), Introduction to Management (MCD-0057), Department Manager Shared (MCD-0063).
Objective:	The course objective is to provide the student with the knowledge and skills needed to understand and to meet the People Manager's responsibilities in hiring qualified crew, training them well, and scheduling to meet restaurant sales and profit goals.
Learning Outcome:	Upon completion of the course, the student will be able to complete the 30-day follow-up crew orientation; effectively hire, schedule, and train; maintain the appearance and upkeep of the crew room; communicate to crew; address issues with uniforms; use communication to keep the crew informed and motivated; create and monitor crew training plans; maintain training materials; select and train crew trainers; discuss and learn best practices, successes, and how to improve job performance; project transactions and labor; perform weekly ISP updates; generate and balance work schedules; and analyze and control labor.
Instruction:	Methods of instruction include computer-based training, discussion, learner presentations, virtual collaborations, and practical exercises. General course topics include hiring and training crew; crew orientation and follow-up crew room and uniform responsibilities; creating and monitoring crew training and maintaining training materials; selecting and training crew trainers; projecting transactions; and scheduling and controlling labor costs.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in staffing (7/14).

Regional Equipment Classes

ACE Number:	MCD-0001
Credit Type:	Course

Version 2

Course Title:	Regional Equipment Classes
Former Course Title:	Applied Equipment
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	6 days, 30 hours
Version Dates:	01/01/1991 - 02/28/2001
Objective:	To provide knowledge and skill in performing basic calibrations on restaurant equipment, manage planned maintenance, and perform simple troubleshooting activities.
Learning Outcome:	Upon successful completion of this course, the student will be able to perform basic calibration of equipment, manage planned maintenance, and perform simple troubleshooting activities on restaurant equipment.
Instruction:	Major topics covered in this course are calibration, planned maintenance, troubleshooting of beverage-dispensing equipment, gas grills, electric clam shell grills, gas and electric fryers, and HVAC systems. Methods of instruction include lecture, demonstration, and self-paced laboratory experiences.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 3 semester hours in food service equipment and maintenance. This is the fourth course in a five-course sequence in Food Management Training. (10/97).

Version 1

Course Title:	Regional Equipment Classes
Former Course Title:	Applied Equipment
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	30 - 90 days, 62.5 hours
Version Dates:	08/01/1980 - 12/31/1990
Prerequisites:	Basic and Intermediate Operations plus Management Development I and II, and 3 months of III.

- Objective:** To provide knowledge and skill in working with all components of food-service equipment, including equipment parts identification, basic operations, calibration, preventive maintenance, and troubleshooting.
- Learning Outcome:** Upon successful completion of this course, the student will be able to perform basic calibration of equipment, manage planned maintenance, and perform simple troubleshooting activities on restaurant equipment.
- Instruction:** Major topics covered in the course are key information on the operation and repair of equipment with emphasis on theory of systems as well as practical applications. Methods of instruction include the requirement to complete a workbook that is designed to enrich and personalize their experience in their restaurant, classroom lecture, and laboratory (in-store) hands-on instruction.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 3 semester hours in food service equipment and maintenance. Prerequisites: Basic and Intermediate Operations plus Management Development I and II, and 3 months of III. (7/85).

Restaurant Management

ACE Number: MCD-0055

Credit Type: Course

Version 2

Course Number: MDP 3

Course Title: Restaurant Management

Location: McDonald's Corporation Home Office-Oakbrook

Length: 3 to 7 months, 47 hours

Version Dates: 06/01/2010 - 12/31/2013

Prerequisites: Shift Management (MDP 1), ServSafe, Basic Shift Management, Advanced Shift Management, Systems Management (MDP 2), and Effective Management Practices.

Objective: To develop the knowledge and skills to manage human resources, understand restaurant profitability, and gain market share.

Learning Outcome: Upon successful completion of this course, the student will be able to gather information regarding market share, complete a trading area analysis, and make a plan to improve a restaurant's image in the community; conduct an analysis of strengths, weaknesses, opportunities and threats to develop a fact-based plan to build sales; create a manager's schedule, maintain restaurant personnel files, and complete a performance review for a shift manager; organize and conduct a management team meeting; describe the processes and tools used in managing profit; and complete both a sales projection and an estimate of profit and loss.

Instruction: Major topics covered in the course are market share; building the business; setting standards, planning staffing needs, developing managers, scheduling the management team, and conducting meetings; projecting monthly sales; and projecting the profit and loss. Methods of instruction include coaching, reading, discussion, case studies, interviews, applied exercises and evaluations.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 2 semester hour in business administration, management, supervision or hospitality management (6/10).

Version 1

Course Number: MDP 3

Course Title: Restaurant Management

Location: McDonald's Corporation Home Office-Oakbrook

Length: 3 to 7 months, 47 hours

Version Dates: 01/01/2004 - 05/31/2010

Objective: To develop the knowledge and skills to manage human resources, understand restaurant profitability, and gain market share.

Learning Outcome: Upon successful completion of this course, the student will be able to gather information regarding market share, complete a trading area analysis, and make a plan to improve a restaurant's image in the community; conduct an analysis of strengths, weaknesses, opportunities and threats to develop a fact-based plan to build sales; create a manager's schedule, maintain restaurant personnel files, and complete a performance review for a shift manager; organize and conduct a management team meeting; describe the processes and tools used in managing profit; and complete both a sales projection and an estimate of Profit and Loss.

Instruction: Major topics covered in the course are market share; building the business; setting standards, planning staffing needs, developing managers, scheduling the management team, and conducting meetings; projecting monthly sales; and projecting the profit & loss. Methods of instruction include coaching, reading, discussion, case studies, interviews, applied exercises and evaluations.

Credit Recommendation: In the upper-division baccalaureate degree category, 2 semester hours in business administration, management, or hospitality management (10/05).

Restaurant Operations Leadership Practices

ACE Number: MCD-0050

Credit Type: Course

Version 2

Course Number: RLP

Course Title: Restaurant Operations Leadership Practices

Former Course Title: Restaurant Leadership Practices

Location: McDonald's Corporation Home Office-Oakbrook

Length: 5 days, 40 hours

Version Dates: 08/01/2004 - 11/30/2013

Prerequisites: Shift Management (MDP 1), ServSafe, Basic Shift Management, Advanced Shift Management, Systems Management (MDP 2), Effective Management Practices, and Restaurant Management (MDP 3).

Objective: To prepare participants to maximize business results through the development and application of advanced leadership and operational skills.

Learning Outcome: Upon successful completion of this course, the student will be able to recognize the importance of team building and use appropriate tools and techniques to help teams reach their full potential; use appropriate leadership approaches to develop high performing teams and individuals; assess the stage of development for a restaurant team and take actions to move the team to the next state; apply decision-making strategies and prioritize restaurant needs to improve people, Quality, Service, Cleanliness and Value (QSC&V), profit and sales; develop a plan for improving a restaurant; conduct performance appraisals based on defined goals and objectives; and develop the skills to lead others in providing excellence in product and service quality.

Instruction: Major topics covered in the course are leading, planning, creating a positive work environment, behavior styles, team building; communication; and operational excellence in product quality, employee commitment, service quality and the maintaining of restaurant equipment. Methods of instruction include applied exercises and activities, role plays, interviews, simulated management and restaurant experiences in and structured on-the-job activities in the on-site restaurant lab.

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in business administration, human resources management, or hospitality management (6/10).

Version 1

Course Number: RLP

Course Title: Restaurant Operations Leadership Practices

Former Course Title: Restaurant Leadership Practices

Location: McDonald's Corporation Home Office-Oakbrook

Length: Plus coached practicum, 1 week (30.5 hours)

Version Dates: 12/01/2000 - 07/31/2004

Objective: To prepare managers to assume accountability for management of a business and to balance relationships and priorities while developing a high performance team.

Learning Outcome: Upon successful completion of this course, the student will be able to describe characteristics and behaviors of four leadership approaches and identify opportunities for improving personal leadership; describe characteristics of each stage of team development; prioritize restaurant needs to improve people, operations, profits, and sales; assess the skills and development needs of the management team and create a development plan for each member; describe how decision-making and communication can affect the management team; demonstrate how to maintain employee commitment and morale during difficult situations; demonstrate how to plan effectively for long term goals and communicate the plan to the boss, management team, and staff; and create individual development plans.

Instruction: Major topics covered in the course are building the business; building employee commitment; managing for profit; leadership approaches; team development; dynamics, assessment, and improvement; performance feedback and review; creating and communicating action plans; and self-development and individual development plans. Methods of instruction include facilitated discussion, situational simulation, team activities, role plays, written exercises, on-the-job exercises, on-the-job verifications of behaviors and skills, written operations assessments, in-class role plays and exercises, in-class skill demonstration, and post class action plans.

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in business administration, management, or hotel, restaurant, and institutional management (11/01).

ServSafe

ACE Number: MCD-0060

Credit Type: Course

Version 2

Course Title: ServSafe

Former Course Title: ServeSafe - Sanitation

Location: McDonald's Corporation Home Office-Oakbrook

Length: 2 days, 16.5 hours

Version Dates: 11/01/2005 - 06/30/2014

Objective: To train managers in principles and practices of safe food handling and storage. Provides managers with training on the principles of Hazard Analysis Critical Control Point (HACCP) System.

Learning Outcome: Upon successful completion of this course, the student will be able to identify and describe basic types of microbial food contaminants, understand safe food receiving practices, provide correct storage conditions for various food products, handle food safety during preparation, cooking and storage, practice appropriate cleaning and sanitizing techniques, comply with local and national food safety regulations and standards, create and implement a HACCP Plan.

Instruction: Major topics covered in the course are preventing food-borne illness, pathogens and food-borne illness-causing microorganisms, safe food handling practices, personal hygiene, receiving, inspecting, and storing foods, proper food preparation, cooking, and serving techniques, cleaning and sanitation procedures, pest management, and safety regulation compliance. Methods of instruction include lectures, group discussion, videos, small group activities, case studies and national certification examination.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 1 semester hour in hospitality management or food science. Note: The student must pass the NRA ServSafe Sanitation exam in order to receive credit for the course. (6/10).

Version 1

Course Title: ServSafe

Former Course Title: ServeSafe - Sanitation

Location: McDonald's Corporation Home Office-Oakbrook

Length: 2 days, 15.5 hours

Version Dates: 06/01/2001 - 10/31/2005

Objective: To train managers in principles and practices of safe food handling and storage. Provides managers with training on the principles of Hazard Analysis Critical Control Point (HACCP) Plan.

Learning Outcome: Upon successful completion of this course, the student will be able to identify and describe basic types of microbial food contaminants, understand safe food receiving practices, provide correct storage conditions for various food products, handle food safety during preparation, cooking and storage, practice appropriate cleaning and sanitizing techniques, comply with local and national food safety regulations and standards, create and implement a HACCP Plan.

Instruction: Major topics covered in the course are preventing food-borne illness, pathogens and food-borne illness-causing microorganisms, safe food handling practices, personal hygiene, receiving, inspecting, and storing foods, proper food preparation, cooking, and serving techniques, cleaning and sanitation procedures, pest management, and safety regulation compliance. Methods of instruction include lectures, group discussion, videos, small group activities, case studies and national certification examination.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 1 semester hour in hospitality management or food science (10/05).

Shift Management

ACE Number: MCD-0053

Credit Type: Course

Version 3

Course Number: MCD-0053

Course Title: Shift Management

Location: McDonald's Corporation Home Office-Oakbrook

Length: 105 -- 114 hours

Version Dates: 07/01/2014 - 06/30/2017

Prerequisites: Crew Station Verifications, Maintenance Verifications, Crew Trainer Verifications.

Objective: The course objective is to develop the knowledge and skills to manage people, product, and equipment to quality, service, cleanliness, and value (QSCV) standards on assigned shifts.

Learning Outcome: Upon completion of the course, the student will be able to understand the McDonald's history, vision, and values that the manager will promote as a manager and a brand ambassador; perform basic functions on the lms including how to launch training and register for a class; communicate shift manager role and responsibilities and high level understanding of leadership behaviors shift managers need to display; demonstrate understanding of the rules about how people are paid, what hours they may work, and what duties they may perform; communicate information about McDonald's history and culture beginning in 1948; communicate McDonald's respectful workplace policies and identify and address respectful workplace situations in the restaurant; demonstrate the basic people skills and knowledge to prepare to become a manager at McDonald's; manage the production area; complete the daily food safety checklist and assist in the discovery of why these tasks are so important in our restaurant; manage the front counter area; understand what our guests expect when they visit our restaurants and how to handle situations that may arise on a day-to-day basis with our customers; manage the drive-thru area; use the shift management process to meet desired business results in the restaurant; demonstrate a beginning knowledge of increasing profitability in the restaurant; and prioritize opportunities for improvement that can affect a restaurant's quality, service, cleanliness, and value in day-to-day work.

Instruction: Methods of instruction include computer-based training, discussion, learner presentations, and practical exercises. General course topics include McDonald's history, vision, culture, and values; LMS basics; Shift Manager role profile and leadership behaviors; wage and hour laws; basic people skills; area management (production, front counter, and drive-thru); food safety; guest expectations; shift management; profitability; and prioritization.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 3 semester hours in introduction to restaurant management and 3 in internship. This course is recommended for a total of 6 semester hours at the lower-division baccalaureate/associate degree category. (7/14).

Version 2

Course Number: MCD-0053

Course Title: Shift Management

Location: McDonald's Corporation Home Office-Oakbrook

Length: 6 weeks (118 -- 119 hours)

Version Dates: 10/01/2008 - 06/30/2014

Objective: To develop the knowledge and skills to manage people, product and equipment to Quality, Service, Cleanliness and Value standards on assigned shifts.

Learning Outcome: Upon successful completion of this course, the student will be able to understand McDonald's, its history, and the role, responsibilities and accountabilities of being a manager; demonstrate the basic people skills of building trust and earning respect; use effective communication and give appreciative and constructive feedback; describe the area management process and demonstrate skills, knowledge, and problem solving techniques to manage each of those areas; and utilize the shift management process to meet desired business results in the restaurant.

Instruction: Major topics covered in the course are production, front counter, and drive through areas of the restaurant; shift planning and management; food safety; safety and security; basic people skills including effective communication, building trust, constructive feedback; and ensuring Quality, Service, Cleanliness and Value standards. Methods of instruction include independent reading, classroom sessions, coached study, restaurant practice, videos, quizzes and verifications.

Credit Recommendation: In the lower-division baccalaureate/associate degree category, 3 semester hours in hospitality management, management, supervision, or human resource management (6/10).

Version 1

Course Number:	MCD-0053
Course Title:	Shift Management
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	4 to 7 months, 626 -- 831 hours
Version Dates:	03/01/2004 - 09/30/2008
Objective:	To develop the knowledge and skills to manage people, product and equipment to Quality, Service, Cleanliness and Value standards on assigned shifts.
Learning Outcome:	Upon successful completion of this course, the student will be able to demonstrate ability in restaurant operations; serve as a role model and coach to shift members; train new crew members; identify and communicate sales trends or problems; prioritize and resolve issues before peak restaurant periods; ensure correct positioning for the shift; motivate, recognize and reward crew members appropriately; ensure productivity standards and enforce standards for shelf life and holding times; and ensure customer satisfaction.
Instruction:	Major topics covered in the course are production, front counter, and drive through areas of the restaurant; shift planning and management; food safety; safety and security; basic people skills including effective communication, building trust, constructive feedback; and ensuring Quality, Service, Cleanliness and Value standards. Methods of instruction include independent reading, videos, coached feedback and guidance, "shoulder-to-shoulder" learning, applied exercises and activities, and structured on-the-job activities.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 1 semester hour in hospitality management, management, or human resource management. NOTE: Successful completion of Shift Management (MPD-1) and this course is recommended in the lower-division baccalaureate degree category in Introduction to Management or Introduction to Hospitality Management. (10/05).

Version 1

Course Title:	Shift Management
Former Course Title:	Basic Shift Management and Advance Shift Management
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	8 days, plus coached practicum, 48 hours
Version Dates:	02/01/1999 - Present
Objective:	To provide students with the knowledge and skills necessary to effectively manage people, products, and equipment to successfully manage a food service operation, on a shift by shift basis, independent of supervision.
Learning Outcome:	Upon successful completion of this course, the student will be able to know and apply stringent operational standards for quality, service, and cleanliness in their restaurant; apply interpersonal relations skills to customer service (both the public and employees); manage an hourly paid workforce; understand principles of perception theory and styles of behavior; describe and demonstrate the elements of effective coaching and counseling; and identify the pragmatics of restaurant profitability.
Instruction:	Major topics covered in the course are effective decision-making, quality control, shift management, interpersonal relationships, managing a diverse workforce, communication, the nature of perceptions, personality and behavior styles, motivation factors, coaching and counseling models, and the elements of effecting restaurant profitability. Methods of instruction include lecture, facilitated discussion, exercises, role plays, learning maps, written knowledge assessments, on-the-job exercises, on-the-job verifications of behaviors and skills, written operations assessments, in-class role plays and exercises, and in-class demonstration.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in hotel, restaurant, and institutional management, hospitality management, or business (4/03).

Systems Management

ACE Number:	MCD-0054
Credit Type:	Course

Version 2

Course Number:	MDP 2
Course Title:	Systems Management
Location:	McDonald's Corporation Home Office-Oakbrook

Length:	12 to 18 months, 275 hours
Version Dates:	06/01/2006 - Present
Prerequisites:	Management Development Program (MDP 1), ServSafe, Basic Shift Management, and Advanced Shift Management.
Objective:	To develop the knowledge and skills to manage restaurant systems to improve operations, the customer experience, and business results.
Learning Outcome:	Upon successful completion of this course, the student will be able to describe the role of a restaurant's systems and its impact on operations, the customer experience and business results; use the GAME (Gather Facts, Analyze, Make a Plan, and Execute) model to analyze data, identify root causes, and develop and implement action plans; execute the key success factors involved in inventory management, crew and management scheduling, planned maintenance, food safety, safety, and security systems; and demonstrate effective personal leadership.
Instruction:	Major topics covered in the course are introduction to systems management; improving operational efficiency; managing people practices and training; managing inventory, restaurant safety and security, and planned maintenance systems; and managing scheduling. Methods of instruction include independent reading, coached feedback, videos, "shoulder-to-shoulder" learning, applied exercises and activities, structured on-the-job activities, computer-based learning applications, and "verifications" after each lesson.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in management or hospitality management (6/10).

Version 1

Course Number:	MDP 2
Course Title:	Systems Management
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	12 months, 1304 hours
Version Dates:	04/01/2002 - 05/31/2006
Objective:	To develop the knowledge and skills to manage restaurant systems to improve operations, the customer experience, and business results.
Learning Outcome:	Upon successful completion of this course, the student will be able to describe the role of a restaurant's systems and its impact on operations, the customer experience and business results; use the GAME (Gather Facts, Analyze, Make a Plan, and Execute) model to analyze data, identify root causes, and develop and implement action plans; execute the key success factors involved in inventory management, crew and management scheduling, planned maintenance, food safety, safety, and security systems; and demonstrate effective personal leadership.
Instruction:	Major topics covered in the course are introduction to systems management; improving operational efficiency; managing people practices and training; managing inventory, restaurant safety and security, and planned maintenance systems; and managing scheduling. Methods of instruction include independent reading, coached feedback and guidance, "shoulder-to-shoulder" learning, applied exercises and activities, and structured on-the-job activities.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in management or hospitality management (6/10).

Trainers' Development Course

ACE Number:	MCD-0018
Credit Type:	Course

Version 6

Course Number:	MCD-0018
Course Title:	Trainers' Development Course
Former Course Title:	Training Consultant's Course - 1. Training Consultant's Development; 2: Training Consultants; Training Consultants Course
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	36 -- 37 hours
Version Dates:	07/01/2014 - 06/30/2017
Prerequisites:	Delivery Skills for Presentations (MCD-0017) and Trainer Development Guide Modules: Introduction and Orientation, Transitioning into the Training Professional Role, My Customers, Restaurant Curriculum – Crew and Shift Management, Becoming an RDM Expert, and Training Principles.

Objective:	The course objective is to have participants be successful trainers, impacting the performance of individuals and ultimately the system.
Learning Outcome:	Upon completion of the course, the student will be able to describe the role of the training professional in improving performance to impact business results; conduct a performance assessment to determine performance gaps and identify solutions to fill those gaps; apply the three components of the trainer success model to impact participants; demonstrate effective lecturing skills; use questioning techniques to facilitate guided discussions that have pre-determined learning points; facilitate open-ended learning dialogues where there are multiple "right answers"; facilitate experiential activities using the set-up, monitor, and debrief framework skills; demonstrate techniques for managing group dynamics in classroom and virtual learning environments; demonstrate the performance consulting skills of facilitating and evaluating transfer of learning experiences to the workplace to produce business results; apply adult learning principles in instructional settings; effectively use "visual learning" to enhance participants' understanding and retention of course content; demonstrate effective preparation skills for classroom and online instruction, virtual collaboration, and simulations; and review and discuss effective co-facilitation and collaboration skills.
Instruction:	Methods of instruction include discussion, lecture, facilitated discussion, team activities, in-class role plays, group reflective discussion, and participant teach backs. General course topics include performance improvement; how training supports performance; trainer success model; lecture skills; facilitating discussions; facilitating experiential learning; vocal quality and virtual environment; managing group dynamics; and feedback and action planning.
Credit Recommendation:	In the lower-division baccalaureate/associate degree category, 2 semester hours in business communications, coaching, or training (7/14).

Version 5

Course Number:	MCD-0018
Course Title:	Trainers' Development Course
Former Course Title:	Training Consultant's Course - 1. Training Consultant's Development; 2: Training Consultants; Training Consultants Course
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	5 days, 40 hours
Version Dates:	01/01/2004 - 06/30/2014
Prerequisites:	Training Consultant MDP and Delivery Skills for Presentations.
Objective:	To provide training consultants with a conceptual framework effective for adult learners and to develop the skills needed to effectively present and facilitate regional training that will maximize learning.
Learning Outcome:	Upon successful completion of this course, the student will be able to describe and demonstrate the Trainer Success Model, explain the principles of adult learning and their relationship to effective training; differentiate between presentation and facilitation; demonstrate effective facilitation skills while organizing and delivering information; and demonstrate techniques for managing group dynamics.
Instruction:	Major topics covered in the course are Trainer Success Model; adult learning principles; initiating and guiding discussions, content organization, class management, basics of instructional design; effectively using questions; methods of debriefing activities; and managing group dynamics. Methods of instruction include lecture, discussion, exercises, role plays, demonstrations, practice teaching, and feedback.
Credit Recommendation:	In the upper-division baccalaureate degree category, 3 semester hours in business administration, principles of management, training and development, or education (6/10).

Version 4

Course Number:	MCD-0018
Course Title:	Trainers' Development Course
Former Course Title:	Training Consultant's Course - 1. Training Consultant's Development; 2: Training Consultants; Training Consultants Course
Location:	McDonald's Corporation Home Office-Oakbrook
Length:	5 days, 40 hours
Version Dates:	04/01/2003 - 12/31/2003
Objective:	To instruct training consultants in presentation skills and to develop an understanding of the conceptual framework in which training activities take place.
Learning Outcome:	Upon successful completion of this course, the student will be able to provide information and demonstrate effective use of presentation and facilitation skills.

Instruction: Major topics covered in the course are individual presentation skills and a general exposure to the areas of verifying training needs, appropriate training methods, effective use of visual aids, lesson plan preparation, and testing. Methods of instruction in Course 1 include lecture and discussion in a pace set by the student. Methods of instruction in Course 2 emphasize practice teaching exercises.

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in education methodology or training and development (4/03).

Version 3

Course Number: MCD-0018

Course Title: Trainers' Development Course

Former Course Title: Training Consultant's Course - 1. Training Consultant's Development; 2: Training Consultants; Training Consultants Course

Location: McDonald's Corporation Home Office-Oakbrook

Length: 4.5 days, 32 hours

Version Dates: 04/01/1999 - 03/31/2003

Objective: To provide training consultants with the skills to present and facilitate regional training effectively in order to maximize learning and performance.

Learning Outcome: Upon successful completion of this course, the student will be able to establish credibility and display confidence and professionalism in the classroom; create a "safe" and energized environment conducive to participant learning; deliver information with energy and clarity; maximize interest and learning through participative methods; differentiate among and demonstrate effective presentation and facilitation skills; recognize the elements of an effective learning experience; and apply techniques to facilitate effective transfer and application of training.

Instruction: Major topics covered in the course are presentation, facilitation, class management, and training transfer to the job. Methods of instruction include lecture, discussion, video, exercises, practice presentations, facilitation exercises, one-on-one feedback, and assessment instruments.

Credit Recommendation: In the upper-division baccalaureate degree category, 2 semester hours in education, training and development, or business administration (12/99).

Version 2

Course Number: MCD-0018

Course Title: Trainers' Development Course

Former Course Title: Training Consultant's Course - 1. Training Consultant's Development; 2: Training Consultants; Training Consultants Course

Location: McDonald's Corporation Home Office-Oakbrook

Length: 20 -- 36 hours

Version Dates: 11/01/1980 - 03/31/1999

Objective: To instruct training consultants in presentation and facilitation skills, and to develop an understanding of the conceptual framework in which training activities take place.

Learning Outcome: Upon completion of this combined course, student will be able to provide information and demonstrate effective use of presentation and facilitation skills.

Instruction: Major topics covered in the course are classroom management, presentation skills, facilitation skills, and training development process. Course is self-paced. Methods of instruction include lecture, practice teaching, and group activities.

Credit Recommendation: In the upper-division baccalaureate degree category, 3 semester hours in education methodology or training development (10/97).

Version 1

Course Number: MCD-0018

Course Title: Trainers' Development Course

Former Course Title: Training Consultant's Course - 1. Training Consultant's Development; 2: Training Consultants; Training Consultants Course

Location: McDonald's Corporation Home Office-Oakbrook

Length: 1 week (20 -- 31 hours)

Version Dates: 04/01/1977 - 10/31/1980

Objective: To instruct training consultants in presentation skills and to develop an understanding of the conceptual framework in which training activities take place.

- Learning Outcome:** Upon successful completion of this combined course, the student will be able to provide information and demonstrate effective use of presentation and facilitation skills.
- Instruction:** Major topics covered in the course are individual presentation skills and a general exposure to the areas of verifying training needs; appropriate training methods, effective use of visual aids, lesson plan preparation, and testing. Methods of instruction in Course 1 include lecture and discussion in a pace set by the student. Methods of instruction in Course 2 emphasize practice teaching exercises.
- Credit Recommendation:** In the upper-division baccalaureate degree category, 3 semester hours in education methodology or training development (10/80).

Trainers' Development Guide

- ACE Number:** MCD-0059
- Credit Type:** Course

Version 1

- Course Number:** MCD-0059
- Course Title:** Trainers' Development Guide
- Former Course Title:** Training Consultants Development Program
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 905 -- 915 hours
- Version Dates:** 01/01/2005 - 06/30/2017
- Prerequisites:** None.
- Objective:** The course objective is to develop a macro view of the McDonald's organization and the role of training in supporting the organization's goal and to gain the knowledge needed to become a Training Consultant at McDonald's.
- Learning Outcome:** Upon completion of the course, the student will be able to conduct introductions and orientations; transition into the training professional role; identify new customers and performance goals; verify knowledge of the crew, crew trainer, and shift management development programs; identify how restaurant department management (RDM) fits into the overall restaurant curriculum; become an RDM expert; apply training principles; prepare to teach restaurant department management; conduct performance consulting; meet with the support teams; teach introduction to management (ITM); teach leading department results (LDR); teach department manager capstone; teach general manager (GM) business leadership (BM) capstone; and facilitate department management (DM) and virtual collaborations (VM).
- Instruction:** Methods of instruction include classroom exercises, discussion, practical exercises, learning management system, and observation. General course topics include transitioning into training professional role; training consultant customers; restaurant curriculum; becoming a RDM expert; training principles; preparing to teach; performance consulting; meet with support teams; and teaching McDonald's courses (ITM, LDR, DMC, GM BL Capstone, and DM VCs).
- Credit Recommendation:** In the upper-division baccalaureate degree category, 3 semester hours in business coaching or business electives (7/14).

Transition to Consulting

- ACE Number:** MCD-0002
- Credit Type:** Course

Version 4

- Course Title:** Transition to Consulting
- Former Course Title:** Area Supervisor's Development Program-McOpCo and Area Supervisor's Development Program [Volume I]
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 3 months, 330 hours
- Version Dates:** 11/01/1999 - 05/31/2013
- Objective:** To provide support for newly promoted consultants to quickly transition into their position with minimal downtime and maximum understanding of their roles, responsibilities, and development path in the new job.

- Learning Outcome:** Upon successful completion of this course, the student will be able to understand their job function as it relates to their own responsibilities and to the business plans of their department; discuss ethical issues; work effectively within the organization structure; coordinate the transition of responsibilities; and identify the tools and resources to perform the job.
- Instruction:** Major topics covered in the course are responsibilities and transition issues related to the consulting role, personal development planning, departmental business plans, business ethics and professional conduct, networking within the formal and informal organizational structure, and resources available to do the job. Methods of instruction include reading, individual activities and exercises, meetings with supervisors, peer orientation, meetings with key organizational personnel, discussion, coaching, and collaboration on instructional activities.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 2 semester hours in cooperative education (11/01).

Version 3

- Course Title:** Transition to Consulting
- Former Course Title:** Area Supervisor's Development Program-McOpCo and Area Supervisor's Development Program [Volume I]
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 60 - 90 days, 224 -- 268 hours
- Version Dates:** 03/01/1991 - 10/31/1999
- Objective:** To provide the student with a supervised, self-paced introduction to multi-unit restaurant management.
- Learning Outcome:** Upon successful completion of this course, the student (in a multiple store environment) will be able to orient new managers to achieve consistency; analyze profit and loss statements; recruit and retain management personnel; and effectively manage time in the face of multiple demands.
- Instruction:** Major topics covered in the course are managing change; time management, management of development, and training, and quantitative decision making. Methods of instruction include case studies, directed readings in a self-paced program, and assessment is through supervisor review.
- Credit Recommendation:** In the upper-division baccalaureate degree category, 2 semester hours in business administration, management, or restaurant management (10/97).

Version 2

- Course Title:** Transition to Consulting
- Former Course Title:** Area Supervisor's Development Program-McOpCo and Area Supervisor's Development Program [Volume I]
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 3 months, 120 hours
- Version Dates:** 12/01/1990 - 02/28/1991
- Objective:** To prepare the newly promoted area supervisor to assume mid-management responsibilities in multi-restaurant supervision and to make a smooth transition from restaurant operations.
- Learning Outcome:** Upon successful completion of this course, the student (in a multiple store environment) will be able to orient new managers to achieve consistency; analyze profit and loss statements; recruit and retain management personnel; and effectively manage time in the face of multiple demands.
- Instruction:** Major topics covered in the course are personal development, transition from store to region, orientation, supervision, profit and loss, field operations, and human resources. Method of instruction is self-paced.
- Credit Recommendation:** In the upper-division baccalaureate degree category, 2 semester hours in restaurant management (12/90).

Version 1

- Course Title:** Transition to Consulting
- Former Course Title:** Area Supervisor's Development Program-McOpCo and Area Supervisor's Development Program [Volume I]
- Location:** McDonald's Corporation Home Office-Oakbrook
- Length:** 3 months, 120 hours
- Version Dates:** 01/01/1980 - 11/30/1990

- Objective:** To prepare the newly promoted area supervisor to assume mid-management responsibilities in multi-restaurant supervision and to make a smooth transition from restaurant operations.
- Learning Outcome:** Upon successful completion of this course, the student (in a multiple store environment) will be able to orient new managers to achieve consistency; analyze profit and loss statements; recruit and retain management personnel; and effectively manage time in the face of multiple demands.
- Instruction:** Major topics covered in the course are personal development, transition from store to region, orientation, supervision, profit and loss, field operations, and human resources. Method of instruction is self-paced.
- Credit Recommendation:** In the lower-division baccalaureate/associate degree category, 2 semester hours in cooperative education (7/85).

