

Communication Challenge Activity

Suggestions for Use in Training

School nutrition directors, managers, or anyone providing training to employees may use this case study group activity to illustrate the importance of communication.

Preparation for the Activity

- Instruct the class participants to sit in groups of three so they may discuss their responses to the questions with others before answering.
- Give each participant a copy of the case studies that present a conflict and a pen or pencil to jot down notes about their group answers.
- Assign Case Study One to half the groups and Case Study Two to the other half by highlighting them on the sheet before distributing.
- Allow 5 minutes for participants to read through the case studies.

Activity Directions

SAY: Every day as you perform your job duties, you will have many opportunities to communicate with others. Each one of you responds to challenges in your own way by the words you say, the tone of your voice as you say these words, and the way you look as you speak. Each group will respond to the case study highlighted for the group.

These two case studies present situations requiring careful responses. Your challenge is to answer the questions listed beside your case study. A group member will share your answers with the group.

DO: After 2 minutes, read each conflict situation aloud. Call on the teams assigned each situation to share their answers. Use the Four C's of Communication in the discussion.

Additional Handout

The Four C's of Communication

Source: National Food Service Management Institute. (2004). *Food service assistant...you are important*. University, MS: Author.

Communication Challenge Activity *continued*

CASE STUDY ONE

Julie is a third-grade student who eats lunch in the cafeteria every day. When she arrives at the cashier stand, she finds that she has lost her lunch money.

Group Response

As the cashier, how would you handle this situation?

What words would you say? How would you sound? How would you look?

CASE STUDY TWO

Rosa was late to work because of a parent-teacher conference. She had not completed preparing the vegetables and fruits for the salad bar, and it was almost time for the first lunch period. She was feeling panicky.

Sue had the desserts completed and was ready to go to her routine cleaning task when Rosa asked her if she would prepare the pepper rings and shred the lettuce.

Group Response

If you were Sue, how would you respond?

What words would you say? How would you sound? How would you look?

This project has been funded at least in part with Federal funds from the U.S. Department of Agriculture, Food and Nutrition Service through an agreement with the Institute of Child Nutrition at The University of Mississippi. The contents of this publication do not necessarily reflect the views or policies of the U.S. Department of Agriculture, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. government.

The University of Mississippi is an EEO/AA/TitleVI/Title IX/Section 504/ADA/ADEA Employer.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights; Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

© 2017, Institute of Child Nutrition, The University of Mississippi, School of Applied Sciences

Except as provided below, you may freely use the text and information contained in this document for non-profit or educational use with no cost to the participant for the training providing the following credit is included. These materials may not be incorporated into other websites or textbooks and may not be sold.

The photographs and images in this document may be owned by third parties and used by The University of Mississippi under a licensing agreement. The University cannot, therefore, grant permission to use these images.

For more information, please contact helpdesk@theicn.org.

01/2017

