

Ask Us Anything!

Shaping the Future of Professional Development with the SY25/26 ILSNA Professional Development Committee



SY25-26 Goals & Initiatives

- Focus on Frontline Employee Opportunities & ILSNA Engagement
- Resource sharing through ILSNA Website & Email Blasts
- Virtual Training Sessions - Equipment Use/Care, Knife Skills, Scratch Cooking
- ILSNA Member Recipe Sharing
- 2nd Kitchen Confidence Training (location in Central/Southern Illinois)





ILSNA Kitchen Confidence Training - 8/6/25

**Marquardt Middle
School - Glendale
Heights, IL**

2 Speakers

20 Attendees

Hands on Practice

8 Recipes







Illinois School Nutrition Association
Annual Conference



A graphic featuring the word "QUESTIONS?" in large, bold, 3D block letters. Each letter is a different color: Q (blue), U (teal), E (green), S (light green), T (yellow), I (orange), O (light orange), N (orange), S (red-orange), and ? (red). Above the word, there are nine circles of various colors (blue, green, yellow, orange, red) each containing a white question mark. The circles are arranged in a slightly overlapping, horizontal line.

QUESTIONS?

**What is your biggest
challenge in school nutrition
at the moment?**

What are current Professional Development trends and what are you doing to stay on top of them?

Current Professional Development Trends

- 1. Reducing Added Sugar**
- 2. Plant Based Menu Items**
- 3. Managing Supply Chain & Procurement Issues**
- 4. Implementing Scratch Cooking**
- 5. Staff Shortages**
- 6. Procuring Locally Grown Produce**
- 7. Reducing Ultra-Processed Foods**
- 8. Culturally Relevant Meals**

How do you successfully hire and sustain staff?

How do you develop frontline workers to move up in their roles?

How do you handle customer complaints successfully?

Handling Parent Complaints: Best Practices

- 1. Listen Actively**
- 2. Stay Calm and Professional**
- 3. Gather Details**
- 4. Explain Policies Clearly**
- 5. Offer Solutions or Next Steps**
- 6. Follow Up**
- 7. Document the Complaint**

**What recent projects have
you found particularly
enjoyable or fulfilling?**

**What is your approach to
delivering feedback,
especially in challenging
situations?**

Steps to Deliver Challenging Feedback Effectively

- 1. Prepare in Advance**
- 2. Choose the Right Setting**
- 3. Have a 3rd Party Present if Needed**
- 4. Document the Conversation**
- 5. Lead with Curiosity**
- 6. Use a Respectful, Balanced Approach**
- 7. Stick to Facts/Observable Behaviors & Outcomes**
- 8. Explain Impact**
- 9. Collaborate on a Clear Solution**
- 10. End on a Constructive Note**
- 11. Follow Up**

**Can you share a challenge
you faced last school year
and how you overcame it?**

What are some budget friendly ideas for staff rewards/recognition?



Contact Us!



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