

## Unit 301: Developing opportunities for progression in the culinary industry

### Handout 4: Leadership behaviours

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Within the professional kitchen environment, chefs look to supervisors for guidance and motivation. Supervisors need to understand the types of behaviour they must demonstrate, including:

- **Influencing others to meet team goals** – achieved by developing positive working relationships. These include relationships with staff, suppliers, management, etc.
- **Communicating effectively** – any leader must be able to communicate effectively or their team will not know the direction the supervisor wishes them to take. Communication must also be effective in building a team and positive working relationships.
- **Building trust** – trust within the team is gained by supervisors listening to staff, being approachable, providing confidential support and earning respect
- **Setting a good example** – as with many things in life there is a tendency for humans to follow one another. Within the professional kitchen it is essential that a good example is set by the supervisor; if the supervisor has bad habits, it is likely the staff will follow these
- **Proactive/supportive leadership** – leaders who are proactive (observe, plan and act before a situation gets out of hand) will be seen by the staff as forward-thinking. This type of behavior, along with being supportive to their own staff and management, will be seen as very professional.
- Within the professional kitchen, the output is delivering a first-class product to the customer. Supervisors must ensure they are customer-focused to meet needs and expectations.