

Closers

The purpose of a closer is to allow the participants to reflect on what they have learned during the training. The learning process may have occurred during the training itself or it could have been something learned from another participant.

Closing activities are just as important as opening activities.

- Use the activity to tie together key points that were covered in the training. This will help the participants remember what the training was about.
- Make sure the participants have plenty of time to complete the activity.
- This is the participant's last chance to network with the group and to learn one more thing from the other participants.

Closer Activity Examples

Dealing with Conflict

Divide the group into five teams. Give each team a card with one of the scenarios on the card. Give them time to read, think, and discuss how to handle the situation in the scenario.

Have a team leader in each group read the scenario and tell how their group would handle the situation.

Scenarios

1. Adriana believes she is the best cook in the school system. She always has to have her way when it comes to food preparation. She complains bitterly to the manager if anyone suggests she is not following the new recipes.
2. Maria has worked in foodservice for many years. This year the manager has planned theme meals twice a month. Maria does not like to "dress up," so she calls in sick the days she is expected to dress for a theme meal.

Closers, *continued*

3. Steve is a new employee. He was unemployed for two years before accepting this job. He will do any job he is asked to do without question. One of the long-term employees has told him he has to wash all of the pots and pans. Even though Steve knows the cooks have to wash their own pans, he will wash them to avoid upsetting the cooks.
4. Sue has worked in many different types of foodservice operations. She loves her current job. She knows how to do her job and will always help others who are behind. Sue is a wonderful trainer for new employees because she understands the mission of the program.
5. Henry is a chef with a restaurant background. He wants the school nutrition program to be run more like a restaurant. He gives his opinions most of the time. He believes he is better trained to direct the program than the manager but will consider the manager's ideas when they disagree.

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