

Communication Challenge Activity

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 participants to sit in groups of three to discuss the questions.
- Give each participant a copy of the case studies that present a conflict and a pen or pencil to take notes.
- Assign Case Study One to half the groups and Case Study Two to the other half. Highlight the designated case study on the sheet before distribution.
- Allow 5 minutes for participants to read through their assigned case study.

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 team 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 accompanying your case study. A team member will share the answers with the group.

DO:

After 5 minutes, read each conflict situation aloud. Call on the teams to share their answers. Use the Four Cs of Communication in the discussion.

Additional Handout:

The Four Cs of Communication

Reference:

Institute of Child Nutrition. (2020). *School nutrition staff: You are a team*. University, MS: Author.

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?

CASE STUDY TWO

Rosa was late to work because of a parent-teacher conference. They had not completed the preparation of the vegetables and fruits for the salad bar. They were feeling panicky since the first lunch period was about to start. They were feeling panicky.

Sue completed the desserts and was ready to begin their cleaning task, when Rosa asked Sue if they could 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?

This project was funded using U.S. Department of Agriculture grant funds. The USDA is an equal opportunity provider, employer, and lender.

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Institute of Child Nutrition. (2023). *Communication challenge activity*. University, MS: Author.

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08/15/23

