



Recipe for Effective Communication

Presenters

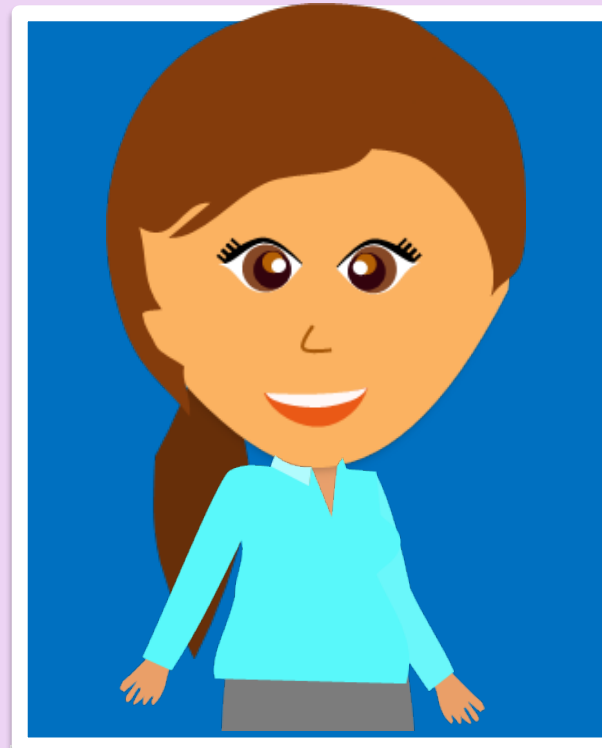


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Overview

Communication is not only an important skill to have when you're at work, it's an essential life skill to have. Effective communicators help reduce confusion and frustration, all while getting their message across diverse audiences.



Preparing the Message

Think about communication as a meal. Before we start cooking, there is a few things we need to consider:

**Who are we cooking for?
(audience)**

**Flavor Profiles
(types of conversations)**

**Ingredients
(factors of communication)**

**Cooking Tools
(message delivery)**



Identify the Palate

Before you start preparing your message, ask yourself who is this message for?



Student



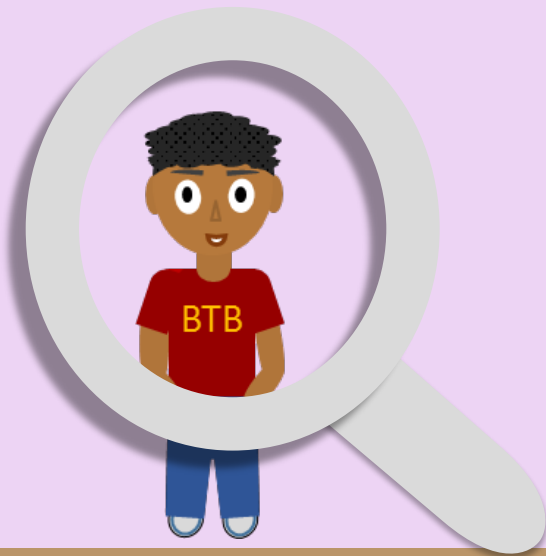
Administrator



Staff



Parent



After School Staff

It is the speaker's responsibility to customize the message to the audience.

Conversation Flavors





Sweet Conversations

These conversations are the ones you look forward to having.

- ❖ Pleasant
- ❖ Easily Understood
- ❖ Leave Happy
- ❖ Message Received Clearly



Salty Conversations

These conversations are difficult ones that are not well received.

- ❖ Attitude
- ❖ Eyerolls
- ❖ Negative Body Language
- ❖ Defiant
- ❖ “Ughhh”



Sour Conversations

These conversations are not received positively or with enthusiasm, it leaves the receiver with no other choice.

- ❖ Negative
- ❖ Unconstructive
- ❖ Unenthusiastic
- ❖ Message perceived as disapproving



Bitter Conversations

These conversations cause the receiver to be combative and defensive.

- ❖ Argumentative
- ❖ Confrontational
- ❖ Aggressive
- ❖ Challenging
- ❖ Message hard to perceive



Savory Conversations

These conversations result in the receiver agreeing with the message, but only out of courtesy or compliance.

- ❖ Agreeable
- ❖ “Eh, okay”
- ❖ “No problem”
- ❖ Compliant
- ❖ Courteous

Food For Thought

Have you ever wondered why someone would call their workers incompetent or say that they never listen?

What if, maybe the communicator didn't state their message clearly?

This can be frustrating for managers and employees the same...let's take a look...



Hey guys, I need

20
pan
C

Does anyone
know exactly
WHAT he wants
us to pan?





Ugh, can I just
fire them and
start over?!

Sometimes we are quick to blame the employee for their incapability.

Communication is a two-chef kitchen. Both parties need to understand the message conveyed and verbally or nonverbally agree it's understood.

So let's try this again...



He...
m...
p...
l...

Did you all hear that?
He wants 20 more
salads done for today.
Lets get it done crew!



Boost Productivity with Effective Communication

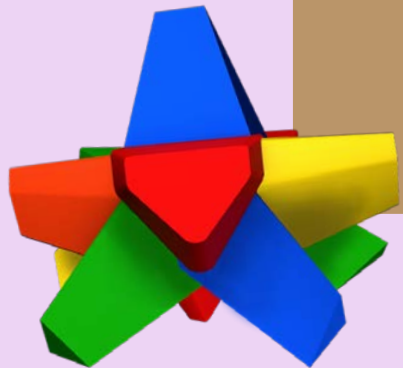
Communication, if done with care, can boost your entire operation where everyone is being productive and manages their time wisely.

If not, you will be left running in circles, putting out fires, and doing all the work yourself.

My team is
the BEST!



SECRET RECIPE



Things to Consider as the Speaker

Is my message clearly understood?

How much time do I have?

Does the receiver know where I'm coming from?

Will my message leave a lasting impression?

Does my message affect the receiver?



COMMUNICATION
BAR



Ingredients: Clarity, Brevity,
Context, Impact, Value

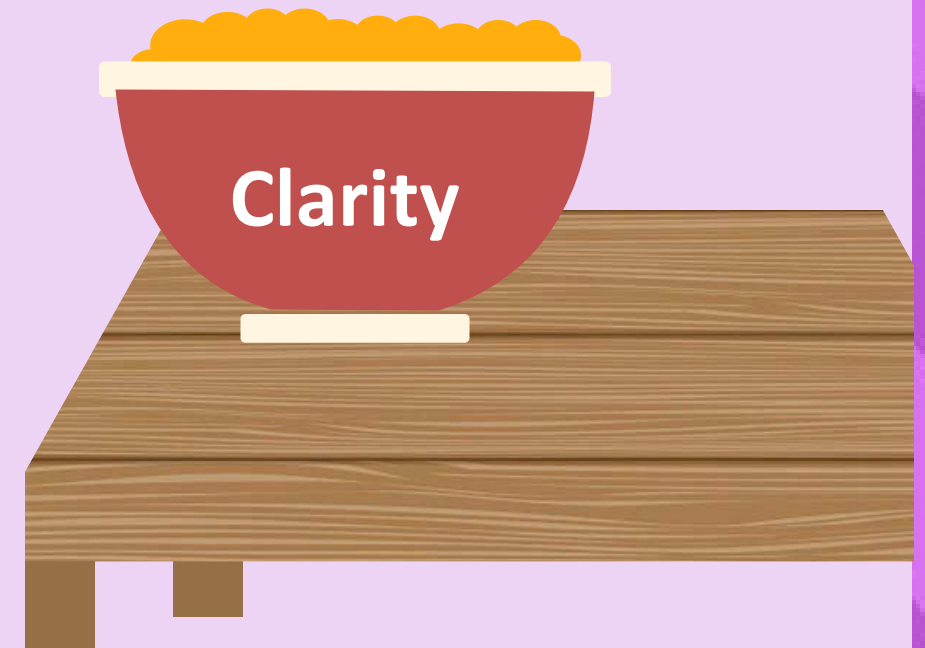
NET WT: 100% UNDERSTANDING

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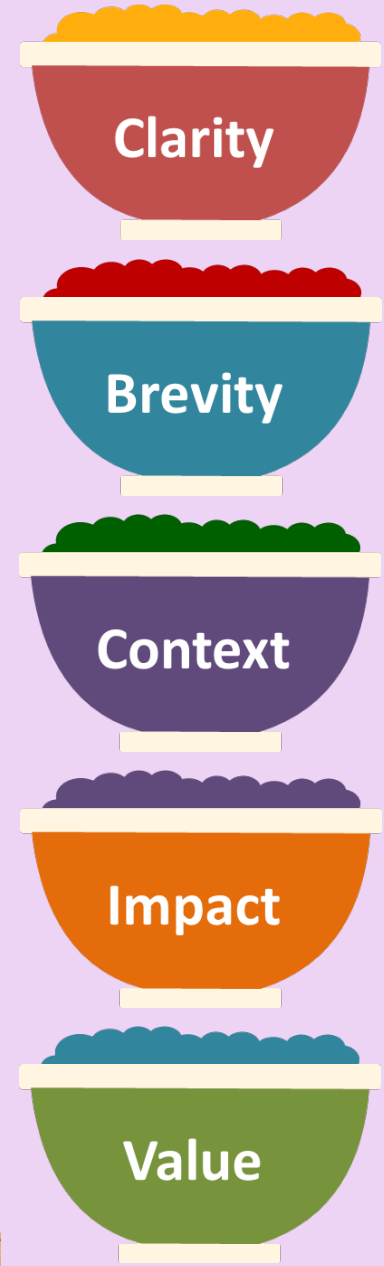
Clarity

The focus of the message is clear and easy to understand. The main point is delivered in simple words.

- Get your point across clearly.
- Organize your thoughts.
- Plan what you are going to say.
- Solicit feedback.



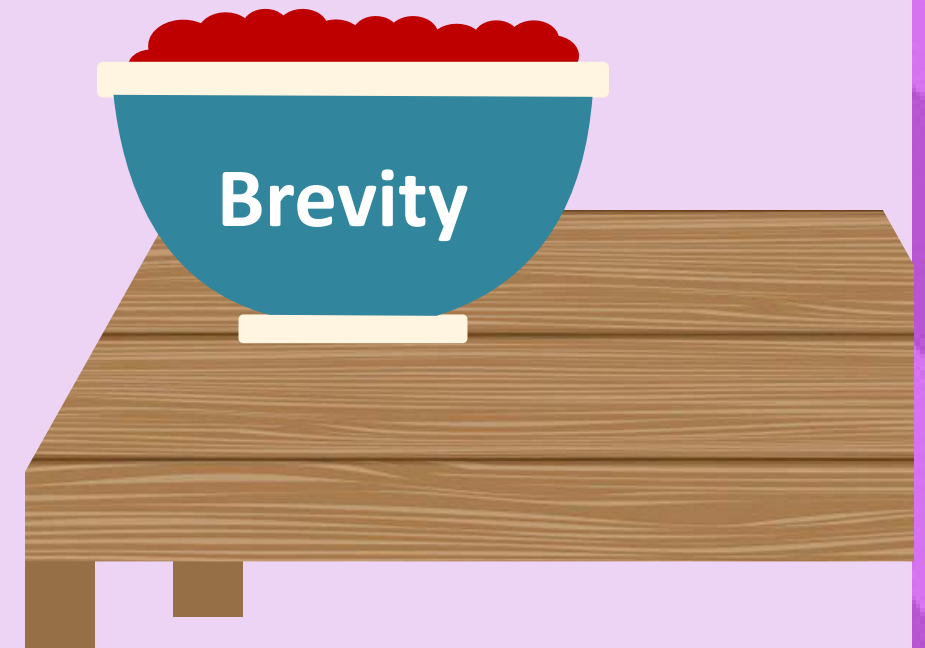
What Will You Add To The Message?



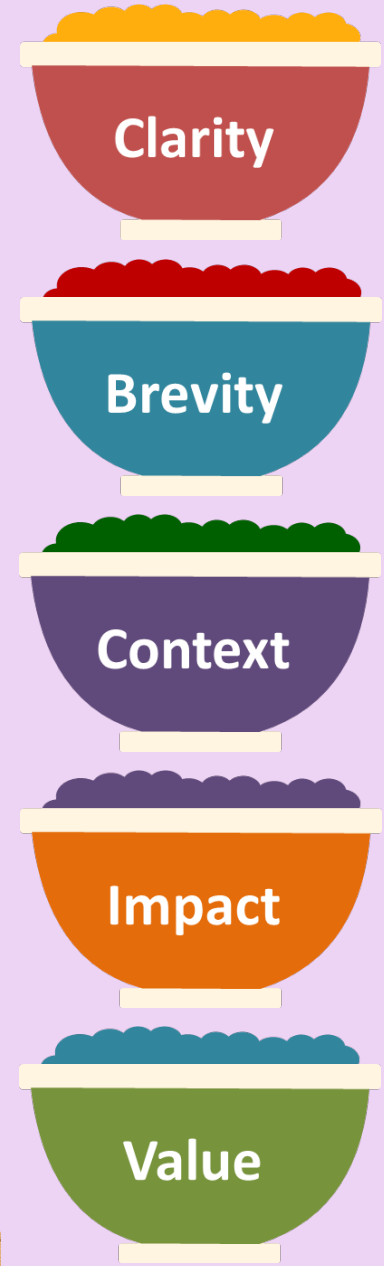
Brevity

The message is short in duration and concise. In verbal communication remember to utilize the acronym **KISS** “Keep It Short and Simple”.

- How do I get to the point quickly and clearly?
- Express something with less words.
- People have short attention spans .



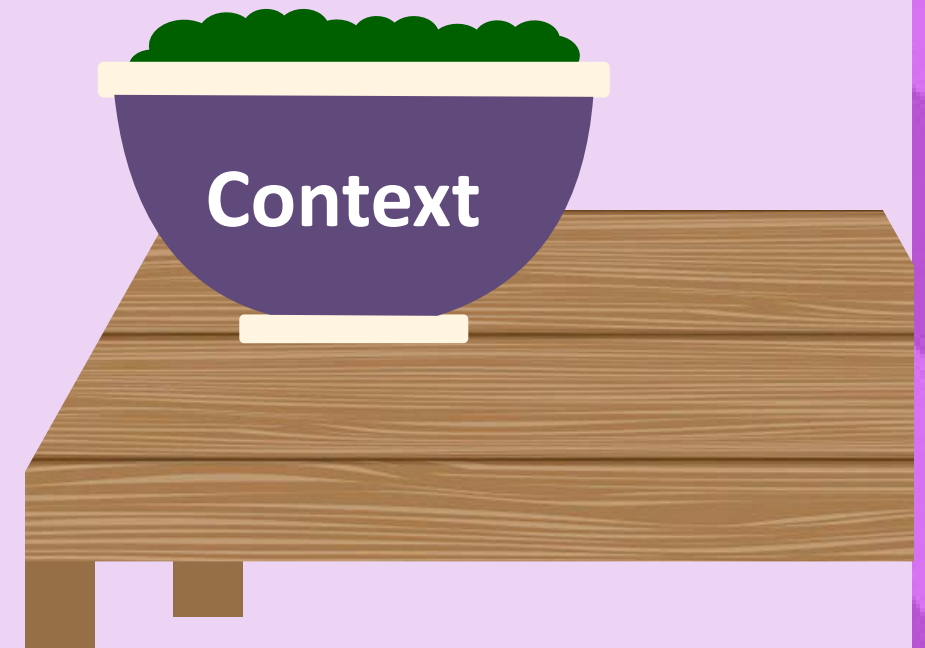
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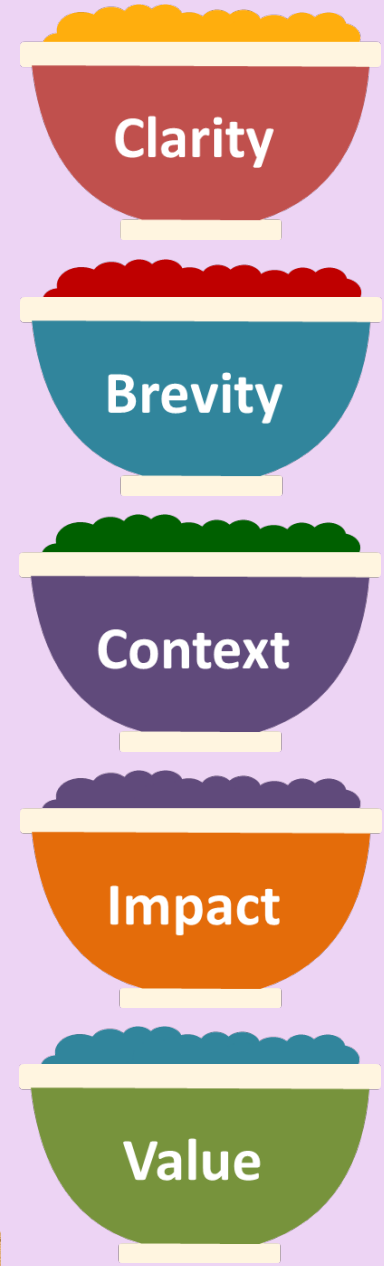
Context

The setting, background, and relation to the topic. To gain influence, use the **“Power of Because”**.

- How does the receiver relate to the message?
- People like reasons for what they do.
- **“The Because”** gives purpose for the action.



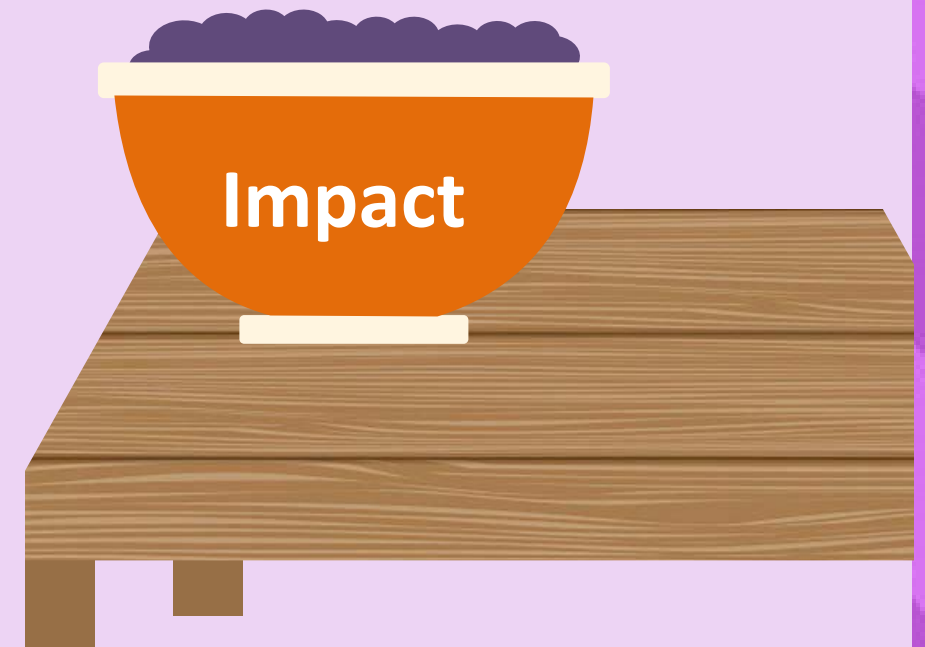
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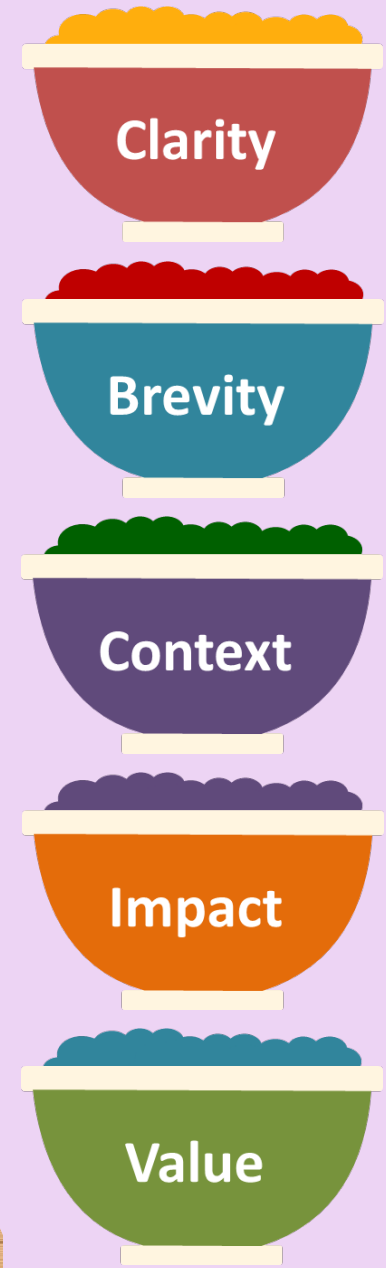
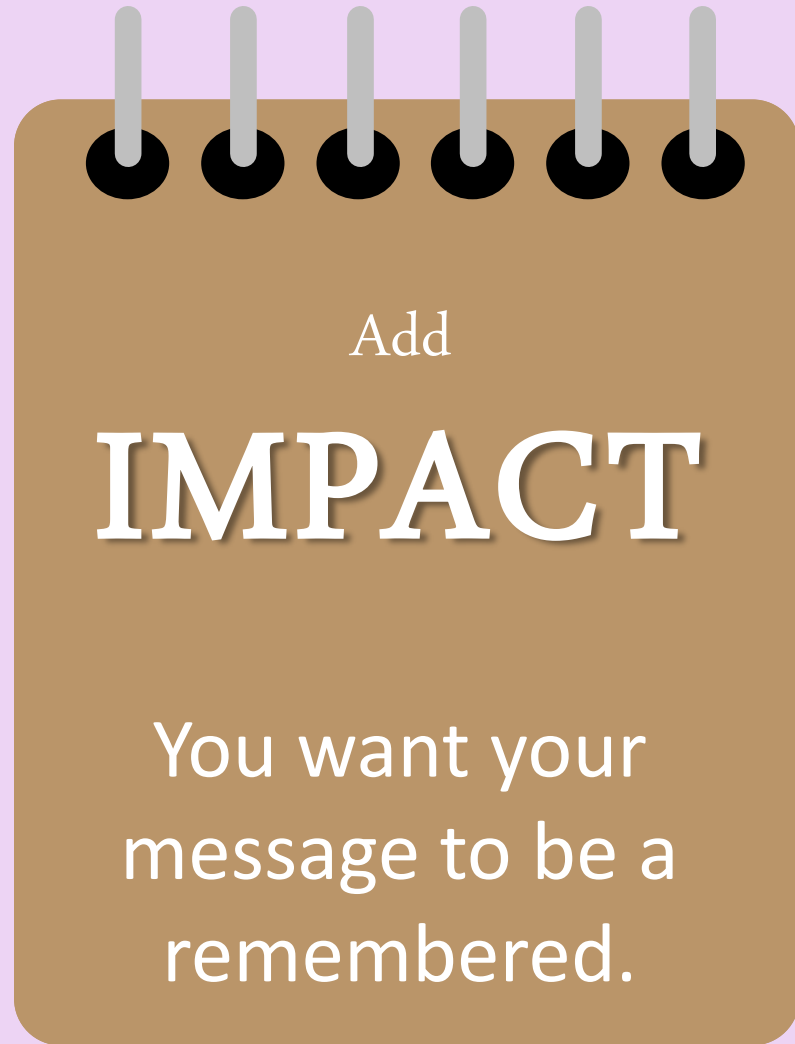
Impact

The message is powerful and leaves a lasting impression on your listener.

- How will you make your message stand out?
- Is your message memorable?



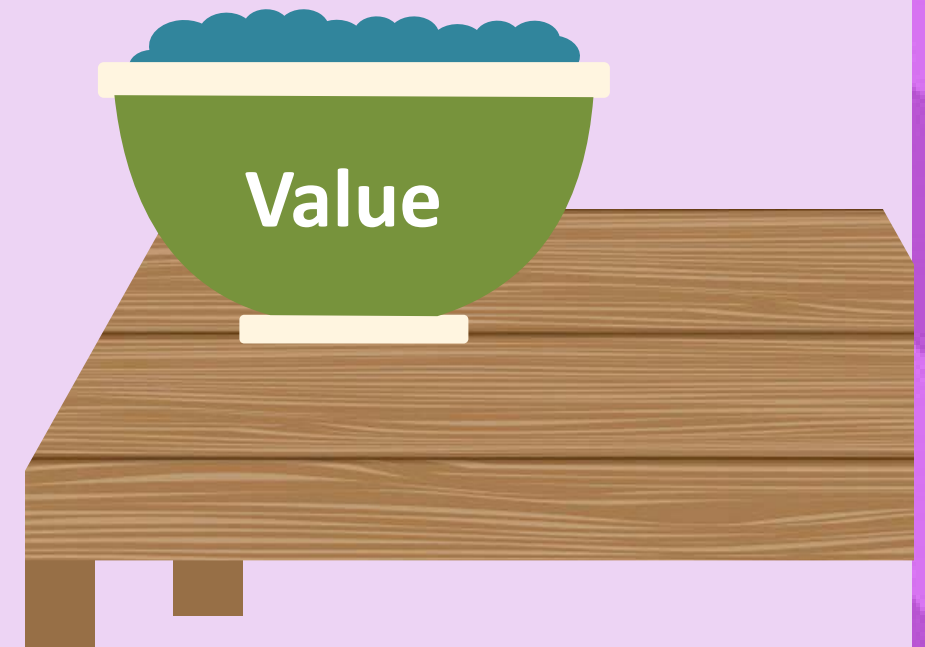
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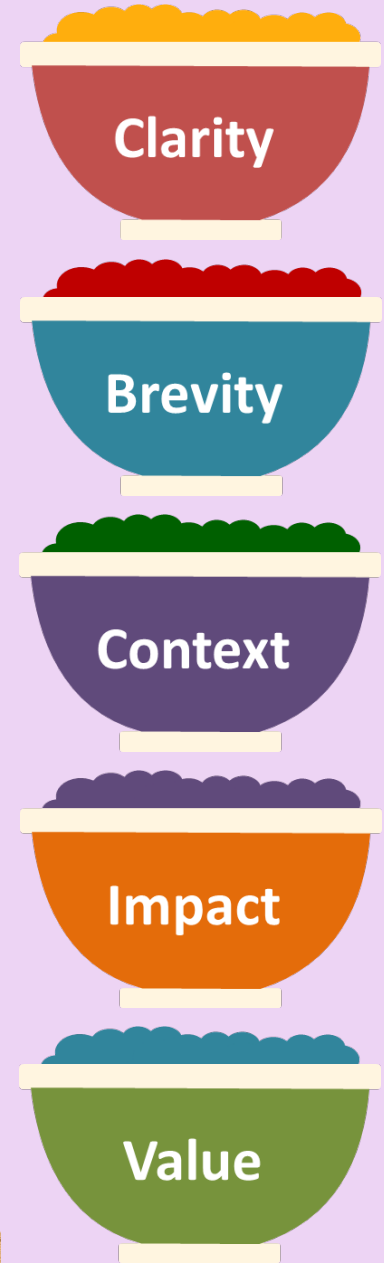
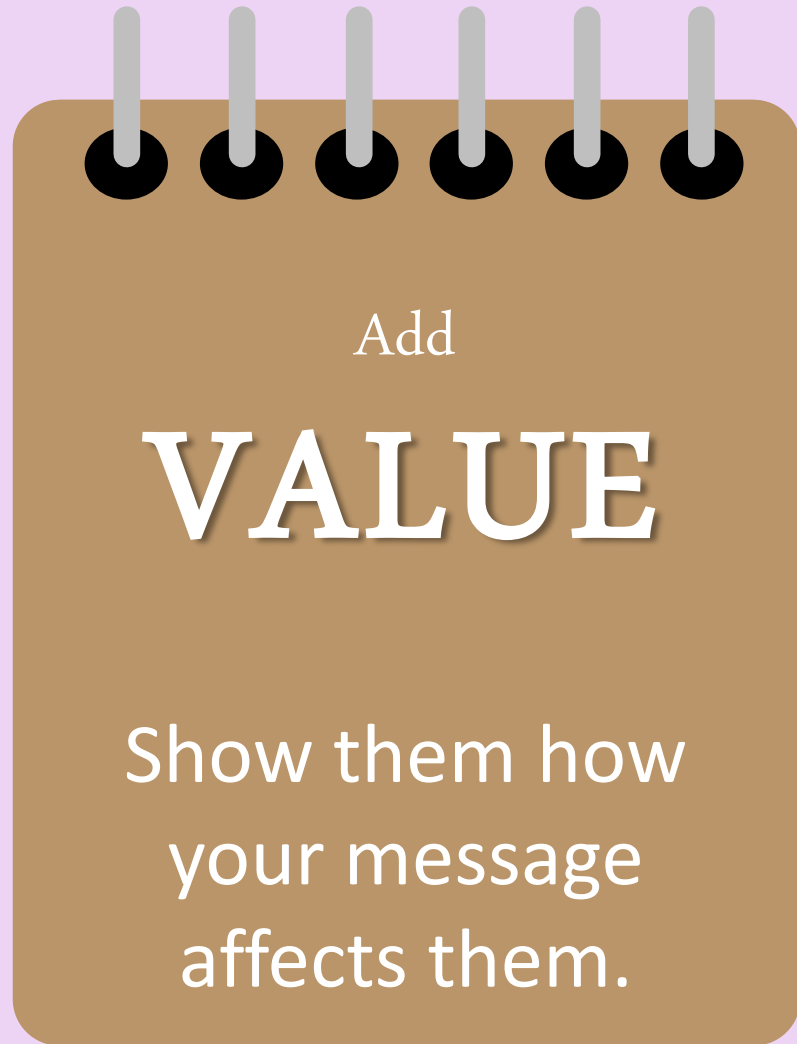
Value

The importance of the message to the receiver.

- How much worth does the message hold?
- Does it bring purpose to the receiver?



What Will You Add To The Message?



Customizing the Recipe

Scenario:

You notice that your employees are not using step ladders to reach items off the top shelves. On the same day, wet floor signs are not used while mopping and sharp knives are being buried underwater in the pot sink.

Questions:

What key communication ingredients will you add to address the safety concerns in your kitchen?



Impact- Make sure your message is remember and acted on.

Value- Ignoring safety precautions may cause injury and affect your work and personal life negatively.

Item May Contain Added Ingredient



May cause Bitter, Sour, or Salty conversations!!!

Pressure

I'm so busy!

I need a break!

I'm tired!

I feel so overwhelmed!



Why Would Someone Be Under So Much Pressure?



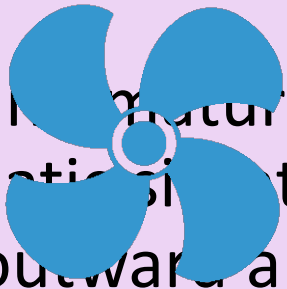
Why Would Someone Be Under So Much Pressure?



Grace Under Pressure

The term “Grace Under Pressure” refers to the behavior of a person who is under a lot of pressure.

Stay calm and mature in stressful or problematic situations. Retain a positive outward appearance and remain polite when dealing with people.



Keep your cool!



Serve Your Communication Warm

Smile and try to take things “the right way”. We all have some days that are better than others, but if we stay positive and warm, communication gets better naturally and creates cohesive bonding relationships that build positive experiences. Here are some tips:

- Lead by example
- Take a deep breath
- Think positively
- Be proactive
- Focus on the big picture



Communication Tools



Chop It Up

Break it down to a short and concise message that is easy to understand



Whip It Real Good

Come up with a plan on the spot



Don't Mince Your Words

Be clear and direct, even if some people don't agree with it



Flip It

If not understood the first time, rephrase the message using different words



Let It Marinate

Ask receiver to think about the message and follow up at a later time



Blend It Up

Get feedback and brainstorm with other employees

Chop



Whip



Mince



Flip



Marinate



Blend



Scenario:

It is lunch time. You, the manager, are walking around observing and conversing with the students when you noticed that the trash bins are full of unopened milk and uneaten food.

What **Communication Tools** will you use to reduce food waste at your school?

Flip



Flip It

Rephrase the message in a way the students can understand offer vs. serve rules on what they can decline or take.

Chop



Chop It

Break it down to easy to remember phrases like, “You don’t have to take the milk” or “Taste it, don’t waste it”.

Chop



Whip



Mince



Flip



Marinate



Blend



Scenario:

You have an employee that is struggling to follow your directions and keeps making the same mistakes.

What **communication tools** will you use to improve your communication between you and your employee?

Whip



Whip It Real Good

Develop a quick retraining to ensure the employee understands the correct processes

Chop



Chop It

Break down direction into smaller, single steps that are easy to digest

Flip



Flip It

Try a different method of saying the same thing. Use simpler words that are easier to understand.

Chop



Whip



Mince



Flip



Marinate



Blend



Scenario:

The teachers and faculty at your school continue to put cakes, treats and their personal food and drink items in your kitchen refrigerator. But per CA Health Department, personal food items are not permitted in the fridge.

What **Communication Tools** will you use to communicate to the teachers and faculty?

Mince



Don't Mince Your Words

Be clear and direct about the Health Department policy.

Whip



Whip It Real Good

Find another alternative. Is there a faculty fridge or cooler box? Are the food items shelf-stable?

Chop



Whip



Mince



Flip



Marinate



Blend



Scenario:

You are a new manager in your school and you notice that the lines for lunch are really long causing a lot of students to skip lunch; therefore the lunch participation is low.

What **cooking tools** will you use to increase your participation for lunch?

Marinate



Let It Marinate

Think about possible solutions to speed up the lunch line and get more students to participate.

Blend



Blend It Up

Get feedback and brainstorm solutions with your staff and administration.

Be Proactive and Plan Your Communication Strategy

1. Identify Your Audience

Who are you communicating to?

3. Pick Out The Right Ingredients

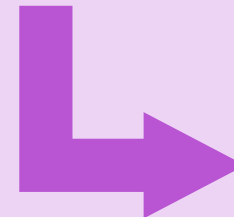
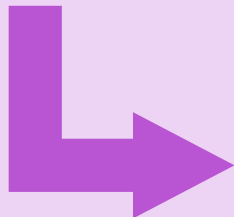
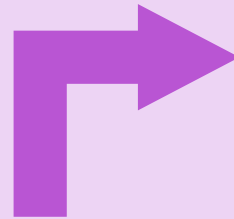
What are your parameters?
Time? Distractions?

2. Determine The Flavor Profile

What kind of conversation will you be having?

4. Decide On Your Cooking Method

How will you deliver the message?



Thank you!



LAUSD Food Services Division
Nourishing Children to Achieve Excellence