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 take 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 Cs of Communication in the discussion.

Additional Handout

The Four Cs of Communication

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?