



# Fostering a Culture of Wellness, Gratitude, and Self-Care

## Strategies for Food Service Directors (Part 2)

November 11th, 2020

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# Logistics

- Today's webinar is from **2:30-3:00 PM EST**.
- To reduce background noise, please remain muted.
- No sound? Locate the audio menu in your app or browser. Connect to audio through your computer or phone.
- Today's session is being recorded.
- You'll receive an email with a link to your certificate, the recording, and session materials.



Tech issue or need assistance  
with audio or video?  
**Chat to HG Host.**



Feedback, ideas, and  
comments to share?  
**Chat to All Participants.**

# Today's Presenters



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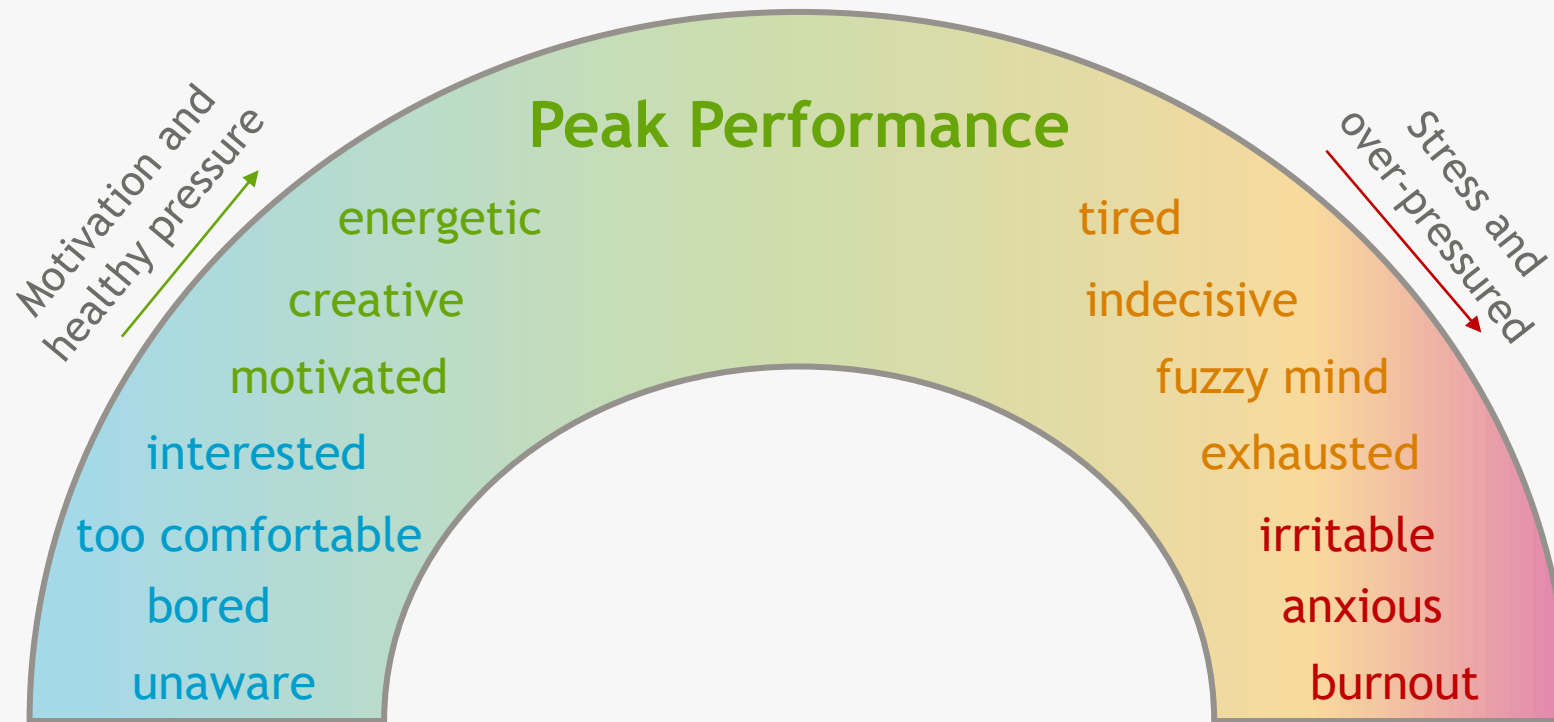
# Today's Intentions

- 1 Reminder: Why it is important to focus on employee well-being
- 2 Build a sustainable culture of gratitude
- 3 Promote Effective Complaining
- 4 Make a plan



Quick Reminder:  
Employee Wellness is Important

# The Stress Arc



Stress happens when perceived pressure exceeds the ability to maintain resilience.

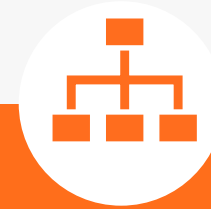
# Pillars of Effective Work Cultures



Psychological Safety



Dependability



Structure & Clarity



Meaning



Impact

# The Role of a Leader in Fostering Employee Well-being

## Manage Stress

- Recognize signs and symptoms of stress and provide support to help in real time.



## Promote Safety

- Physical safety
- Authentic connections
- Active listening



## Foster Positive Culture

- Develop pathways for appreciation and negative emotions
- Value diversity in all forms



Today's Focus



“

Make your work to be in keeping with **your  
purpose.**

LEONARDO DA VINCI



What are some successes  
your team is having?

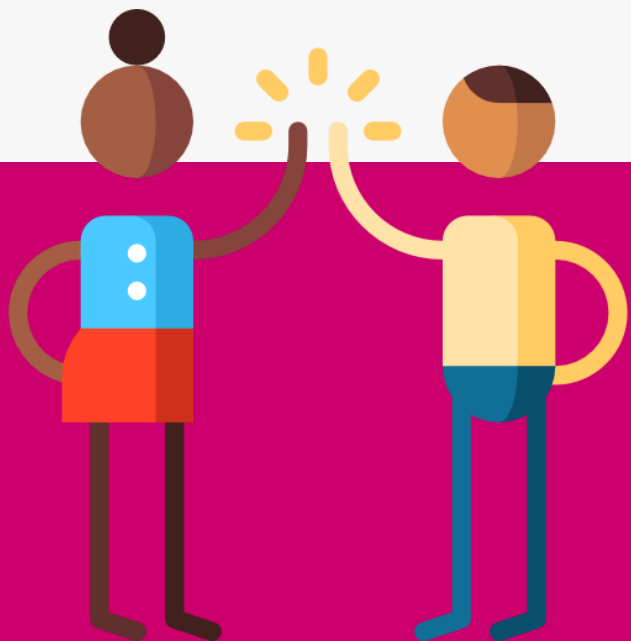
*Use the chat box to respond. Send your message to ALL PARTICIPANTS.*



“

Coming together is the beginning.  
Keeping together is progress.  
Working together is success.

HENRY FORD



Gratitude



# 4 Steps to Sustainable Gratitude

- Provide professional development on gratitude

Building a  
**Sustainable Gratitude Practice**  
in Your School Community





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- Assess gratitude styles

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# 4 Steps to Sustainable Gratitude

- Provide professional development on gratitude
- Assess gratitude styles
- Pick a strategy to implement

Building a  
**Sustainable Gratitude Practice**  
in Your School Community



 KAISER PERMANENTE.





# 4 Steps to Sustainable Gratitude

- Provide professional development on gratitude
- Assess gratitude styles
- Pick a strategy to implement
- **Monitor and adjust**

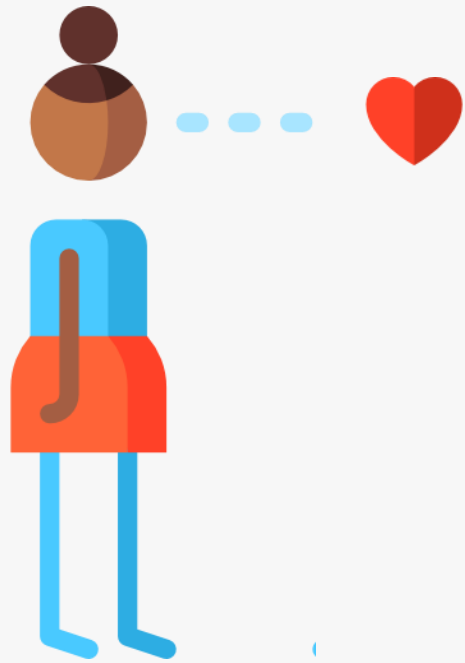
Building a  
**Sustainable Gratitude Practice**  
in Your School Community





# Step 1: Teach

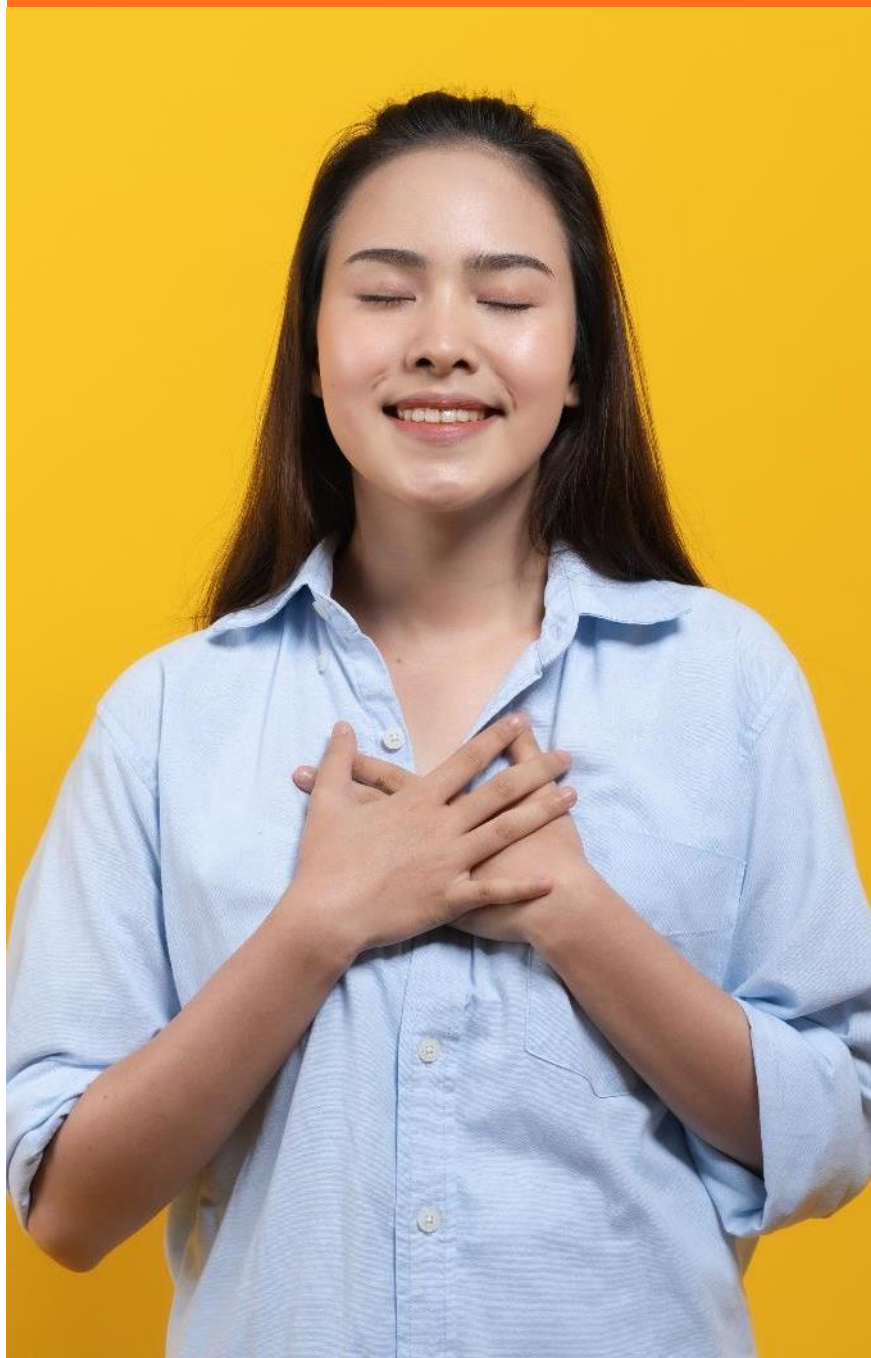
# Gratitude is...



Noticing Goodness



Recognizing sources of  
goodness are oftentimes  
outside of yourself



When people consistently practice gratitude, they also:

- Increase their general sense of happiness and life satisfaction
- Build stronger connections with peers
- Become more helpful and generous
- Have decreased feelings of sadness, stress, anxiety and conflict

## Step 2: Assess

# Four Strategies to Show Gratitude Toward Others



Public Recognition



Private Recognition



Notes & Gifts



Acts of Service



Public Recognition



Private Recognition



Notes & Gifts



Acts of Service

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## How Do You Like to **Receive** Gratitude?

*Use the chat box to respond. Send your message to ALL PARTICIPANTS.*

## Step 3: Pick a Strategy

Gratitude practices  
are most successful  
when they are...



**Formalized Opportunities:**

When selecting strategies, think about how they can be adapted for an in-person and virtual setting. Communicate strategies to all staff so they understand that this will be a consistent opportunity.



**Respectful of Staff Time:**

If your gratitude practice is adding stress to staff's schedules (for example, during their planning time), it may not be the best time. Find something that easily integrates into your day.



**Authentic:**

The phrase "too much of a good thing" exists for a reason. Be sure that gratitude is being expressed in a meaningful way, not because folks feel obligated to express it.



**Ongoing:**

Like any good habit, gratitude is something that, when practiced regularly, positively impacts our well-being. Be sure to keep your school practice consistent to see that change.



**Meet the Unique Needs of Staff:**

Use your data to inform your school-wide plan. Don't forget to collect information from new staff, too!

*from Building a Sustainable Gratitude Practice in  
Your School Community*



# Strategies for the Four Types of Gratitude:

## Public Recognition



**Community Kudos:** Designate a section of your all-staff or school community newsletters for staff to give kudos. Staff can submit their entry by a certain deadline to have it included.

**Recognition Award:** Create a funny award that staff can receive as a form of gratitude. For example, at one school, the custodial staff gives the “golden plunger award” to the staff member that has been keeping their room the tidiest. Yes, a gold spray-painted plunger is included.

**A Good Thing:** At the beginning of a staff or team meeting, have staff write down three things they are grateful for – at least one related to a staff member. Allow time for a few staff members to share out.

## Private Recognition



**Appreciation Station:** Designate a space where staff can write notes of gratitude to each other. At school, this could be a spot near the mailboxes with a staff list and fun notecards. Virtually, try creating a shared folder with a staff list and fun templates that can be downloaded and emailed.

**Pass the Gratitude:** Take a small object and name it. One person begins with the object, and when they want to express gratitude toward someone, they place it on their desk with a little sticky note of gratitude. Then it's the recipient's turn to pass along the object to someone else!

**Gratitude Live:** Expressing gratitude out loud can be incredibly powerful. Encourage staff to share their gratitude directly with colleagues one-on-one, whether that's talking face to face, over the phone or over video chat.

*from Building a Sustainable Gratitude Practice in  
Your School Community*

# Strategies for the Four Types of Gratitude:

## Acts of Service



**Duty Takeover:** We all have that one task or job that we really dislike doing. Show gratitude to a colleague by offering to take it off their plate for a day or a week.

**Space Saver:** Throughout the year, we get busy, and that can lead to our spaces getting disorganized and messy. Whether it's a classroom, an office or a Google Drive of lesson plans and documents, say thank you by offering to help a colleague get organized.

**Creative Bag:** There are so many tools out there for creating engaging content, whether it's a fun template, a new app or new strategies. Help a colleague by setting up something new for them – it could be a new template for their Google Slides, station activities for their classroom or something else. Be creative and have fun with it!

## Notes and Gifts



**Treats not Tricks:** Survey staff to ask for their favorite type of healthy snack or coffee shop. When you want to express gratitude, give them a little note alongside their favorite snack or a gift card.

**Photo Bomb:** When you want to express gratitude, find or snap a photo that represents your gratitude for you colleague. Print it out or email it with a special note of gratitude, sharing why you chose that photo.

**Gratitude Board:** Provide a space in a staff room or a discussion board for colleagues to post notes of gratitude for each other. As it fills up, take down the notes, giving them to the recipient of that gratitude, and start again.

*from Building a Sustainable Gratitude Practice in  
Your School Community*

Monitor and Adjust

# Tracking the Effectiveness of Your Gratitude Practice

## METRICS

How much did we do?

### Number of Strategies Used

Remember, more isn't necessarily better. Choose the number of strategies that you feel keeps gratitude authentic and meets the needs of staff. Monitor if they are being used.

### Number of Opportunities to Express Gratitude

Map out how often staff have formal opportunities to engage in gratitude.

### Number of Engaged Staff

Do the strategies extend to all staff? Are some excluded? Why?

How well did we do it?

### Strategies Sustained

Assess if the strategies are being implemented continuously. If not, why?

### Staff Participation

Assess how many staff members participated in the strategies.

### Staff Satisfaction

Assess if staff are responding positively to the new strategies.

Is anyone better off?

### Improvement in Staff Well-Being

Assess whether there is a collective improvement with staff well-being.

*from Building a Sustainable Gratitude Practice in Your School Community*

I am grateful for you.





# Effective Complaining

# The Impacts of “Venting” on the Brain.

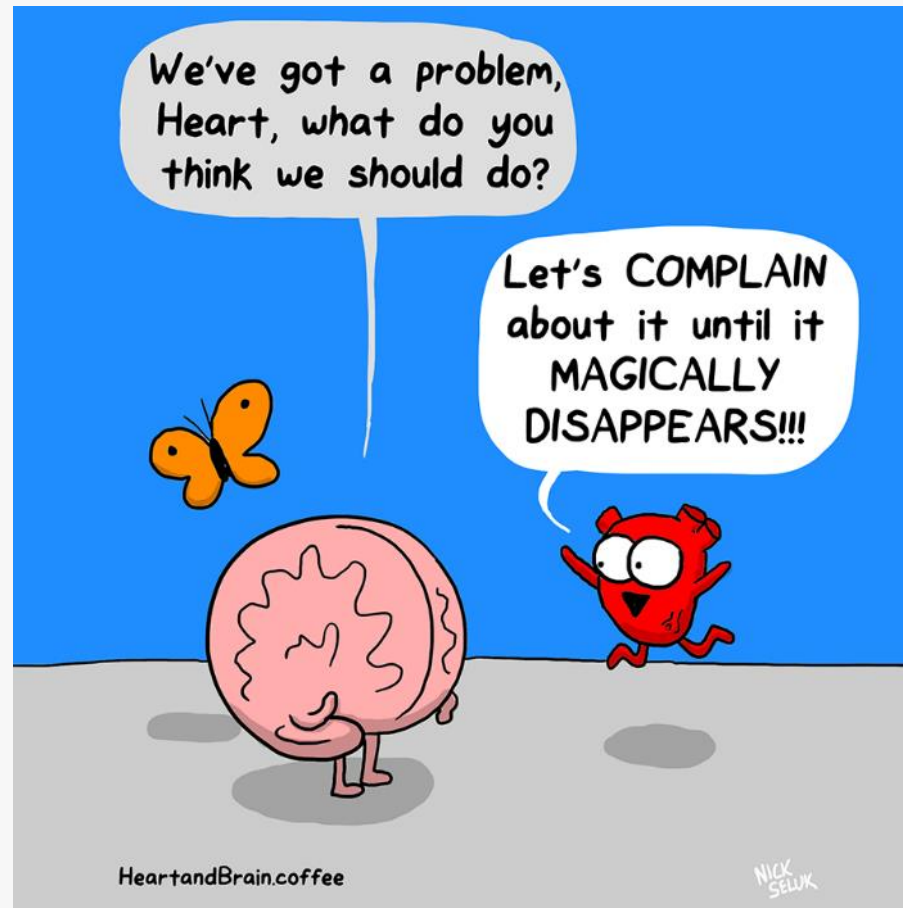
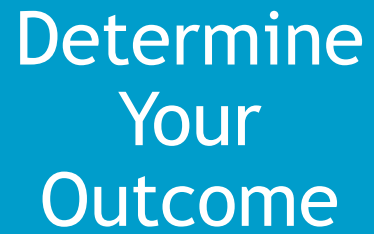


Image Source: <https://theawkwardyeti.com/comic/working/>

# How You Complain Makes All the Difference



Determine  
Your  
Outcome



# How You Complain Makes All the Difference



# How You Complain Makes All the Difference



# How You Complain Makes All the Difference



# Guarding Yourself Against Complaints



Recall Your Boundaries



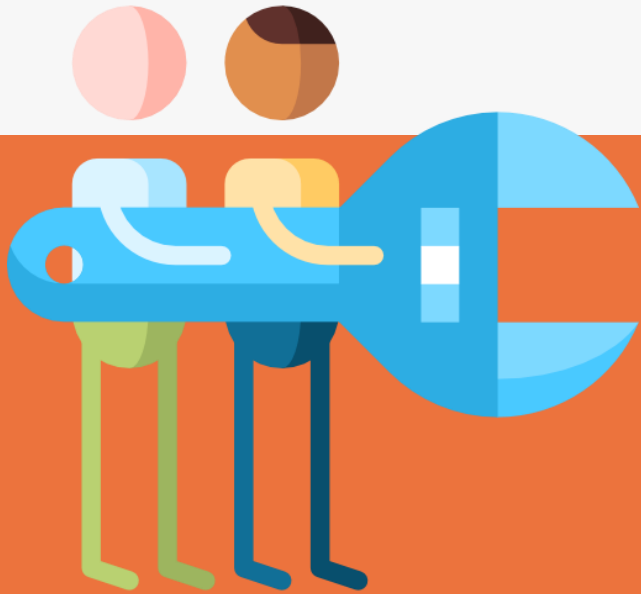
Extend Empathy



Invite Some Structure



Next Subject, Please



Make a Plan

# Take Action

What is one strategy you'll work on this week?  
Who will be your success buddy?

Gratitude

Effective  
Complaining

*Use the chat box to respond. Send your message to ALL PARTICIPANTS.*



Please [click here](#) to complete the survey.

# Thank you!



  @healthiergen   /HealthierGeneration

# Resources

- [CDC Strategies for Protecting K-12 School Staff from COVID-19](#)
- [CDC What School Nutrition Professionals and Volunteers at Schools Need to Know about COVID-19](#)
- [Building a Sustainable Gratitude Practice in Your School Community](#)
- [Back to School Guide for Creating a Caring School Community — Supporting Staff](#)

