

# **Building a Professional Team**

## **Participant Handout**

### **Lesson 1: Contributing to the Team**

**What are some qualities of a Successful Team Member?**

#### **Objectives:**

- 1. School nutrition assistants will be able to demonstrate the willingness to help out when emergencies arise.**

**Have you ever been in an emergency that affected the meal service? Take a moment and make notes about how you assisted/what changed immediately.**

**What changes to your Food Service Operations took place last Spring, due to the COVID 19 Pandemic?**

- 2. School nutrition assistants will be able to avoid problem situations and intervene to avoid conflict.**

**What are some common causes of conflict?**

#### **Poll Question #1**

- 3. School Nutrition Assistants will be able to demonstrate the ability to effectively mentor new employees.**

**How do You Mentor New Employees?**

## **Lesson 2: Improving Skills through Training and Cross-Training**

### **Objectives:**

- 1. School nutrition assistants will know the importance of ongoing training to improve job skills.**

**What are some benefits of job training?**

- 2. School nutrition assistants will be able to attend and participate in job-related training.**

**What are some different types of job-related training?**

### **Poll Question #2**

- 3. School nutrition assistants will be able to apply knowledge and/or skills obtained from training activities to performance on the job.**

## **Lesson 3: Following Instructions at Work**

### **Objectives:**

- 1. School nutrition assistants will be able to follow instructions of the unit manager relating to safety measures, sanitation practices, personal standards, work techniques and methods of performing duties.**

**Why is it important to follow instructions?**

- 2. School nutrition assistants will be able to perform the tasks stated in the job description.**

**What are the steps to managing yourself so that you can complete the work assigned and listed in your job description?**

## **Lesson 4: Communicating at Work**

### **Objectives:**

- 1. School nutrition assistants will know the methods of effective communication skills.**

**What are some Ways We Communicate?**

- 2. School nutrition assistants will be able to listen effectively to the school nutrition manager and other staff**

**Have you ever been interrupted in a conversation, just to have the “listener” give their opinion when they didn’t wait to hear the issue?**

- 3. School nutrition assistants will know the importance of having a positive attitude and creating a positive image for school nutrition.**

**Besides the students at your school, who else at work might be affected by your attitude?**

- 4. School nutrition assistants will be able to use a professional manner when interacting with co-workers, school staff, students, and others.**

**What characteristics do you think of in someone who is a professional?**

**How does diversity help the team?**

**Poll Question #3**

### **Conclusion:**

**The more diversity and professionalism, the stronger the team! I hope that you have learned something about team building and your role in the success of the school nutrition team. After all, It Takes a Team!!**