

### 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

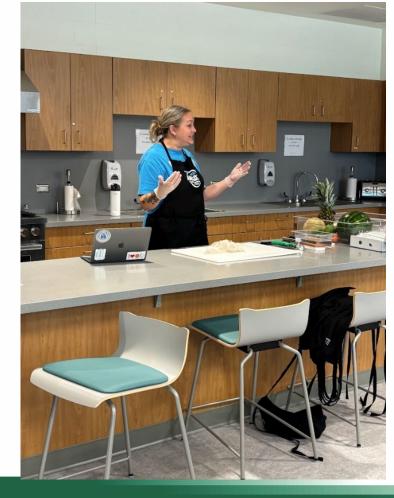
Marquardt Middle School - Glendale Heights, IL

2 Speakers

20 Attendees

**Hands on Practice** 

8 Recipes













### 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!**



• Kara Rissmann: <u>krissmann@sd25.org</u>

Margo Gusman: <a href="msgusman@d15.us">msgusman@d15.us</a>

Cherie Savickas: <u>csavickas@johnsburg12.org</u>

Teresa Macias: <a href="mailto:tmacias@mgsd70.org">tmacias@mgsd70.org</a>

Michele Hepner: <a href="mailto:mhepner@geneseoschools.org">mhepner@geneseoschools.org</a>

Beth MacKenna: <u>beth.mackenna@rimsd41.org</u>