HEALTHY FOOD CHOICES IN SCHOOLS

A Walk-through of the Two Most Popular and Easy-to-Implement Smarter Lunchrooms "No Time to Train" Workshops for Lunchroom Staff

Presented by Erin Sharp, MS, MAT, Curriculum Designer, Cornell Center for Behavioral Economics in Child Nutrition Programs.

Welcome! A couple of notes before we get started…

- Your feedback is valuable to us! Please fill out the survey provided at the conclusion of the presentation.
- During the last 10 minutes of this presentation Erin will address as many questions as time allows. If you are interested in joining the Healthy Food Choices in Schools Community of Practice or have any questions, please contact us at: healthy_food_choices_in_schools@cornell.edu

If you wish to receive email updates from Healthy Food Choices in Schools please enter your information here: http://www.extension.org/pages/71031/join-the-mailing-list

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America's Research-based Learning Network

Smarter Lunchrooms No Time to Train Staff Workshops Walk-Through

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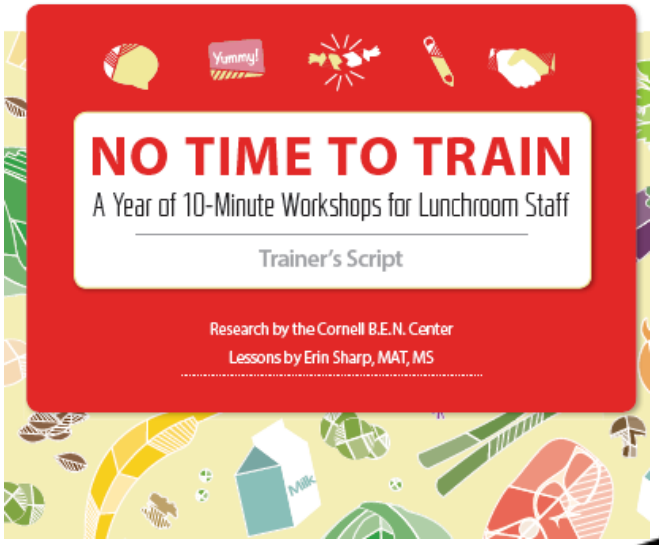
Curriculum Designer, Cornell B.E.N. Center

Funding provided by USDA ERS/FNS

Overview: Smarter Lunchrooms No Time to Train Program

- Purpose
  - SL training for SFS staff
    - USDA Professional Standards
    - 15-min blocks
  - Easy to implement
    - Standardized but customizable
    - Scripted; Slides, wksts included
- Resources
  - SmarterLunchrooms.org/Resources
    - No Time to Train Trainer's Script + slides
    - NTTT Professional Standards Supplement
  - Community of Practice webinars
    - Intro to NTTT, Intro to NTTT PSS, SL Principles & Research, SL ScoreCard



NTTT Workshops

- Each month includes:
  - Introduction + objectives
  - Lesson + follow-up recs
  - “Booster Shot” lesson + follow-up recs
- In the NTTT Prof. Standards Supplement
  - USDA learning codes
  - Suggested combos for longer trainings

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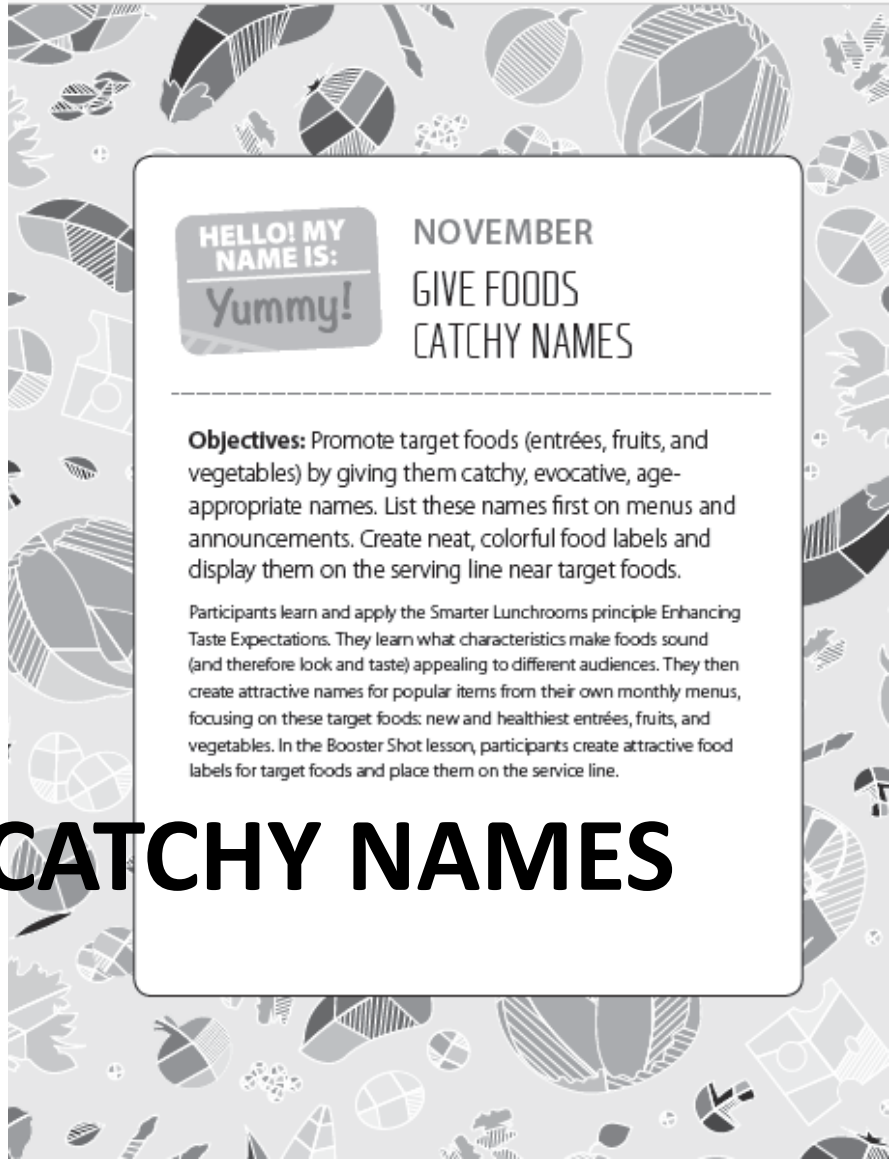
Today's featured workshops

- Give Foods Catchy Names
  - Nov.
  - SL principle #4: Enhancing Taste Expectations
  - USDA learning code 4160: Smarter Lunchrooms Techniques
  - SL ScoreCard items

- Positive Communication Cues
  - Oct.
  - SL principle #5: Suggestive Selling
  - USDA learning codes (pick one per 15 min interval): 2220: Offer vs Serve, 4130: Customer Service, 4140: Communication Skills
  - SL ScoreCard items

Smarter Lunchrooms Movement



HELLO! MY NAME IS: Yummy!

NOVEMBER

GIVE FOODS CATCHY NAMES

Objectives: Promote target foods (entrées, fruits, and vegetables) by giving them catchy, evocative, age-appropriate names. List these names first on menus and announcements. Create neat, colorful food labels and display them on the serving line near target foods.

Participants learn and apply the Smarter Lunchrooms principle Enhancing Taste Expectations. They learn what characteristics make foods sound (and therefore look and taste) appealing to different audiences. They then create attractive names for popular items from their own monthly menus, focusing on these target foods: new and healthiest entrées, fruits, and vegetables. In the Booster Shot lesson, participants create attractive food labels for target foods and place them on the service line.

GIVE FOODS CATCHY NAMES

Give Foods Catchy Names

Which list sounds more appealing?

- Light pink
- Dark pink
- Red
- Peach

- Sun-kissed Strawberry
- Luscious Raspberry
- Friday Night Scarlet
- Perfect Summer Peach

Give Foods Catchy Names

Which list sounds more appealing?

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Give Foods Catchy Names

Which list sounds more appealing?

- Minivan
- Sports car
- Truck
- SUV

- Grand Caravan
- Mustang
- Silverado
- Expedition

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Give Foods Catchy Names

Which list sounds more appealing?

- Steak
- Coleslaw
- Salad
- Grilled Cheese

- Sizzling T-Bone Steak
- Tangy Coleslaw
- Crisp Garden Salad
- Crunchy Toasted Cheddar Sandwich

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Give Foods Catchy Names

K-5 children enjoy imaginative, playful names
Ex.: X-ray Carrots, Big Bad Bean Burrito, Dinosaur Trees (broccoli)

Word Bank

- American
- Fiesta
- Jumpin’
- Green Lantern
- Power
- Rainbow
- Sweet Talkin’
- Black Belt
- Snappy

Add descriptors to these foods to boost their appeal!

Many answers possible!

(Poll 1)

- _____ green beans
- _____baked sweet potatoes
- _____peas
- _____baked apples
- _____black bean soup
- _____veggie pizza

Give Foods Catchy Names

Let’s review your catchy food names!

Give Foods Catchy Names

Older children (grades 6-12) enjoy evocative, descriptive names
Ex.: Summer salad, Savory beef sandwich, Crunchy carrot sticks

Word Bank

- Texas
- VIP
- Snappy
- Sweet
- Harvest
- Homestyle
- Spiced
- Fresh
- Holiday
- Garden

Add descriptors to these foods to give them a kick! (Many answers possible!)

- _____ green beans
- _____baked sweet potatoes
- _____peas
- _____baked apples
- _____black bean soup
- _____veggie pizza

Give Foods Catchy Names

Creative design activity: Choose one or two items to rebrand with catchy new names.

- **K-5: imaginative, playful**
- **6-12: evocative, descriptive**

Choose K-5 or 6-12.

(Poll 2)

Entrees:

Baked chicken

Turkey sub

Sides:

Corn

Kale

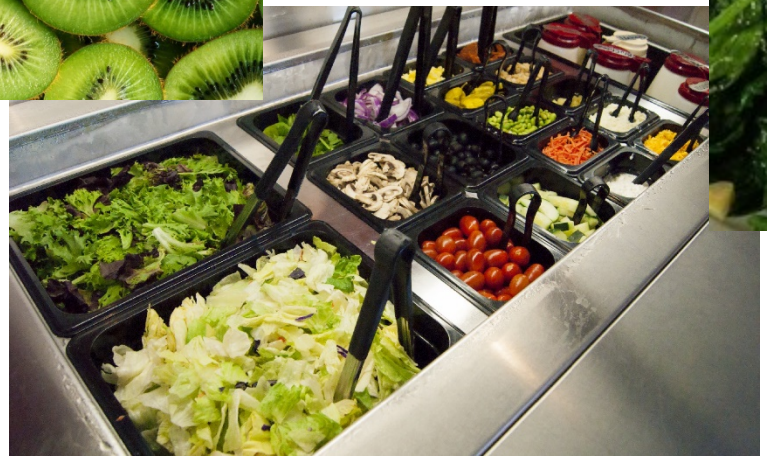
Kiwi

Salad Bar

Squash

Give Foods Catchy Names

Let’s review your catchy food names!



NTTT Nov. Booster Shot: Creative Food Name Labels

Suggestive Selling + Visibility!

B.E.N. Center labels for Elementary and High school lunchrooms in the Complete Training Program, Module 1.

Smarter Lunchrooms Movement

OCTOBER

POSITIVE COMMUNICATION CUES

Objective: Build and improve relationships between lunchroom staff and students.

Participants use the Smarter Lunchrooms principle Suggestive Selling to promote positive interactions between lunchroom staff members and students. In the Booster Shot lesson, participants host a meet-and-greet decorating party with select students.

POSITIVE COMMUNICATION CUES

Positive Communication Cues

Think-Pair-Share

- Can you name a situation (hypothetical or from experience) when an interaction between a lunchroom staff member and a student or school staff member led to anger, frustration, or hurt (on either side)? What happened?
- (Poll 3)

Positive Communication Cues

Let’s review your responses.

Positive Communication Cues

Think-Pair-Share frequent responses (will vary)

- Student slow to order/holding up the line
- Student forgetting element(s) of a RM
- Student not wanting to take an item
- Negative comment about food
- School staff member not assisting needy student or being negative/impatient

Positive Communication Cues

Food for thought:

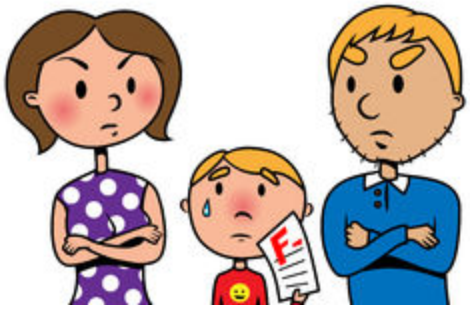
<u>Nobody</u> wins an argument with a student.

Use positive messages to improve rapport, defuse conflict, and promote target foods and RMs to help lunchroom be successful.

Positive Communication Cues

Discussion responses (vary)

- Problems at home
- Problems at school
- Problems with peers



- The potpourri of awkward, disappointing, or embarrassing life events that seem t characterize the school years

Positive Communication Cues

Take-aways:

1. ***We are the adults. We control the situation. We can afford to be generous of spirit.***

2. ***Each day, our smiles and caring words might be the first bits of kindness a child experiences. We have the capacity to make a real, positive difference for our students every time we come to work.***

Smarter Lunchrooms Movement

Positive Communication Cues

No act of kindness,
no matter how small,
is ever wasted.

– Aesop

Positive Communication Cues

Cues for Positive Communication wkst

- Choose 2 of the 5 occasions
  - Greeting (all)
  - Serving
  - Point of Sale (PoS)
  - Special requests
  - Defusing conflict

Positive Communication Cues

Greeting

Goals

- Create welcoming atmosphere
- Take 1st step to building rapport
- Promote RM or target items

Point of Sale

- Create RMs
- Prompt students to “fill out” an incomplete meal

Positive Communication Cues

Greeting

- Good morning! What would you like to try today? ☺
- Hello! Would you like to try ___? ☺
- Welcome to lunch! ___ is popular today. Would you like to try it? ☺
- Today is ___ day. Would you like some? ☺
- Welcome to the lunchroom / café! What can I get for you? The ___ is a great choice." ☺

Point of Sale

- I see you don't have all of your items. Why not grab a (points to fruit basket by PoS)?
- You get 2 sides with your meal. You can still take one – go ahead and pick.
- Your meal's not complete! Don't forget to take a F/V as a side.
- You forgot milk! It comes with your lunch. How about getting some now?
- It's not too late; go back and get ___.
- You can make that a meal with ___

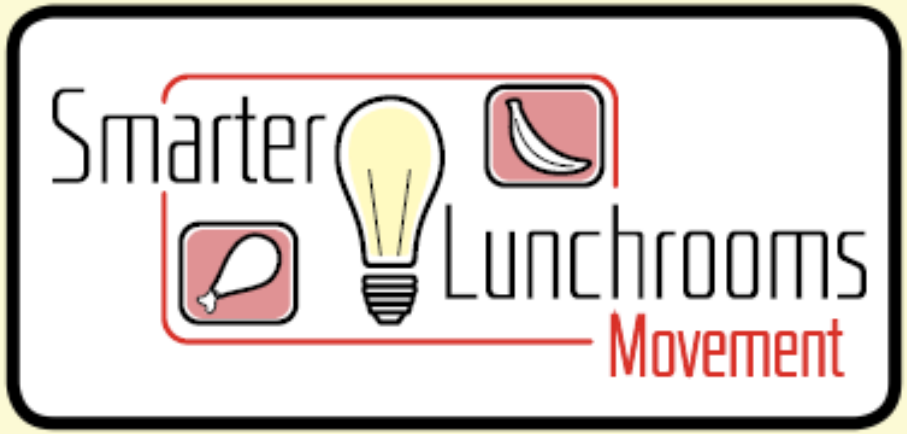
Positive Communication Cues

Follow-up

1. Mark/circle/highlight 2 favorite prompts per section.
2. Write on cue cards (optional).
3. Post at work station
4. Use daily. Smile! ☺
5. Leaders: Use positive reinforcement to keep the ball rolling, establish new routine.

Wrap Up

- Next Steps
- BEN@cornell.edu
- SmarterLunchrooms.org
- Archived Community of practice webinars
- Q & A



Thank you!

www.SmarterLunchrooms.org

Thank you for attending!

We hope you found the presentation informative and useful!

Your feedback is important to us! Please help us evaluate our efforts by filling out this survey: https://vte.co1.qualtrics.com/SE/?SID=SV_8qYEZei0vZR4949

A recording of this webinar will be available shortly at: https://learn.extension.org/events/2818

Join our efforts! Become a member of the Healthy Food Choices in Schools Community of Practice. To learn more about the CoP and membership please contact us at: healthy_food_choices_in_schools@cornell.edu

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