ANFP | IOWA
Association of Nutrition & Foodservice Professionals

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How's Your L a u g h Life?
Gavin Jerome
The Morale Mechanic
www.themoralemechanic.com
ANFP
Association of Nutrition & Foodservice Professionals

2

My Baby Boy

3

4

5

6

Cesar

7

Cesar

8

STRESS
Stress Meters are Rising,
Fun Meters are Falling
NOTE: Pre-Covid 19
STRESS METER
LOW
HIGH
20
40
60
80
100
RIGHT NOW: The current Chaos Culture
DANGER ZONE
LOOK OUT!
Add some Laughs to our Workplace
Add some Laughs to our Lives

9

OR Game

- **Coke** OR **Pepsi**
- **Dog** OR **Cat**
- **Spend** OR **Save**
- **M&M's Plain** OR **M&M's Peanut**
- **Aisle Seat** OR **Window Seat**
- **Snakes** OR **Public Speaking**

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You Always Have A Choice!

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OPPORTUNITY ISNOWHERE

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13

14

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The Chaos Culture
"If you can laugh at it, you can live with it."
Gavin Jerome
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Association of Nutrition & Foodservice Professionals

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Cool Whip

17

2020 is gonna be my year!
@cavemanhumor
Coronavirus

18

When it's only been 48 hours and you've eaten your entire coronavirus stockpile

19

if 2020 was a slide

20

NO LONGER
5 O'CLOCK
SOMEWHERE
IT'S 2020
EVERYWHERE
DRINK WHEN
YOU WANT

21

Tonight's SPECIAL
Nothing:
Nothing is Special.
You are not Special.

22

LOOK, PEOPLE ARE GETTING DESPERATE FOR TOILET PAPER
YOU'RE WHITE AND SOFT, STAY VIGILANT IS ALL I'M SAYING

23

SKINNY PEOPLE ARE EASIER TO KIDNAP.
STAY SAFE
EAT CAKE.

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Stress
Stress and stress related problems cost companies an estimated 200 BILLION dollars a year in lost revenue.
The American Institute of Stress

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STRESS
By the Numbers
14%
STAT 4
Changing Jobs
50%
STAT 3
Lost Work Days
80%
STAT 2
Industrial Accidents
90%
STAT 1
Primary Care Visits

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Stress Can KILL
•Allergies
•Headaches
•Heart Disease
•Hypertension
•Impotence
• Cirrhosis of the liver
• Lung Ailments
• Rashes
• Ulcers
• Zits

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Humor Can HEAL

- Boosts Immune System
- Lowers Blood Pressure
- Increases Oxygen
- Conditions Ab Muscles
- Cures Impotence
- Increases Antibodies
- Decreases Serum Cortisol
- Helps With Rheumatism
- Releases Endorphins

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The 2 L's

Sense Of Humor

LOOK for the LAUGHS in your LIFE!

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30

Mel's
LONE STAR LANES
930 - 2200
FAMILY OWNED
SHUT UP
NO YOU
SHUT UP
1010 N. Austin Ave.

31

I SCREAM
YOU SCREAM
THE POLICE COME
IT'S AWKWARD

32

Happy Dan's
WARNING
DRUG USE
MAY CAUSE
MEMORY LOSS
OR EVEN
MEMORY LOSS
BIKE ROUTE
NO MOTOR VEHICLES

33

NO
TRESPASSING
VIOLATORS
WILL BE SHOT
SURVIVORS
WILL BE SHOT
AGAIN

34

Unattended
children will be
given an espresso
& a free puppy.
-The Natural Gardener

35

The 2 L's
Sense Of Humor
LAUGH at
Yourself!

36

The 2 L's
Sense Of Humor
Laugh at what you do, and not who you are.

37

West D.M.
What a doofus...

38

Stupid Stuff List
1.
2.
3.
4.
5.

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Chaos & Communication

Nobody LISTENS Anymore

40

The Three DEADLY C'S

Communication

Effective Communication has become almost impossible in the Chaos Culture

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The Three DEADLY C'S

Communication

↓

Relationships

↓

Connection

↓

Humor

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Victor Borge

"Laughter is the CLOSEST distance between two people."

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45

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The 3 P's

Chaos Culture

- Personal = Friends, Family, Spouse
  Personal Struggles

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48

WORST
PARADE
EVER.

49

You're
Running
Better than the
Government

50

THAT BAD
TINDER
DATE'S
Behind You
RUN FASTER
@Samantha Roberts

51

LOVE YOUR
STAMINA...
CALL ME!

52

5 to 1
you hurl
before
this is
over

53

KENYANS
R
DRINKING
THE BEER
RUN FASTER!

54

The 3 P's

Chaos Culture

- Personal = Friends, Family, Spouse Personal Struggles
- Professional = Workplace or Job Stress

55

about the new store locating on Lower Third Street.

Debra Jackson said she likes shopping at the Dollar Palace because it is convenient and casual.

"I don't have to get all dressed up like I'm going to Wal-Mart or something," she said, adding she shops at Williams' store "to

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The 3 P's

Chaos Culture

- Personal = Friends, Family, Spouse Personal Struggles
- Professional = Workplace or Job Stress
- Political = People with a different world view

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US GOVERNMENT

58

Men and Woman are
DIFFERENT
WABBIT
SEASON

59

Man
Woman

60

The Chaos Culture

When we are under great chaos, we are not ourselves.

Chaos is a powerful force, it changes us and we morph into something different, we regress into infantile behavior.

61

The 8 Chaos Toddlers
The Drama Queen

Can't keep chaos in perspective and makes even the smallest of chaos much worse.

- Blows EVERYTHING out of proportion.
- The sky is ALWAYS falling and mostly on them.
- Makes mountains out of mole hills.

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The 8 Chaos Toddlers
The Instigator

If there isn't chaos, the Instigator will start some.

- Not happy unless there is some sort of drama or chaos.
- Creates problems and issues and then fades into background.
- Consummate mischief makers always looking for openings and weakness in others to exploit.

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The 8 Chaos Toddlers
The Pot Stirrer

They don't start chaos but make sure chaos keeps going.

- ALWAYS putting burrs under a co-workers saddle.
- Looks for ways to take chaos up a notch, making things worse.
- Gossips and sometimes spreads around misinformation.

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The 8 Chaos Toddlers
The Complainer

Moans and groans about EVERYTHING never offering any solutions.

- Can find fault with anything and whine about it.
- Believe that THEY are the only competent people in the universe.
- NOTHING makes them happy.

65

The 8 Chaos Toddlers
The Nurturer

Enables chaos by being there for colleagues to vent with.

- ALWAYS available to lend an ear and listen to problems.
- Caring, empathetic person who make others feel better.
- Take on the chaos of others as well as their own making themselves miserable.

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The 8 Chaos Toddlers
The Snarker

Quick to lose their temper and often snaps at colleagues.

- Get rattled easily and mask their fear by lashing out.
- Makes snarky comments that often get personal in nature.
- Carries anger and grudges around for a long time.

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The 8 Chaos Toddlers
The Crier

Can't handle chaos and will crack under the pressure.

- Exhibits a highly emotional response to chaos and can cry easily.
- Often paralyzed by chaos and becomes unable to function.
- Believes the world purposely tries to inconvenience them.

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The 8 Chaos Toddlers
The Dumper

Quick to shirk responsibilities and dump their work on others.

- First to say, "That's not in my job description."
- Never takes ownership or tries to further the company.
- Content to just put in their eight hours, grab their paycheck and go home.

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Who Are You?
THE DRAMA QUEEN
Loses perspective and blows things out of proportion. The sky is always falling and usually it is falling on them.
THE INSTIGATOR
If there isn't chaos, they will find a way to create drama. Looks for openings to exploit or people to provoke.
THE POT STIRRER
Doesn't start chaos but makes sure chaos keeps going. Gossips and looks for way to take chaos up a notch.
THE COMPLAINER
Can find fault with anything and whines about everything. Never offer solutions and nothing makes them happy.
THE NURTURER
Empathic people who enable chaos by sending an ear. Focus on the chaos of others as well as their own.
THE SNARKER
Quick to lose temper and lashes out at others. Makes snarky comments that can often get personal.
THE CRIER
Can't handle chaos and can crack under pressure. Highly emotional responses and can cry easily.
THE DUMPER
Quick to avoid chaos and dump their work on others. Rarely accountable and shirk responsibilities often.

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Why Do We Care?
THE CRIER
Can't handle chaos and can crack under pressure.
Highly emotional responses and can cry easily.
THE SNARKER
Quick to lose temper and lashes out at others.
Makes snarky comments that can often get personal.

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Why Do We Care?
THE DRAMA QUEEN
Loses perspective and blows things out of proportion.
The sky is always falling and usually it is falling on them.
THE POT STIRRER
Doesn't start chaos but make sure chaos keeps going.
Gossips and looks for way to take chaos up a notch.

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Why Do We Care?
THE DUMPER
Quick to avoid chaos and dump their work on others.
Rarely accountable and shirk responsibilities often.
THE INSTIGATOR
If there isn't chaos, they will find a way to create drama.
Looks for openings to exploit or people to provoke.

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Why Do We Care?
THE NURTURER
Empathic people who enable chaos by lending an ear.
Takes on the chaos of others as well as their own.
THE COMPLAINER
Can find fault with anything and whines about everything.
Never offer solutions and nothing makes them happy.

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Customer Service
"Customer Service is EASY…
"If it weren't for the darn CUSTOMERS…
Gavin Jerome
ANFP
Association of Nutrition & Foodservice Professionals

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Customer Service

Internal

Vs.

External

76

Customer Service

Customer Service Isn't Magic

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Customer Service

- You Gotta Care= You have to actually WANT to serve the customer.
- Be There = Stay in the moment. You can't care if you're not "there".
- Be Prepared = You never know what a customer is going to want.

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The Three DEADLY C'S
Communication
Change
Effective Communication has become almost impossible in the Chaos Culture
The only thing constant in the Chaos Culture is change.

79

The Three DEADLY C'S
Communication
Change
Conflict
Effective Communication has become almost impossible in the Chaos Culture
The only thing constant in the Chaos Culture is change.
Conflict in inherent in every workplace, especially in the Chaos Culture

80

How Do We Solve This?
Humor
Humor is the most important skill a businessperson can posses

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The Chaos Culture

Take Your Job Seriously, Take Yourself Lightly.

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How Do We Solve This?

Humor

Humor is the most important skill a businessperson can posses.

Perspective

Putting things in perspective immediately is critical in the Chaos Culture.

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85

How Do We Solve This?

Humor

Humor is the most important skill a businessperson can possess

Perspective

Putting things in perspective immediately is critical in the chaos culture.

Spin Chaos

Make Chaos work FOR you instead of against you by spinning it the right way!

86

Go With The Flow!

87

What did this all prove?

Being in a constant state of chaos saps your energy.

Everything has changed, you NEED a new skill set.

Defining who you are is critical in the face of chaos.

88

Make Me A Promise

I promise…
To go from here today…
And add one laugh to my life…
Everyday.

89

90

Church Bulletin Board Typos

- The Lutheran men's group dinner is at 6pm. Steak, mashed potatoes, green beans, bread and dessert will be served for a nominal *feel*…
- Attend this meeting and you will hear an excellent speaker and *heave* a healthy lunch…
- The church will host an evening of fine dining, superb entertainment and gracious *hostility*…
- Next Sunday is the family hay ride and bonfire at the Fowlers'. Bring your own hot dogs and *guns*. Friends are welcome!

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Church Bulletin Board Typos

- Potluck supper Sunday at 5:00pm. Prayer and *medication* to follow…
- Remember in prayer the many who are sick *of* our community. Say "*hell*" to someone who doesn't care much about you, and hopefully they will respond…
- This evening at 7pm there will be a hymn sing in the park across from the Church. Bring a blanket and come prepared to *sin*…

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Job Evaluation Comments

- This employee should go far, and the sooner the better.
- The wheel is turning but the hamster is dead.
- When she opens her mouth, it seems only to change whatever foot was previously there.
- He works well, when under constant supervision and cornered like a rat in a trap.

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Job Evaluation Comments

- He sets low personal standards and then consistently fails to achieve them.
- She would be out of her depth in a parking lot puddle.
- Gates are down, lights are flashing, but the train ain't coming.
- A gross ignoramus – 144 times worse than an ordinary ignoramus.
- I would not allow this employee to breed!

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