Pandemic Best Practices
More Than Taking a Temp?
Staff Morale and Keeping it in Check

Objectives

• Gain an understanding of how emotional intelligence plays a role in your abilities to lead
• Acquire ideas on how to harness your emotional awareness to help uplift your team
• Learn new EI strategies to empower yourself and your team in ways that will impact everyone's health and well being

ANFP COVID-19 Resources Page

IMPORTANT
Emotional Intelligence 101

- A way of describing interpersonal skills
- Emotional Intelligence – Sometimes referred to as emotional quotient or EQ

Find Your EI Smile Today

Emotional intelligence is the ability to manage your emotions and understand both your emotions and the emotions of people around you.

The Three Skills to EI

"Emotional intelligence is generally said to include at least three skills: emotional awareness, or the ability to identify and name one's own emotions; the ability to harness those emotions and apply them to tasks like thinking and problem solving; and the ability to manage emotions, which includes both regulating one's own emotions when necessary and helping others to do the same."

- Psychology Today
Let it Grow

5 Elements of Emotional Intelligence

Social Skills
Self-Regulation
Self-Awareness
Motivation
Empathy

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Why Ask?

Dozens of times a week, we ask friends, family, and even strangers, “How are you?”

How predictable is the answers?
“good,” “fine,” or at least, “okay.”

Honest answers?

Are you uncomfortable with a more genuine answer?

CDM, CFPP Skills #CDMsMatter

CDM, CFPP leaders who have great social skills ARE good communicators!!!

• Sense of translating ideas to their team
• Listening to their needs
• Hearing their complaints
• Good at recognizing problems
• Very open to hearing both good & bad news
• Know how to praise others
• Know how to criticize constructively

Create your Department’s Blessings Board

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Culture Counts

What is ToMo?

• Total Motivation (ToMo)
• Why you work affects how well you work
• Amplify Play, Purpose, and Potential

CDM, CFPP Leaders Excel

• A good leader can create the type of work environment where each person feels relevant and motivated to succeed
• Leaders with high emotional intelligence can use their social skills to foster rapport and trust with their employees
• View your team members as individuals with unique abilities, backgrounds, and personalities rather than as a uniform collective
• Effective leaders seek to understand and connect emotionally with their staff—genuinely sharing in their joys as well as their concerns

It’s ALL About the “Tude”

Attitude
We control our attitude toward any situation. Positive or negative. You cannot control the event, but you can control how you react to the event.

Don’t forget to smile and take care of your co-workers!
Team Spirit

You need a support system!
Find joy in each day, even in the small stuff!

Live for Today

Character
Competence
Connection

Relaxation Brings Joy!

Encourage ways to be self-aware and nurture the soul, everyone needs pampering…
**Fun In-Service**
Staff can try their hand at self-assessing their happiness!

**Post this as Food for Thought!**

**Best Practice:**
Make your EI part of your leadership goals!
A good read to help you define you as the CDM, CFPP leader!

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