

**NATIONAL
FOOD SERVICE
MANAGEMENT
INSTITUTE**

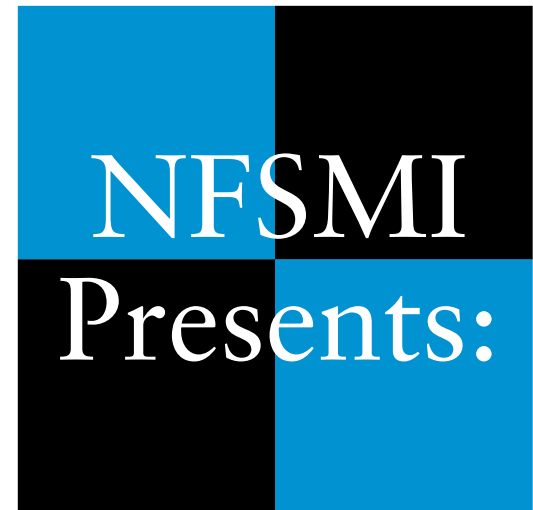
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***Coaching Employees:
Will You Make
A Difference?***

***Satellite Seminar
April 28, 2004***



NATIONAL FOOD SERVICE
MANAGEMENT INSTITUTE
THE UNIVERSITY OF MISSISSIPPI



PROGRAM INFORMATION

Viewers of *Coaching Employees: Will You Make A Difference?* will be able to identify the coaching relationship as a partnership or joint venture. Ultimately the following objectives will be realized:

- Strengthening employee skills;
- Increasing productivity of the employee, the team, and the Child Nutrition Program; and,
- Enabling employees to excel and achieve success.

There will be emphasis on the USED model or 4-step method of training:

Understanding (the coach explains the task to the employee),

Showing (the coach demonstrates the proper way to accomplish the task),

Experiencing (the coach allows the employee to experience the task by practicing it), and

Doing (the employee does the task while the coach observes/gives feedback).

AUDIENCE

NFSMI invites all food service assistants, managers, food service directors, child care staff, and State agency staff to view the satellite seminar. School administrators and teachers are encouraged to participate as well.

HANDOUTS

Participant handout materials (including pretest and posttest) will be available from the NFSMI Web site or State Satellite Coordinators. For more information on receiving handout materials, contact NFSMI.

TECHNICAL INFORMATION

Satellite Coordinates and **Reception Trouble Numbers** will be posted on the NFSMI Web site approximately one month prior to the satellite seminar air date.

Satellite Seminar Times: Each viewing will be preceded by a 15-minute test period

First Viewing

(Closed Captioned English Text)

Pacific	Noon – 1:00 p.m.
Mountain	1:00 – 2:00 p.m.
Central	2:00 – 3:00 p.m.
Eastern	3:00 – 4:00 p.m.

Second Viewing

(Closed Captioned Spanish Text)

Pacific	2:00 – 3:00 p.m.
Mountain	3:00 – 4:00 p.m.
Central	4:00 – 5:00 p.m.
Eastern	5:00 – 6:00 p.m.

Webcast of the satellite seminar will be available the day of the broadcast. Information on this and other satellite programs is available on NFSMI's Web site, www.nfsmi.org.

CONTACT NFSMI

Phone: 800-321-3054

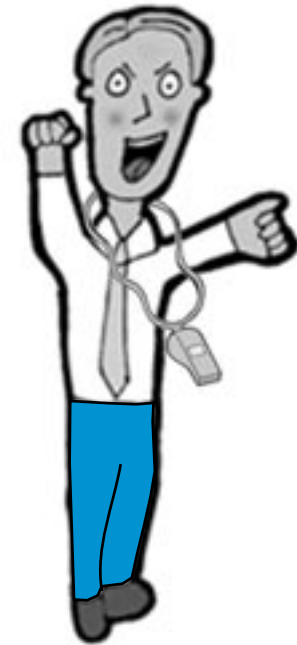
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Web site: www.nfsmi.org

Continuing Education Credits:

Coaching Employees: Will You Make A Difference? is approved for one hour of American School Food Service Association Continuing Education Credit. Credit may also be available through other professional organizations. For more information, contact your local association.



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January 2004