Welcome to

Interpersonal Skills

Introduction

- Restrooms
- Breaks
- Lunch
- Warm-up activity
- Personal introductions

Lessons

- Attitude
- Communication
- Conflict Management
- Teamwork
- Customer Service

Objectives

By the end of Lesson #1, you will know:

⌘Why a positive attitude is important

⌘How our attitude affects our happiness, performance, co-workers, and customers

⌘How you can change your own attitude

A positive attitude is important because it impacts our ability to:

- Communicate

- Resolve conflicts
- Work as part of a team

- Serve our customers

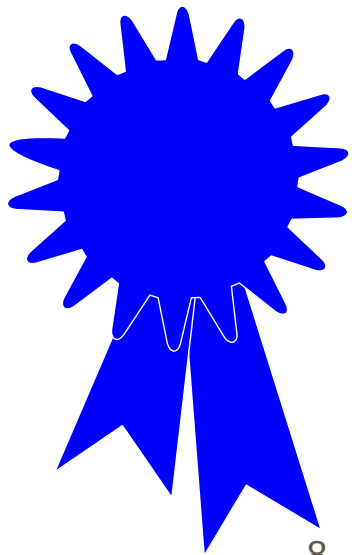
Our attitude affects our...

- Happiness
- Ability to perform well at work
- Co-workers
- Customers

(Show AT1: It's Summer! and AT2: Buried Treasure)

A positive attitude improves QUALITY of work when YOU…

- Carefully follow recipes and instructions
- Keep work areas neat, clean and orderly
- Complete jobs without being asked
- Use good judgement
- Try new ideas

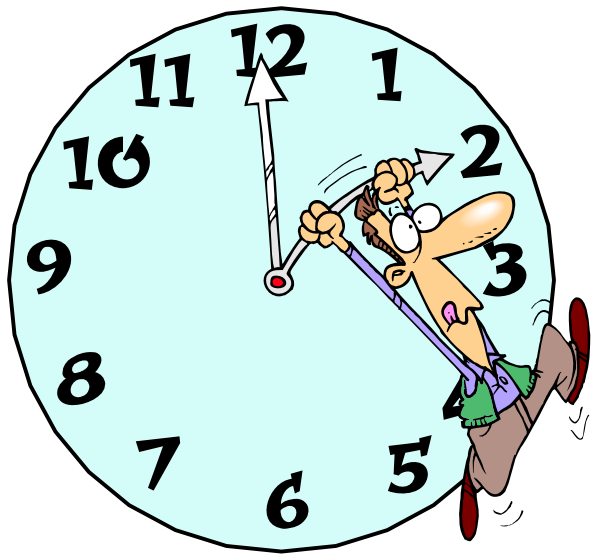


A positive attitude increases QUANTITY of work when YOU…

- Work hard
- Help others
- Meet deadlines

A positive attitude improves ATTENDANCE & PUNCTUALITY when YOU…

- Never miss work unless absolutely necessary due to an illness or other serious problem
- Always arrive on time
- Do not take longer than scheduled for breaks and meals



A positive attitude improves APPEARANCE when YOU…

- Wear clean and neat clothing
- Keep your body and hair clean
- Maintain clean, well-groomed nails
- Wear a friendly smile

A positive attitude improves WORKING RELATIONSHIPS when YOU…

- Get along with others
- Don't complain, whine, gossip, or swear
- Don't use humor at the expense of others

(Show AT3: Negative Nellie)

(Show AT4: Positive Pearl)

(Show AT5: What Attitude Do You Exhibit?)

Attitude
by Charles Swindoll

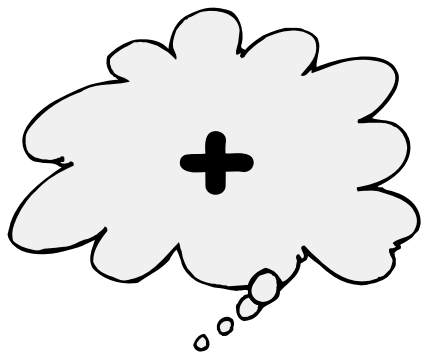
"The longer I live, the more I realize the impact of attitude on life. Attitude, to me is more important than facts. It is more important than the past, than education, than money, than circumstances, than failures, than successes, than what other people think or say or do. It is more important than appearances, giftedness or skill. It will make or break a company…a church…a home. The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude…I am convinced that life is 10% what happens to me and 90% how I react to it. And so it is with you…we are in charge of our attitudes."

(Show AT6: Summer is Over)

(Show AT7: Flying a kite indoors)

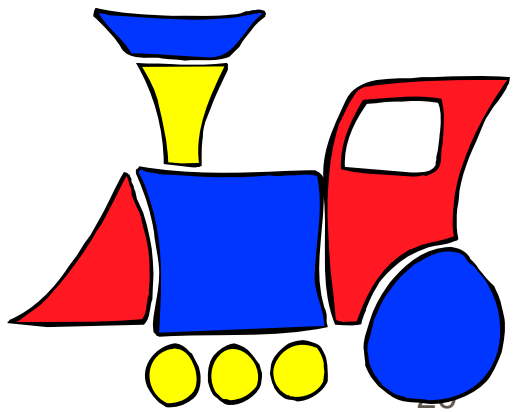
1. Expect the best!

- ⌘Wake up happy and optimistic
- ⌘Use positive self-talk
- ⌘Look for the best in everything
- ⌘View barriers to success as opportunities
- ⌘Avoid stress



2. Believe in yourself!

- "I think I can, I think I can"
- Have confidence and determination
- Invest in your appearance
- Acknowledge compliments
- Use yourself as a standard, not others
- Overcome your fears



3. Set goals & accomplish them

- Use time management skills
- Set goals
- Visualize the steps and the results
- Just do it!
- Re-evaluate your life periodically

4. Take control of your life

- Accept responsibility for your actions
- Replace "I have to" with "I've decided to"
- Set deadlines and meet them
- Invest in knowledge

5. Know your power

- Relax and reflect
- Do something different
- See yourself through someone else's eyes
- Know the power of your words and actions

(Show AT8: “It’s the weather in your mind…)

Objectives

By the end of this lesson, you will be able to:

- ⌘Describe communication
- ⌘Send messages accurately
- ⌘Avoid barriers to good communication
- ⌘Improve your overall communication skills

Communication is important because…

- Everything we do involves and requires communication
- It is the basis for getting along with other people
- It is essential for teamwork

Communication is…

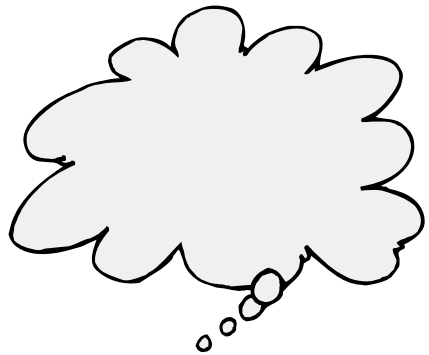
A process in which a message is <u>sent</u>, <u>received</u>, and <u>understood</u>.

A - Verbal Messages

- Written or spoken words
- Examples at work
- It's harder than it looks
- 6 techniques

How to send a verbal message:

- Organize your message.



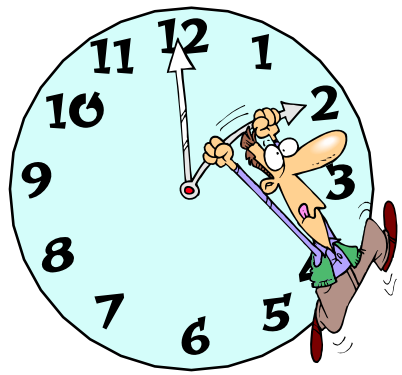
- Be accurate.

- Be specific.

How to send a verbal message:

- Talk to the right person.

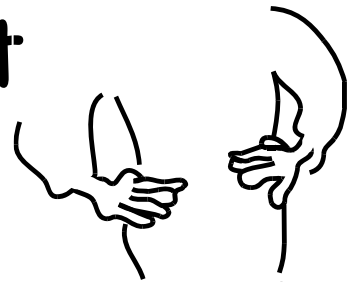
- Discuss actions, not personalities.



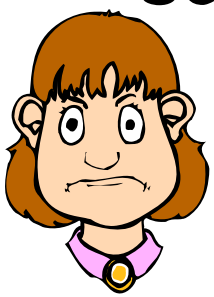
- Choose a good time.

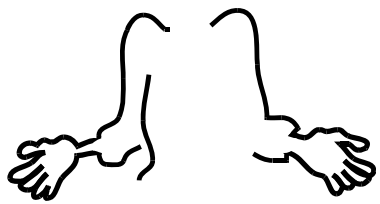
B - Nonverbal

- Our actions and body language
- What we do and how we do it
- The way we…



…act, look, say our words, keep our work area, do our work, gesture, hold our head, arms, and hands and it's what we say with our facial expressions.





What is more accurate?

Our words

or

Our actions

Receiving is affected by our...

A - Perceptions

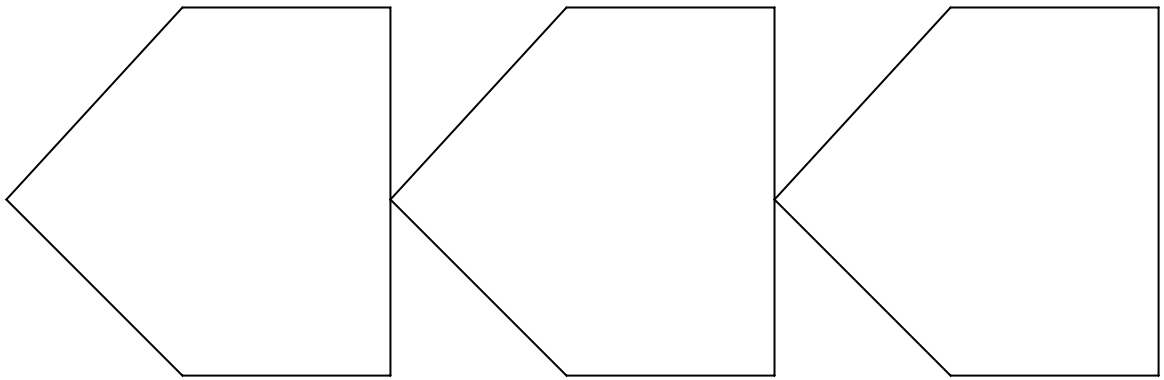
B - Nonverbal communication

C - Ability to listen

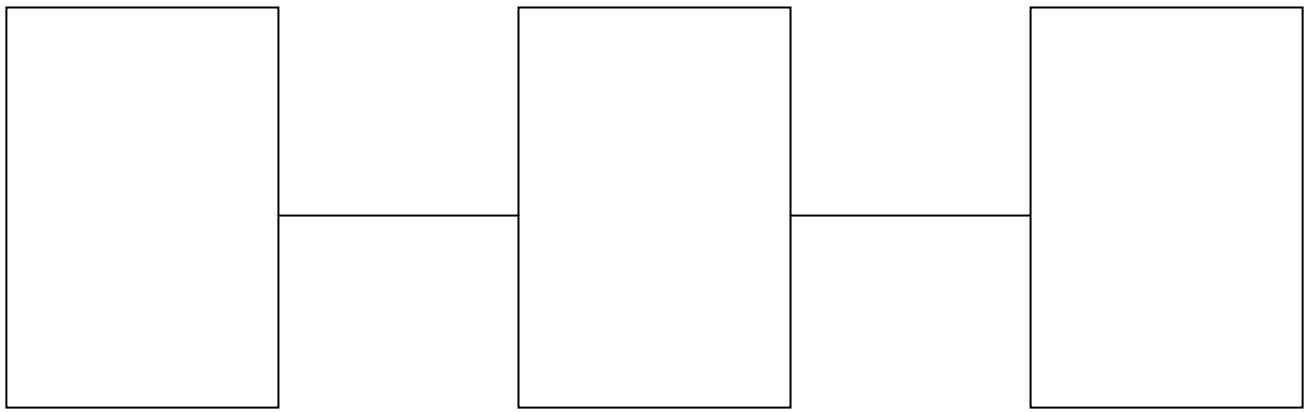
A - Perceptions

- How we see things
- Our expectations
- The assumptions we make
- The stereotypes we have

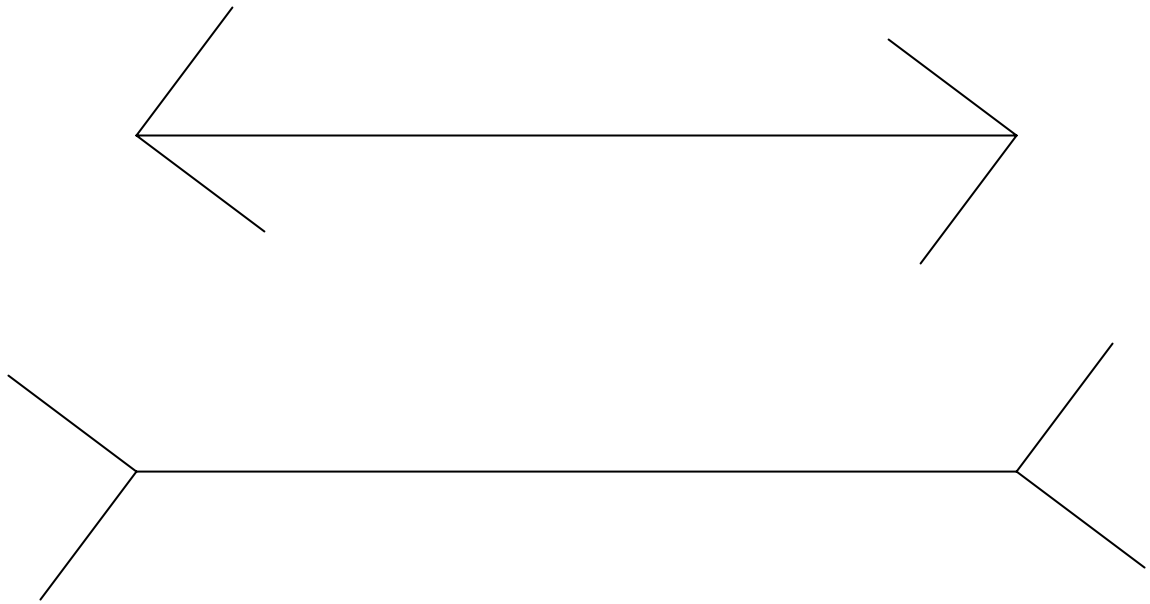
What do you see?



Now what do you see?



Which line is longer?



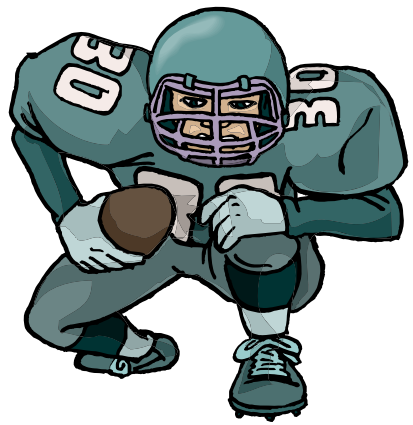
(Instruct them to find the spiral/circle graphic in their student manuals.)

(Show AT9 - Old woman/young woman graphic)

Stereotypes

- A general opinion of a group of people based on characteristics of a few people

- Examples:



- Work examples?

What can we do?

- Be aware of our own perceptions, assumptions, and stereotypes
- Remember that we could be wrong
- Clarify and confirm the message
  - ask questions
  - provide feedback
  - restate what you've heard

B - Nonverbal Communication

COMMUNICATION:

_____% + _____% + _____% = 100 %

Words

Tone of Voice

Body Language

Why is nonverbal communication so important?

- You can't say it all with words.
- It helps the message to be more accurate.
- It speeds up the communication process.

C - Listening

- The average person speaks at a rate of _____ words per minute.

- We can comprehend approximately _____ words per minute.

1. Listen for content

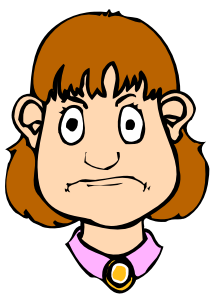
- Listen to what people say, not how they say it.
- Listen for a reason.
- Listen for the speaker's main point.

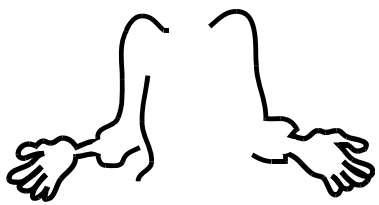
2. Evaluate fairly

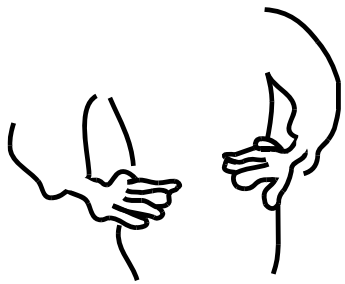
- Be aware of your own perceptions (including assumptions and stereotypes).
- Keep an open mind.
- Do not react until the speaker has finished.

3. Avoid distractions

- Show interest in the person who is speaking.
- Take brief notes as needed.
- Observe body language.







Listening Test

My name is _____ . I'm going to Canada and I am taking a _____ with me.

Who's responsible?

- The sender is responsible for doing their best to send the message accurately

BUT

- <u>You</u> are responsible for receiving the correct message

To communicate well
with coworkers, customers, family, and friends, you need to…

- Be a good listener.
- Send clear concise messages.
- Be aware of communication barriers.
- Make sure that you understand the message.

What works well in your nutrition program?

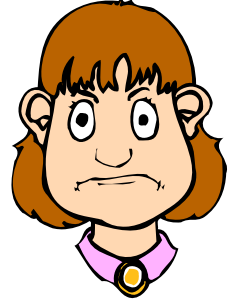
How can you improve the communication in your nutrition program?

Objectives

By the end of Lesson #3, you will:

- Know your options.
- Be aware of your own strengths and weaknesses in addressing conflicts.
- Understand how to resolve a conflict in a positive way.

Negative Factors



- Production & services may decrease
- Slowed progress towards goals
- Unhappiness & turnover
- Stress & health problems
- A destructive effort to get even with others

Benefits

- Bring about change in the organization
- Create enthusiasm in employees
- Stimulate employees to think creatively
- Encourages open & honest communication
- Expressed emotions & reduced tension
- Employees learn about values & attitudes
- Stronger & better working environment

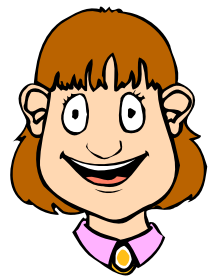
You can react to conflict by...

- Avoiding or ignoring it
- Telling a third party
- Confronting the other person (or people)
  - * Force
  - * Compromise
  - * Problem solving

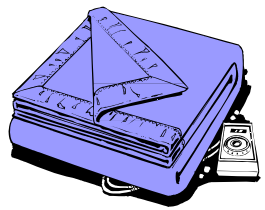
Option #1: Avoid or Ignore

- Flight - avoid conflicts at all costs

- Fake - smile and pretend nothing is wrong



- Fold - Give in and take blame



"Men Are From Mars, Women Are From Venus" - John Gray

Option #2: Tell a third party

Use only when…

- You cannot solve the problem
- You do not feel confident or comfortable confronting the other person alone
- Several people are involved in the conflict

Option #3: Confrontation

- The most likely reaction
- Build on your strengths and be aware of your weaknesses in dealing with conflicts

View conflict as natural and positive

- View it as an opportunity for growth.
- Use it to strengthen your relationships.
- Be open, honest, and direct.
- Separate people from the problem(s) so that you can protect the relationship.

Establish an effective **atmosphere**

- Prepare for the discussion.
- Approach it with a positive attitude.
- Choose a good time.
- Choose an appropriate and comfortable place.
- Start on a good note.

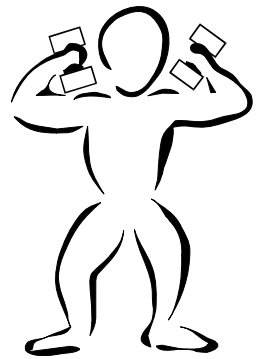
Clarify perceptions

- Make sure that you understand the problem and the cause (reason behind it).
- Avoid stereotyping.
- Listen carefully.
- Recognize the other person's needs.
- Empathize.
- Clear up misconceptions.

Focus on **needs**, not wants

- Distinguish between needs and wants.
- Focus on what you ***both*** need.
- Recognize that there may be multiple needs.
- Realize that you need each other.

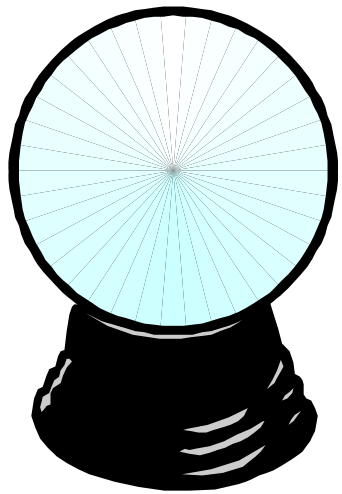
Produce positive partnership **power**



- Think about shared power, not individual power.
- Power is gained when you solve a problem together.
- Power is destroyed when you avoid conflicts or have a negative attitude.

Focus on the **future** and learn from the past

- Don't dwell on the past.
- Learn from your mistakes; forgive and move on.



Generate **options**

- Wait until the end of the conversation.
- Look for common needs.
- Think of options that would satisfy everyone involved.
- Consider all possible solutions.

Develop "Doables"

- Develop stepping stones to action.

- Identify small things that both sides can do to resolve the conflict and prevent it from happening again.

Make agreements

- Should be mutually beneficial
- Build agreements & partnerships for the future.
- Recognize what can't be changed.
- Focus on what can be changed.

Extra considerations

- Express anger constructively.
- Remember, you don't have to agree with everything.
- Use "I" statements, not "you" statements.

Objectives

By the end of Lesson 4, you will know:

- ⌘**WHO is on the team**
- ⌘**WHY teamwork is important**
- ⌘**WHAT makes an effective team member**
- ⌘**WHAT it takes to be an effective team**

Who's on the team?

The school food service team includes:

> students
> principal
> faculty
> teacher aids
> food service staff
> bus drivers
> central office staff
> custodians

Who's on the team?

The school food service team includes:

> cashiers

> servers

> dishwashers

> cooks

> manager

> director

Teamwork is important!

As a team member you help to:

- Control safety, quality, nutrition and cost
- Create a pleasant work place
- Give the best possible customer service
- Make school a better place to learn

Crime Story

- ⌘LEADER - lead the group's discussion
- ⌘RECORDER - record the group's answers
- ⌘TIME-KEEPER - watch the clock
- ⌘GATE-KEEPER - keep the group on track

LEADER

Has the next birthday

RECORDER

Drove the farthest

TIME-KEEPER

Drove the least miles

GATE-KEEPER

Most school food service experience

	1	2	3	4	5	6
Group Score						
Member #1						
Member #2						
Member #3						
Member #4						

- Did you use the same words to describe both people? Why or why not?

- Why are these characteristics important to you?

- Do you have the same characteristics as you admire in other people?

- How can we apply these behaviors to the work environment?

- Should you be friends with your co-workers? Why or why not?

- Can you work well with people if you don’t know them and/or don’t like them?

Characteristics of an effective team member

An effective team member is COMPETENT

- Takes responsibility
- Does their share of the work
- Knows what is expected
- Understands priorities
- Knows their individual job

An effective team member is COMMUNICATIVE

- Shares ideas
- Practices honesty and openness
- Respects others' ideas
- Solves problems together

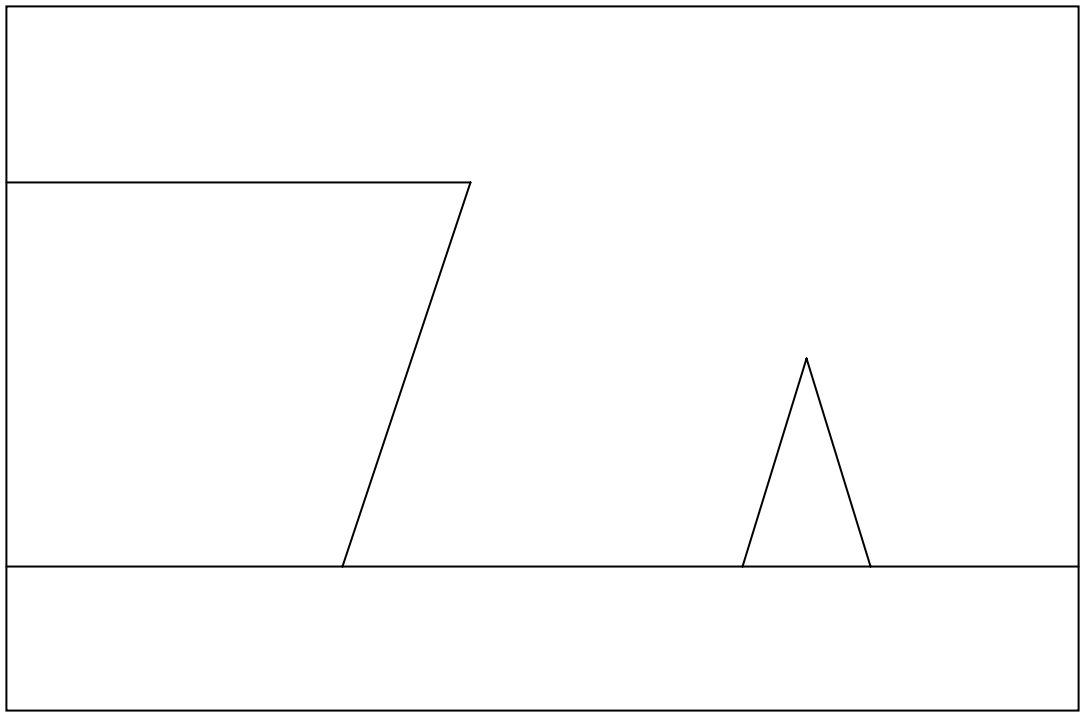
An effective team member is COOPERATIVE

- Appreciates others' skills
- Follows the rules
- Looks for ways to be helpful
- Tries new ways of doing things

An effective team member is CARING

- Trusts and respects team members
- Cares about kids!!!

"Droodle"



"A mother pyramid feeding its child."

"A ship arriving too late to save a drowning witch."

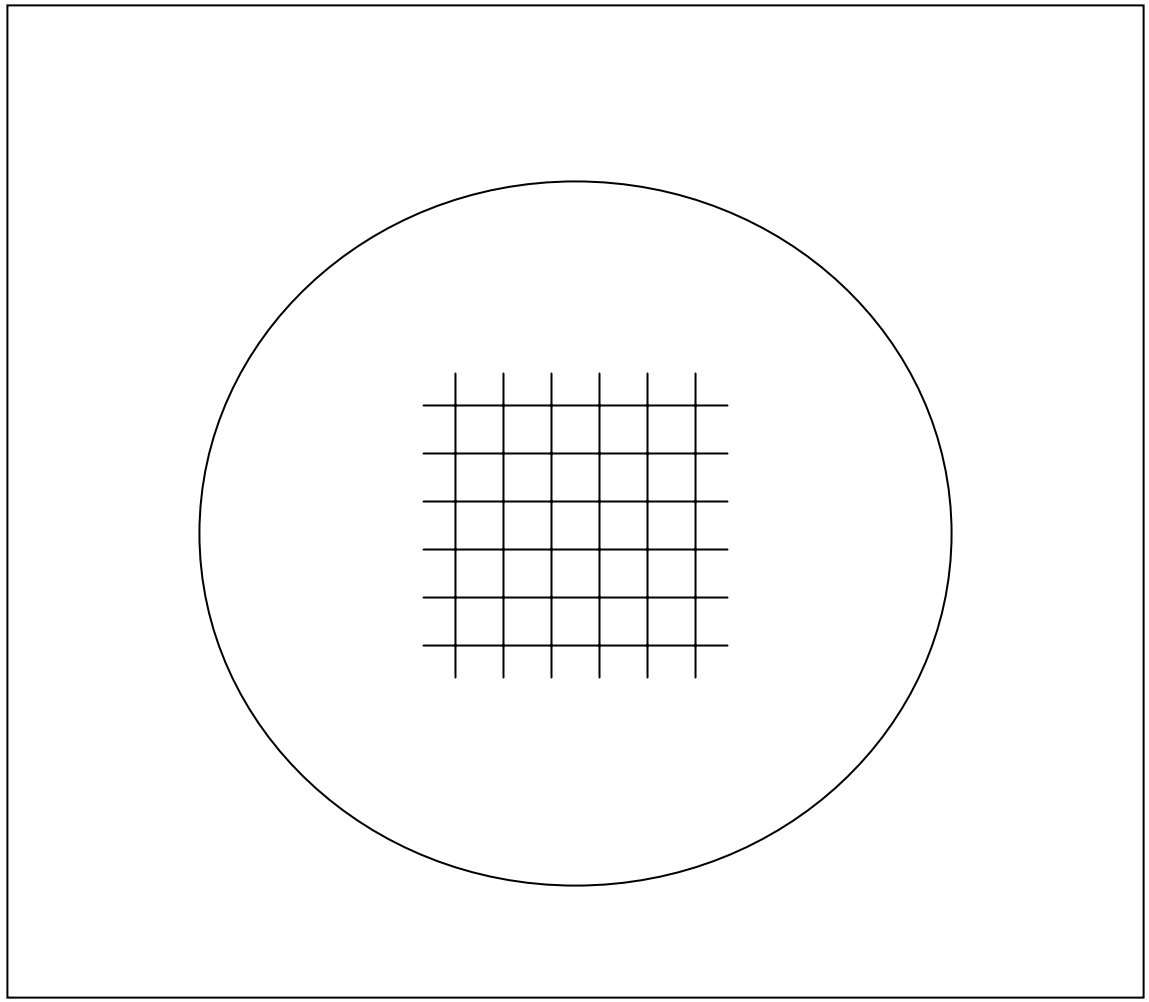
O

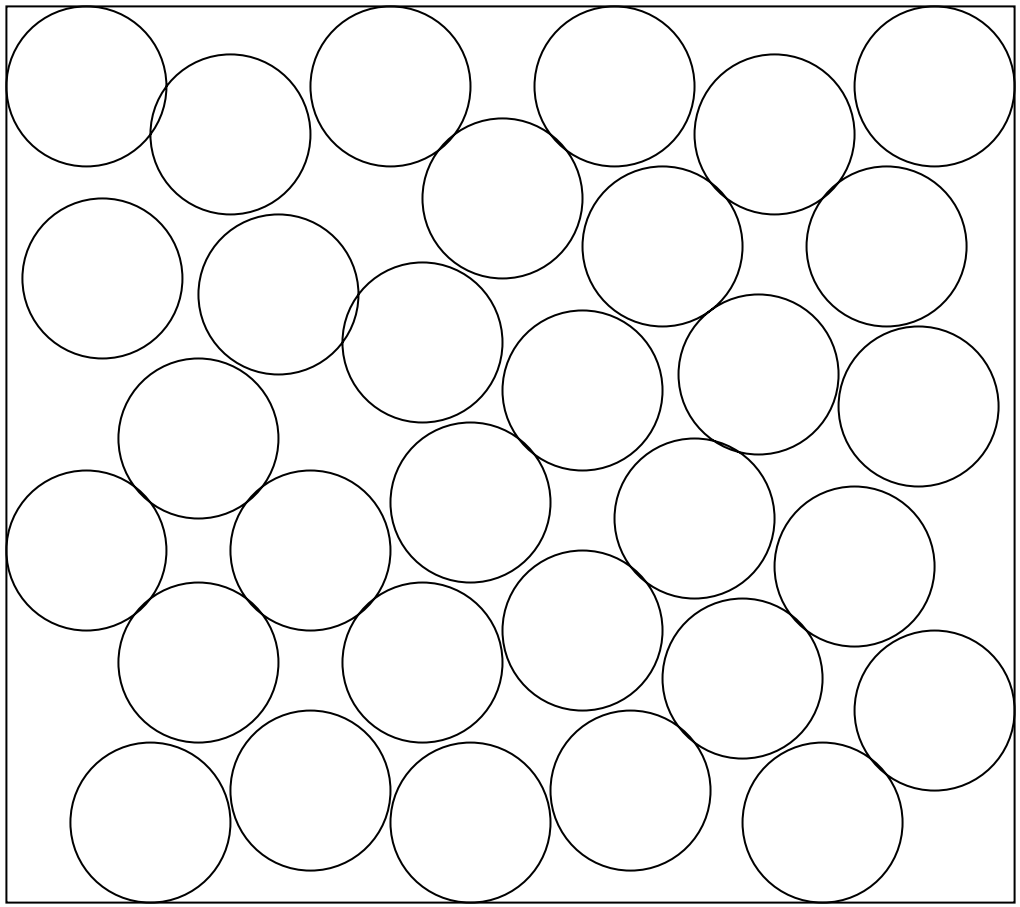
B.A.

M.A.

Ph. D.

ALL world





- Flying saucer traffic jam
- Script for a spot announcement
- Burgled bagels with their holes stolen
- Tracks left by a pogo stick parade
- Close-up of a freckle champ
- Outside world as seen by a man living in a salt shaker
- Box of chicken pox
- Explosion in a pizza factory

What makes a good team?

Always remember…

Teamwork begins with YOU.

You are at the **of the team,**

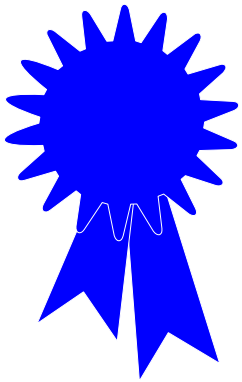
and the team is counting on YOU!!!

Objectives

By the end of Lesson 5, you will know:

- ⌘Why customer service is important
- ⌘How to provide the best customer service
- ⌘How to handle comments and complaints

(*Show AT12: Quality school nutrition or school filling station?)*

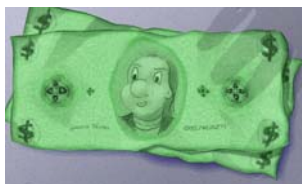


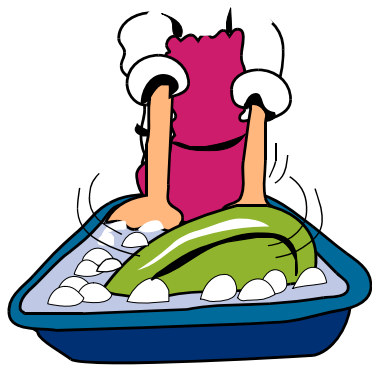
Provide the best possible customer service because

- You're there for the students.
- It makes you feel good.
- It makes your work easier and more enjoyable.
- You will earn respect.
- You may receive increased compensation.

What part do you play?

- Servers
- Cafeteria helpers
- Cooks
- Cashiers
- Dishwashers





What do our Customers Want?

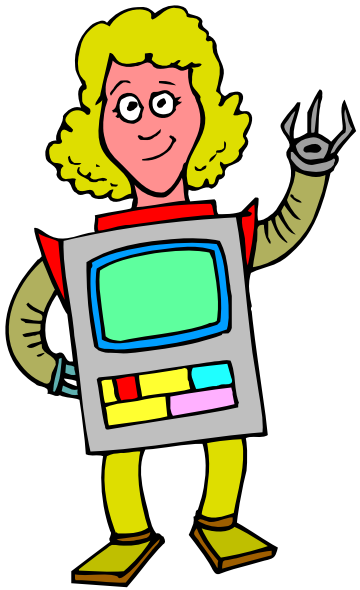
How can YOU provide the best possible service?

- Keep the lines, service areas and cafeteria clean and neat.
- Know the answers to common questions.
- Speak clearly.
- Be courteous/polite.
- Be friendly and helpful.
- Be as efficient as possible.

YOU should also...

- Watch your words.
- Say thank you.
- Say you're sorry.
- Pay attention to details.
- Listen to the students.

You hurt the service experience when you are...



- Indifferent
- A robot
- Argumentative
- Condescending

How should you handle comments and complaints?

- Take them seriously.
- Respect the student and their comment.
- Listen carefully & ask for additional information if needed.
- Empathize, apologize, and take responsibility.
- Take action.
- Follow through.

How can you motivate yourself?

- Remember that it's a people job.
- Think about how you would like to be treated.
- Concentrate on the students, not on yourself.
- Set personal goals.
- Remember that you're a professional!

Remember…

The customer is our only reason for being here!

AND

YOU can make or break the chain of great service!