



Recipe for Effective Communication

Presenter: Maureen G. Mulvaney, MGM

Recipe: Effective Communication

*A Set of Instructions Using Specific Ingredients that Lead to Effective Communication *Effective Communication is a 'Do It Yourself Process' where you APPLY the Recipe to Your Everyday Communication to Convey School Nutrition is Positively Professional! * 'Sweet Results' of Effective Communication Start with YOU Using a Positive Attitude.

Ingredient #1: Joyfully Communicate YOUR Expectations & Gratitude!

Mix Together: Fun + Make *Em*' Feel Important + Set Your Expectations = Sweet Results

- ***Be Joyful:** We Do Serious Work but We Don't Have to Take Ourselves Serious All the Time -Positive Attitude Required
- ***Know Your Importance:** *School Nutrition Professionals Are Saving America One Five-Star Meal at a Time.*
- ***Set Expectations:** FOCUS Your Energy NOT on Fighting the Old, But On BUILDING THE NEW! -Socrates.
- *School Nutrition has a Great Opportunity to Build a NEW Future...Expect All to Succeed, Achieve Excellence Through Magical Experiences, & Respect & Value Each Other.
- *We ARE *Positively Professional* Serving Five Star Meals (Fruits, Vegetables, Whole Grains, Protein & Milk) Combined with Five Star Customer Service
- *Create 'NO Gossip' Zones *Applaud and Support Each Other *Thank People, Often *Sweet Results Start With YOU!

Ingredient #2: SPACED REPETITION-Make it a Habit...'Get It Down Into Your Bones'

Mix Together: Spaced Repetition + Make Learning Easy & Effortless + Create a Habit=Sweet Results

- ***Use Spaced Repetition:** Repeat a phrase or concept 6x's per day for 30 days to Make it a Habit & Get it '*Into Your Bones*'
- *How: **Better-Stronger-Together** *Why: **It's the Right Thing To Do!** *It Takes Courage to **Claim Your Destiny.**

Ingredient #3: Know & SHARE 'Our Big Picture Story'

Mix Together: The Big Picture + The 'Why' + Engage & Enable Your 'Peeps'=Sweet Results

- ***THE BIG PICTURE:** *Poor Nutrition has a Negative Impact on Learning & Productivity *Healthy, Hunger-Free Kids Act Focal POINT: **Improve Nutrition and Reduce Childhood Obesity**



*Mrs. Obama CHOOSE SCHOOL NUTRITION PROFESSIONALS to Save America One Five-Star School Meal at a Time **You Are the Chosen Ones*

*National Health Epidemic: -Obesity Rates Have Doubled in Children & Tripled in Adolescents over the past 2 decades -CDC warned 1 in every 3 kids born in 2000 will be diabetic if eating and nutrition habits do not change -1 out of every 5 children in America is Hungry - 1985 the USA was basically a fit nation - by 2000 there was not one state in the entire nation that wasn't at least 20% Obese

*Make YOUR Choice: Subsidize Illness or Create Wellness

*School Nutrition Professionals Can Stop Hunger-IT'S THE RIGHT THING TO DO!

*Hand Signal-New Meal Components: *Fruits, Vegetables, Whole Grains, Protein & Milk*

*School Nutrition 2 Main Products: *Food & Service* *Primary Customers-*The Students, Kids*

*Secondary Customers: *Teachers, Administrators, Parents, Anyone Who Comes Down The Line*

*Who is Responsible for Customer Service: *I AM (Every School Nutrition Professional)*

*How Should You Treat Students-*Like Special Customers*

*In Tough Times...mortals WAIT-as they Blame, Shame, Scream and Steam -School Nutrition Professionals **CREATE** -Train Everyone on the Big Picture

***EVERYONE LEADS**-Directors Inspire and Motivate Managers, Managers Inspire and Motivate Frontline, Frontline Inspire and Motivate Kids, Kids Inspire and Motivate the Community

***STEP-UP to LEAD**-Best Time EVER to Lead the Food Revolution-More Fruits and Veggies, Less Salt, Less Sugar, NO Trans Fats *Those that Lead- WIN!

Ingredient #4: Emphasize & Share 'Your' Heart Stories

Mix Together: Be Authentic + Make It Personal + Share 'Our Big Picture' With Heart-Sweet Results



(Send Heart Stories to MGM mgm@mgmsuperstar.com or 480-280-6776 cell)

*MGM wants to Share **YOUR** School Nutrition Heart Stories with the World-Call, Text or Email your Heart Story to share on Website www.mgmsuperstar.com

*Collect and Share School Nutrition Heart Stories *#1 Job to Create Happiness and Spread Hospitality *Use Marie Mulvaney's Story: *'Make and Serve Our Food With LOVE. Negativity Makes Our Food Bitter.'* ***Marie's Kitchen Sign:** *To Make The Food Taste Better, I Cook With Love. To Make The Students Better, I Serve With Love. To Make Myself Better, I Radiate Love.*

Ingredient #5: Putting It All Together

Mix Together: Encourage Heart Stories + Bring It All Together + Take Action =Sweet Results



*Lead with LOVE *Stop asking for Change, start Asking for Improvement

*What We Do For a Living: *Motivate and Inspire the Future Leaders of Tomorrow by Improving Nutrition to Reduce Obesity*

*How We Get It Done: *Create Happiness & Spread Hospitality*

*School Nutrition Drives the Education Cycle *School Nutrition Raises Test Scores, Lowers Behavior Problems while Feeding the Future Leaders

*Create: *The Best Place for Students to Eat, Best Place for Staff to Work, Be the Heart of the School*

*Treat Everyone Like an Un-Opened Gift of Possibility

*Improvement is the Key-*Improve a Little Each Day, Each Week, Each Month, Each Year*

*Take Action

*What's Your Cycle of Service? *Who is at the Center of Your System? *How Will You Improve Your Cycle of Service?

*Focus Your Energy of Improvements *NO Whining

*BE an Attitude Leader

*Make Your Cafeteria Customer Centered *Give Thanks and Appreciation -Thank the Students, the Staff, the Management, the Families *Use a Positive Attitude and Spaced Repetition to Create an Atmosphere of Appreciation & JOY!

MAUREEN G. MULVANEY...Motivating, Genuine, Multi-faceted!

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