

Learning into Practice

A fourteen day workbook for hospitality managers

Ahmet Can Yesildag | Learning and Leadership Development

Use this workbook to translate one learning goal into an observable workplace behaviour. Choose one or two methods, practise in your actual working context and review what changed with a colleague or manager. The aim is a useful experiment, not a guaranteed habit in fourteen days.

Your route through the workbook

1. Select a behaviour and record the starting point.
2. Choose a method that fits the task.
3. Arrange practice, support and a review date.
4. Keep a short evidence log.
5. Debrief and choose your next step.

Name and role

Team and start date

Examples throughout are illustrative. Follow approved operating procedures and protect guest and colleague privacy in your notes.

Define the change

Example: At each shift handover, record an owner and due time for every unresolved guest request. A colleague checks a small sample using the same criteria before and after the trial.

The work situation I want to improve

The behaviour someone should be able to observe

My starting observation and how I collected it

What a useful improvement would look like

Who will support me and when we will review

Choose your method

1. Start with a five-second cue

When the next safe action is clear, count down from five and begin. Mel Robbins popularised this cue. Treat it as a prompt, not a neurological guarantee.

2. Explain it in plain language

Use the approach commonly called the Feynman technique: explain a concept simply, identify gaps and revisit the source. A fluent explanation is a starting point; check understanding through a realistic task.

3. Separate importance from urgency

Use an urgency-and-importance matrix to decide what to act on, schedule, delegate or stop. Delegation needs clear authority, a deadline and follow-up.

4. Clear small actions at the right time

David Allen's two-minute rule helps process small, actionable tasks. Apply it during an administrative window so every incoming message does not interrupt deeper work.

5. Work in focused intervals

Francesco Cirillo's Pomodoro Technique uses timed work and breaks. Try a short interval for planning or study, and adapt the timing to your duties.

6. Retrieve before you reread

Close the materials and recall the important points, then check and correct your answer. Research supports retrieval practice as a way to improve retention of learned material.

7. Make one small improvement

Treat the one-percent idea as a metaphor for manageable progress. Human capability does not increase by a measurable, guaranteed percentage every day.

Choose your method continued

8. Protect time for demanding work

Cal Newport's deep-work approach draws attention to work requiring sustained concentration. Start with a realistic block and define the output before you begin.

9. Examine failure before launch

Use Gary Klein's premortem approach: imagine a planned project has failed and list plausible reasons. For each priority risk, assign an owner, an early warning and a response.

10. Attach practice to an existing routine

Habit stacking links a new action to an established cue. James Clear describes this as a practical way to make an intended behaviour more specific.

11. Look for the few actions that matter most

Use the 80/20 principle as a question about concentration of impact, not a fixed ratio. Check your own evidence before deciding what deserves more attention.

12. Keep a priority list and a later list

Choose a limited number of current outcomes. Put worthwhile ideas that do not serve those outcomes on a review-later list. Reassess when circumstances change.

13. Close the day with reflection

Write what happened, what you learned and what you will adjust. Keep the record factual and specific enough to guide tomorrow's behaviour.

14. Return to learning over time

Space practice across several sessions and include retrieval, feedback and application. Research supports spacing, but no single review schedule is best for every learner and task.

Plan practice and support

My selected method and why it fits

After this existing routine I will practise this action

Where and when I can practise with suitable cover

What could prevent practice and how we will respond

What feedback or resources I need

Midpoint and final review dates

Record days one to seven

Write a brief observation, not a score of your personal worth. If you miss a day, record the obstacle and resume. Use initials or anonymous descriptions, not guest details.

Day 1 | Action tried, observation and next adjustment

Day 2 | Action tried, observation and next adjustment

Day 3 | Action tried, observation and next adjustment

Day 4 | Action tried, observation and next adjustment

Day 5 | Action tried, observation and next adjustment

Day 6 | Action tried, observation and next adjustment

Day 7 | Action tried, observation and next adjustment

Record days eight to fourteen

Day 8 | Action tried, observation and next adjustment

Day 9 | Action tried, observation and next adjustment

Day 10 | Action tried, observation and next adjustment

Day 11 | Action tried, observation and next adjustment

Day 12 | Action tried, observation and next adjustment

Day 13 | Action tried, observation and next adjustment

Day 14 | Action tried, observation and next adjustment

Review learning with your manager

What changed compared with the starting observation

What I can now explain or demonstrate

What remains difficult and what support is needed

What we will keep change or stop

Our next review date and agreed owner

Facilitator prompts

Ask for a specific example. Distinguish lack of knowledge from missing time, tools or authority. Agree one next action and arrange a later opportunity to retrieve and apply the learning. Do not infer business impact from a small uncontrolled trial.

Sources and next steps

The companion article explains all fourteen approaches and their hospitality applications. Retrieval and spacing are supported by learning research; the planning and habit tools are practical options to test, not an equally validated package.

Retrieval practice and spacing research
<https://doi.org/10.1038/s44159-022-00089-1>

Retrieval Practice guide
<https://www.retrievalpractice.org/retrievalpractice>

Mel Robbins - The 5 Second Rule
<https://www.melrobbins.com/book/the-5-second-rule/>

David Allen - When to use the Two-Minute Rule
<https://gettingthingsdone.com/2011/06/when-to-use-gtds-two-minute-rule/>

Francesco Cirillo - Pomodoro Technique
<https://www.pomodrotechnique.com/>

Cal Newport - Deep Work
<https://calnewport.com/deep-work-rules-for-focused-success-in-a-distracted-world/>

James Clear - Habit stacking
<https://jamesclear.com/habit-stacking>

Gary Klein - Premortem method
<https://www.gary-klein.com/premortem>

Bring the workbook to your team

Use it for a supervisor coaching conversation or a small departmental learning trial. To discuss a facilitated hospitality leadership workshop or a tailored learning programme, visit the speaking and consulting page.

ahmetcanyesildag.com/speaking

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