



Program Title: Engineering Effective Programs
4th Annual Fresh Conversation Training



FRESH
CONVERSATIONS





Welcome

- ☐ Today's Presenters
 - ☐ Anne Blocker
 - ☐ Janet Buls
- ☐ Meeting Reminders
 - ☐ Restrooms
 - ☐ Breaks
 - ☐ Stretch as you need
- ☐ Agenda
- ☐ Lunch



Introductions

- Name
- Site
- Time Facilitating
- Your stranded on a desert island and you can only take one thing with you - what is it and why?



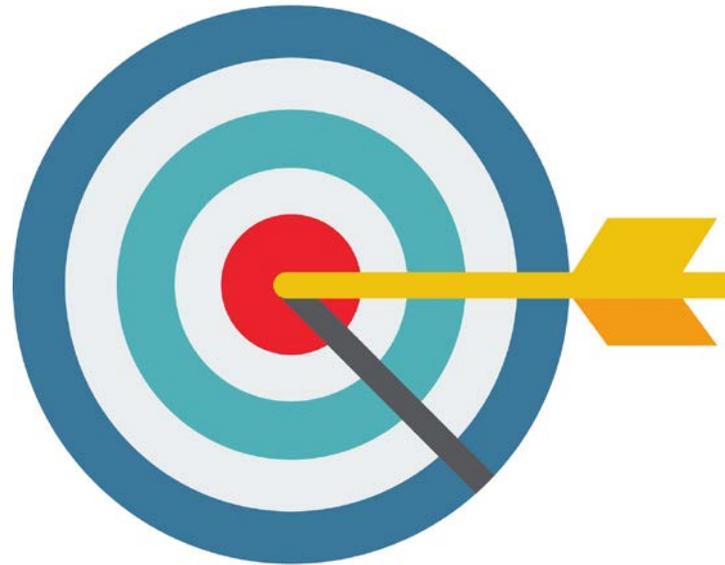


Today's Agenda

- I. Introduction
 - A. Welcome - 9 a.m.
 - Personal Introductions and Icebreaker
- II. Our Learning Journey
 - A. Myths and Facts- Anne - 9:20 a.m.
 - B. Engineering Engagement- 9:15 a.m.
 - C. Activity - Janet Buls -10:15 a.m.
 - D. Break - 10:30 a.m.
 - E. Effectively Managing Groups Anne - 10:40 a.m.
 - F. What's That in My Food Sample?- Janet Buls - 11:05 a.m.
 - G. Essential Paperwork- Janet Buls - 11:20 a.m.
 - H. Civil Rights Training reminder Anne
 - I. Produce Box/Food Pantry- 11:35 a.m.
 - J. Evaluations- 11:50 a.m.
- III. Adjourn to lunch- 12:00 p.m.



Your ONE Thing





MYTH

FACT





Fact OR Myth

- Only people over age 65 can attend a Fresh Conversations program?





Fact OR Myth

- ❑ If you attend Fresh Conversations you have to sign-up and stay for the meal.





Fact OR Myth

- ❑ NEI3A hosts 23 Fresh Conversation programs each month.



Fact OR Myth

- ❑ Incentives can only be given to participants who attend a full program.





Face OR Myth

- ❑ NEI3A has 15 trained Fresh Conversation Facilitators.



Face OR Myth

- September of 2019 will mark the ending of the 5th year for the Fresh Conversations program.



Fact OR Myth

- ❑ Attending 4 or more Fresh Conversation programs improves a person's level of nutrition risk.



And the winner
is.....



Human Learning - Fact OR Myth

1. People learn best by listening and taking tests.
2. People like to be selfdirected and actively involved in learning.
3. Both children and adults have their own preferred ways of learning



Human Learning - Fact OR Myth

4. People learn best when they feel good about learning.
5. People learn differently depending upon their ages and abilities.
6. Past experiences are important to the human learning process.

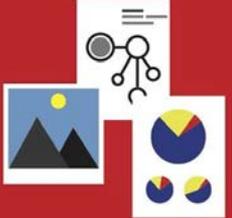


Human Learning - Fact OR Myth

7. Regardless of age, people have their own ideas to contribute.
8. Informal learning environments enhance learning.
9. Relating new information to what they already know confuses learners.



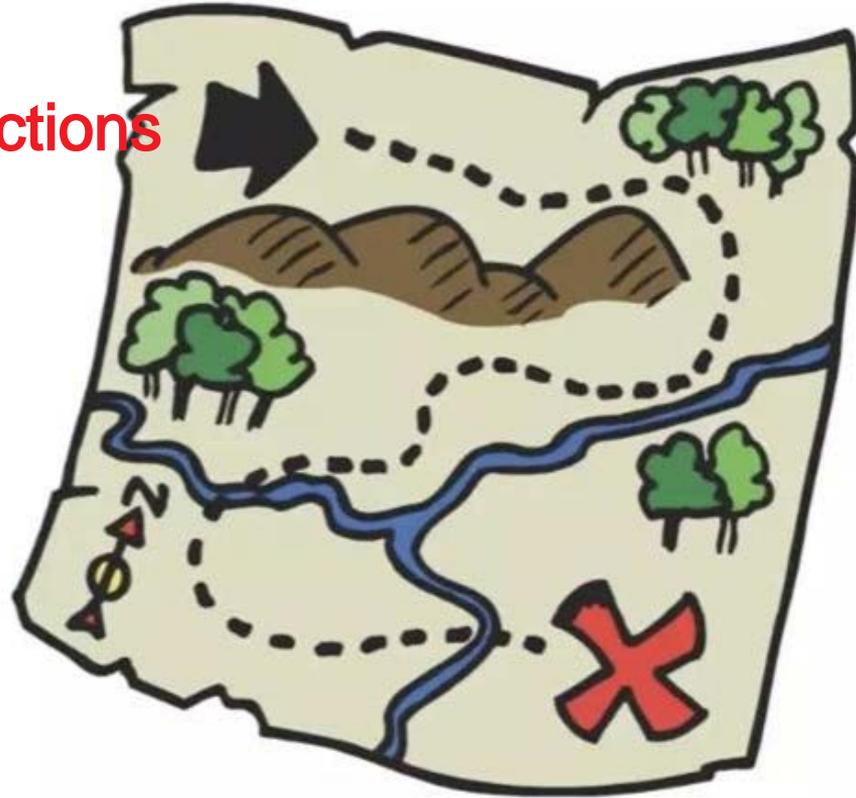
And the winner
is.....

 <p>IMAGES TRUMPS WORDS</p>	 <p>TALKING TRUMPS LISTENING</p>	 <p>MOVEMENT TRUMPS SITTING</p>
 <p>WRITING TRUMPS READING</p>	 <p>SHORTER TRUMPS LONGER</p>	 <p>DIFFERENT TRUMPS SAME</p>

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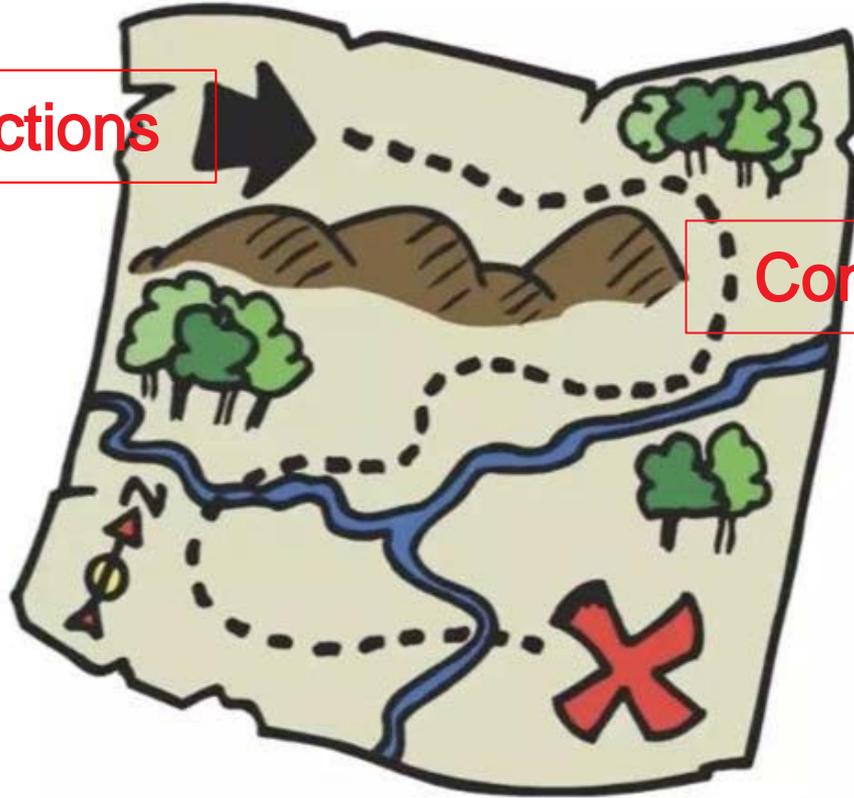


Connections



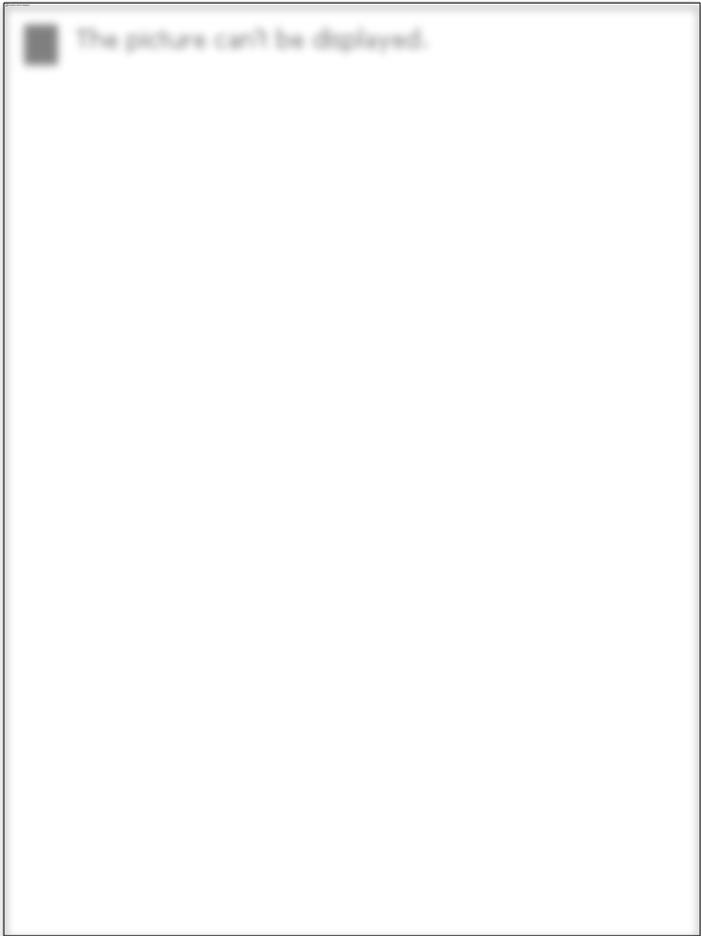


Connections



Concepts





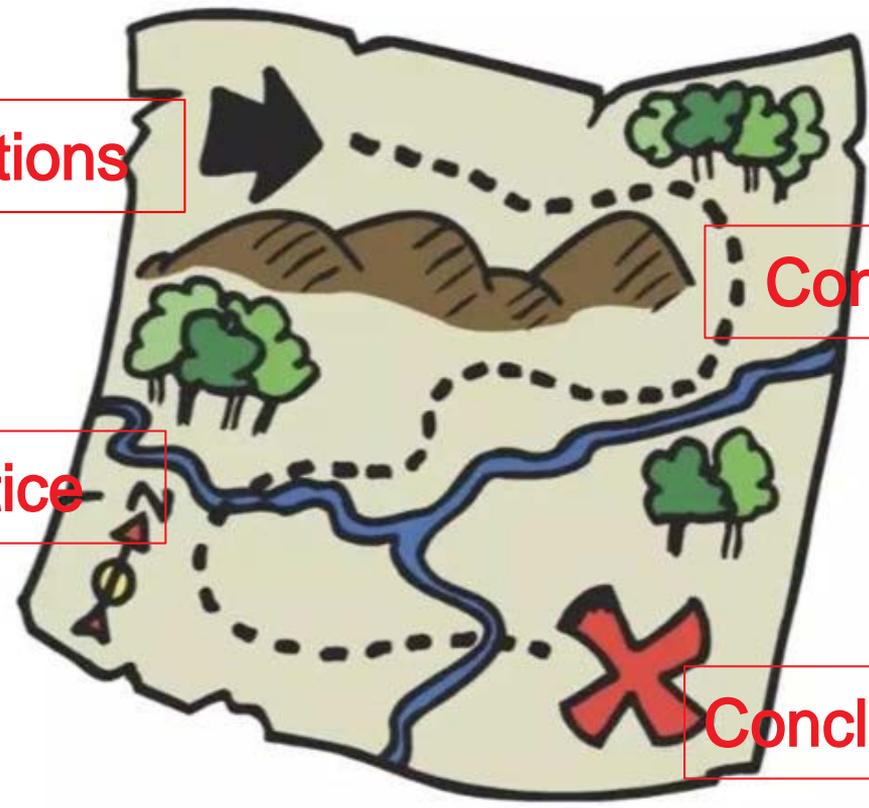


Concrete Practice

Connections

Concepts

Conclusions



Interactive Activities

- ❑ Grabs attention
 - ❑ Makes the program fun
 - ❑ Connects the activity to the topic
-
- ❑ Myth-Fact
 - ❑ Trivia
 - ❑ BINGO
 - ❑ Answer Cards
 - ❑ Icebreakers
- ❑ Talking Sticks
 - ❑ Thumbs Up/Thumps Down paddles
 - ❑ Recipe Demo
 - ❑ **Your Favorite**

Thumbs Up - Thumbs Down

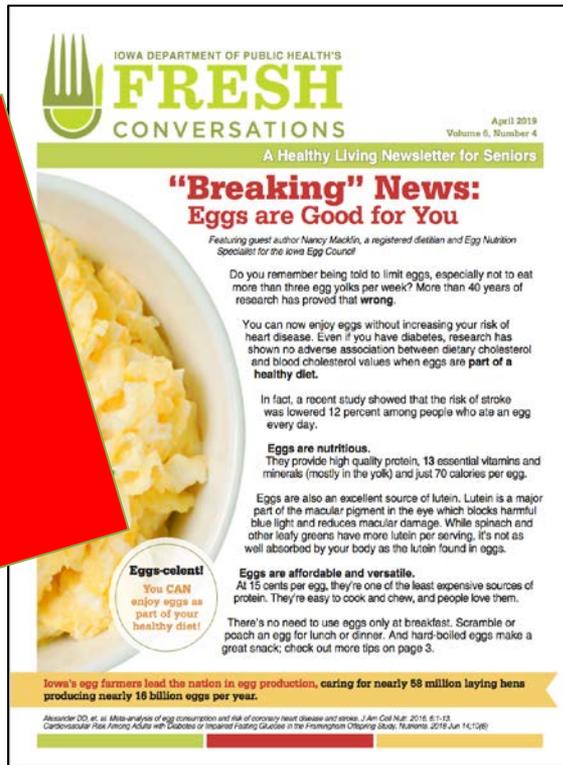




And the winner
is.....

April Activity

MYTH



IOWA DEPARTMENT OF PUBLIC HEALTH'S
FRESH
CONVERSATIONS

April 2019
Volume 6, Number 4

A Healthy Living Newsletter for Seniors

"Breaking" News: Eggs are Good for You

Featuring guest author Nancy Macklin, a registered dietitian and Egg Nutrition Specialist for the Iowa Egg Council

Do you remember being told to limit eggs, especially not to eat more than three egg yolks per week? More than 40 years of research has proved that **wrong**.

You can now enjoy eggs without increasing your risk of heart disease. Even if you have diabetes, research has shown no adverse association between dietary cholesterol and blood cholesterol values when eggs are **part of a healthy diet**.

In fact, a recent study showed that the risk of stroke was lowered 12 percent among people who ate an egg every day.

Eggs are nutritious.
They provide high quality protein, 13 essential vitamins and minerals (mostly in the yolk) and just 70 calories per egg.

Eggs are also an excellent source of lutein. Lutein is a major part of the macular pigment in the eye which blocks harmful blue light and reduces macular damage. While spinach and other leafy greens have more lutein per serving, it's not as well absorbed by your body as the lutein found in eggs.

Eggs are affordable and versatile.
At 15 cents per egg, they're one of the least expensive sources of protein. They're easy to cook and chew, and people love them.

There's no need to use eggs only at breakfast. Scramble or poach an egg for lunch or dinner. And hard-boiled eggs make a great snack; check out more tips on page 3.

Eggs-celent!
You **CAN** enjoy eggs as part of your healthy diet!

Iowa's egg farmers lead the nation in egg production, caring for nearly 88 million laying hens producing nearly 16 billion eggs per year.

Alexander DD, et al. Meta-analysis of egg consumption and risk of coronary heart disease and stroke. J Am Coll Nutr. 2016; 6:1-13.
Cardiovascular Risk Among Adults with Diabetes or Impaired Fasting Glucose in the Framingham Offspring Study. Nutrition. 2018; Jun 14:108.

FACT



And the winner
is.....

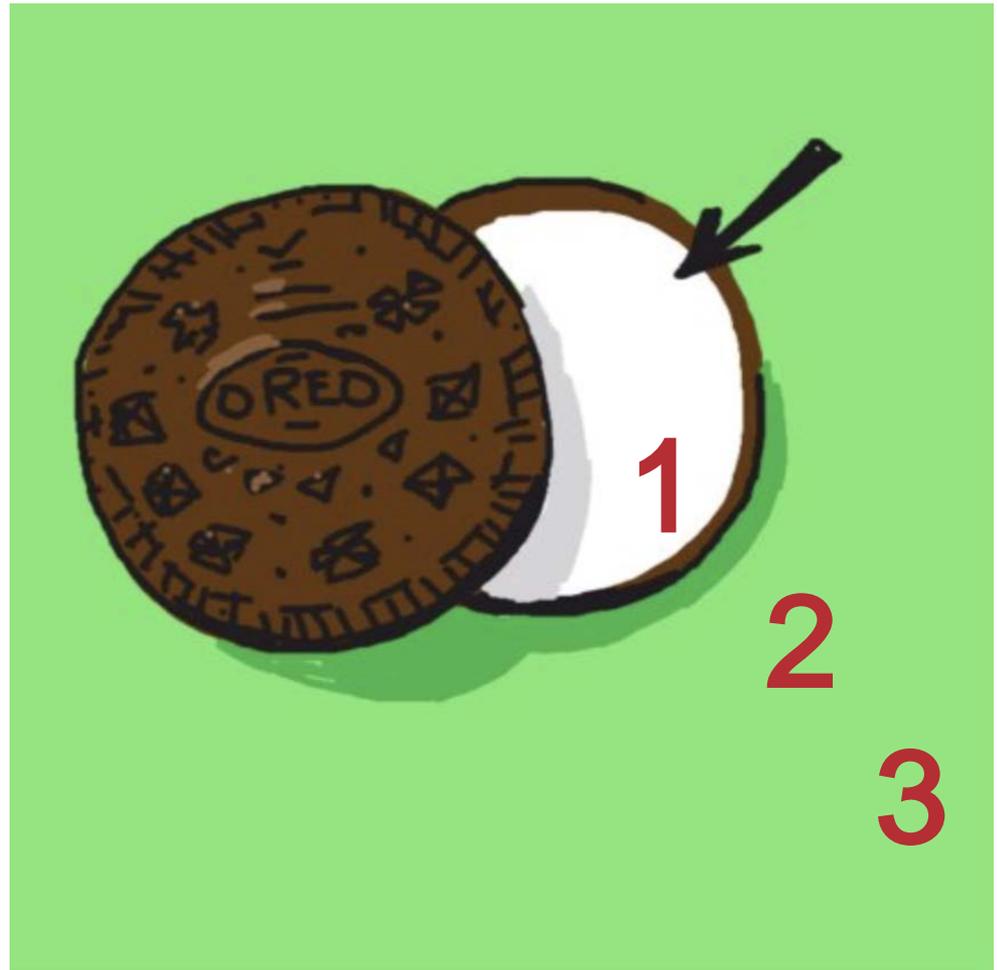


Engineer Expectations

- In small or large groups
 - What are 3 facts you already know about this topic?
 - What do you want to learn from today's program?

Marking the Middle

1. Quick, short review - learners repeat what they've just learned
2. Move info to long-term memory
3. Mini-opening or mini-closing



Marking the Middle

After each section- check for learning

- What is the most important thing you just learned?
- What can you do with this information?
- What is a question you still have?

Marking the Middle

All Together

Shout Out

**Nudge your
neighbor**

Signals

**Stand Up,
Sit Down**



Idea Share

Other Ideas for Engagement Activities





Oxygen Breaks

- Physical movement increases oxygen to the brain keeping people alert and helping them learn more easily.



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Make Movement Fun



Resources



- ❑ Matter of Balance program
- ❑ Local activity programs
- ❑ Local wellness centers, YMCA, etc.
 - ❑ Free trial coupons
 - ❑ Yoga, pilates, water aerobics
- ❑ American Heart Association Move More Campaign



And the winner
is.....

Coffee Break





Managing Groups with Ease



4 Group Management Tools

for Teachers, Trainers, Instructors, Facilitators

Sharon L. Bowman, M.A. www.Bowperson.com

Group management, or the lack of it, can make or break a class or training. Fortunately, effective group management can be simple, easy, and efficient.



Signals

The purpose of a signal is to get learners' attention before, during, or after an activity. A signal can be visual (a raised hand), auditory (music), kinesthetic (a repeated clap). It is important to explain and demonstrate the signal at the beginning of the class so that everyone knows what it is and what is expected of them when the signal is used.



Parking Lot

The Parking Lot is a wall chart on which learners can "park" their questions. It is especially useful when questions come up during the class that either merit further discussion or that do not directly relate to the content. Suggest that the learner write the question on a sticky note and then "park" the written question on the Parking Lot for later discussion.



Signs

Make one or two signs before the class. Use large-sized paper with really big, bold black print. On one sign, print: "3 minutes left for discussion." On another, print: "1 minute to wrap up." Towards the end of table group discussions, walk around the room holding up one sign. You only have to make sure one person at each table reads the sign – that person will tell the others in his/her group what the sign says.

Timer

Many trainers use a timer app on their digital devices to time each activity and to signal when the activity is over. It helps if the digital device used is large enough for the class to see. You can also ask for a volunteer to be the "timekeeper" for a whole class activity. Or you can ask table groups to choose their own "table-timekeeper" when different activities are assigned to different table groups.



Explore www.Bowperson.com for more free infographics and other free resources.

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From: *"The Ten-Minute Trainer"* by Sharon Bowman

Group Management to
Enhance Learning



Busy Betty

- ❑ In constant motion.
- ❑ Talks loudly on the phone during the program
- ❑ Sets the tables that people are sitting at while you present
- ❑ Walks in front of presenter and group during program.

How Does this Affect the Group?

- ❑ Distracts the group.
- ❑ Makes it difficult for others to see, hear, and focus on the program
- ❑ Gives others the impression the program isn't important
- ❑ Old saying: "If you permit it, you promote it."



Solutions for Dealing with Busy Betty?

- ❑ Talk to Betty personally.
 - ❑ Give Betty a FC job.
- ❑ Move the program to a different area of the room.
- ❑ Use a microphone.
- ❑ Signal the beginning of the program.





Know-it-all-Nancy

- ❑ Nancy dominates the conversation.
- ❑ She appears to be an expert on “everything”.
- ❑ She shares random or trivial facts from advertising, magazines or the internet.
- ❑ She has a solution for everyone’s problems.



How Does Know-it-all-Nancy Affect the Group?

- ❑ Others may not get a chance to contribute.
- ❑ Others might feel intimidated or less knowledgeable.
- ❑ Like a wrecking ball, Nancy can get the instructor flustered or off-track.
- ❑ Nancy's information might not be factual.
- ❑ Program timing can be disrupted.



Managing Know-it-all-Nancy's

- ❑ Ensure all members get a chance to speak.
 - ❑ Post-its, small groups, talking sticks
- ❑ Stand-up; Sit-down
- ❑ Nudge Your Neighbor
- ❑ Parking Lots





Argumentative Arnold

- ❑ Likes to contradict nearly everything you say.
- ❑ Is skeptical about most program topics, but show up every time.
- ❑ Tends to have a pessimistic view on all recommendations.
- ❑ Might not be a positive taste-tester.
- ❑ Seems to enjoy his role as antagonist.





Why is this a problem for the group?

- ❑ Constant disruptions.
- ❑ Time stealer.
- ❑ Irritates others or brings negativity into the group.



Negative Noah

- ❑ Comments include: “This is so boring.”
- ❑ Complains about the tastings.
- ❑ Might moan or groan loudly, Ugh!, Ick!
- ❑ Seems to have a pessimistic view on topics.
- ❑ Gives others a negative impression of FC.



How Does Negative Noah Affect the Group?

- ❑ Negativity can be contagious.
- ❑ Drains energy from the group and facilitator.
- ❑ Can put instructor and participants on the defensive as they try to defend their position. Class feels like an argument rather than a discussion.
- ❑ Can give a negative impression of the program to others in the community.



Solutions for Noah's Negativity and Arnold's Arguing

- ❑ Incorporate a “memory share” into your program to build connectedness.
- ❑ Use “signals” for feedback
- ❑ Incorporate “shout outs”
- ❑ Neutralize instead of pushing back



Lucy Come Lately

- ❑ Routinely shows up late.
- ❑ Greets others or carries on a conversation when she arrives.
- ❑ Creates commotion as she Settles in.



Lucy Come Lately's Effect on the Group

- ❑ Disrupts program flow
- ❑ Causes commotion and noise making it hard for others to hear
- ❑ Can reduce everyone's focus



Solutions for Late Lucy

- ❑ Change up the room arrangement and create a spot for late comers.
- ❑ Acknowledge with a nod, but keep the program going.
- ❑ Create program excitement so Lucy wants to be on time.
- ❑ If it is problematic, talk with Lucy

Cliquey Clara

- ❑ Likes to always sit by the same people.
- ❑ Saves places at the table for certain people.
- ❑ Is less than welcoming when new people come to the program.
- ❑ Only speaks to certain group members.

How Does this Affect the Group?

- ❑ People can feel unwelcome and quit coming.
- ❑ It can give your program a bad reputation.
- ❑ It's hurtful to others.
- ❑ It stifles group input, stories, free-flowing conversation and fun.



Solutions for Cliquey Clara

- ❑ Change up the room arrangement
 - ❑ Physical room setup
 - ❑ Mixers
 - ❑ Draw cards for partners
 - ❑ Birthday month groups, etc.
 - ❑ Include activities that share stories, commonalities
- ❑ Make sure you treat everyone the same



Create a Learning Space



Side-talking Sarah

- ❑ Carries on side conversations with table mates.
- ❑ Can often be heard over the speaker.
- ❑ Continues talking while others are contributing.

How Does this Affect the Group?

- ❑ It's contagious.
- ❑ Makes it difficult for others to hear and focus on the program.
- ❑ Can be frustrating for facilitator.
- ❑ Interested participants want you to take charge.



Solutions for Side-talking Sarah

- Pause

- Have an auditory or visual signal
 - Chime or bell

- If you can hear my voice “clap”

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From: *"The Ten-Minute Trainer"* by Sharon Bowman

Group Management to
Enhance Learning



And the winner
is.....

Keep it Safe

- ❑ Wash hands
- ❑ Clean prep area
- ❑ Keep hot food hot ~ cold food cold
- ❑ No cats, dogs or pets





And the winner
is.....



Essential Paper Work





Reporting - Expenses and People

NEI3A receives funding

- Staff expenses
- Volunteer expenses

State tracks NEI3A participants

- Harmony
- Nutrition Education

NEI3A Staff

- ❑ Special Expense Sheet from Fiscal Dept.
- ❑ Food supplies for samples
- ❑ Average of \$10.00 per site per month
(will be less in sites with fewer attendees)
- ❑ Mileage
- ❑ Submit with receipts to supervisor

Volunteer Facilitators

- ❑ Expense form must be used
- ❑ Food supplies for samples
- ❑ Average of \$10.00 per site per month
(will be less at sites with fewer attendees)
- ❑ Submit with receipts to Janet Buls

Attendance

Attendance must be recorded at each meeting

- Printed “rosters” can be used
- Sign in sheets can be used

 If you choose to have them sign in, you must transfer names to a
typed record so we can read the names.

NEI3A Staff

Monthly meal report

- ☐ Nutrition Education, Fresh Conversations, one unit
- ☐ Nutrition Education (without Fresh Conversations), one unit.

Volunteer Facilitators

Attendance Records

- ❑ Return the attendance to Janet Buls either by USPS, or scan and return to me electronically.
- ❑ Or electronic “roster” that you can mark attendees, save, and send to me via email.
- ❑ Leave the attendance sheet at the meal site with the meal site manager. Nutrition Specialists need to watch for these.

A Few Reminders

- ❑ New Photo Release Form
- ❑ End of month survey
- ❑ Closed Facebook for ideas
- ❑ Civil Rights Training

Closed Facebook Group

Why Post?

- ❑ Shared ideas and creativity
- ❑ Generate excitement
- ❑ Relevant information and resources
- ❑ Network with colleagues

Posting is Easy as 1, 2, 3...

- ❑ <https://www.facebook.com/groups/323066574483699/>
- ❑ How to Post
 - ❑ Write something
 - ❑ Add photos
 - ❑ Click “post”



End of Month Survey

We need five minutes

- ❑ Share ideas
- ❑ Influence future newsletters
- ❑ Help coordinators provide you with assistance

Important Feedback

- ❑ https://www.surveymonkey.com/r/6B3HJQX_NEI3A

2018_Fresh Conversation Implementation NE IA AAA

4. Program Date

Date

5. Number of Participants

6. Overall engagement in the program

Not Engaged Neutral Very Engaged

7. Overall satisfaction with the program

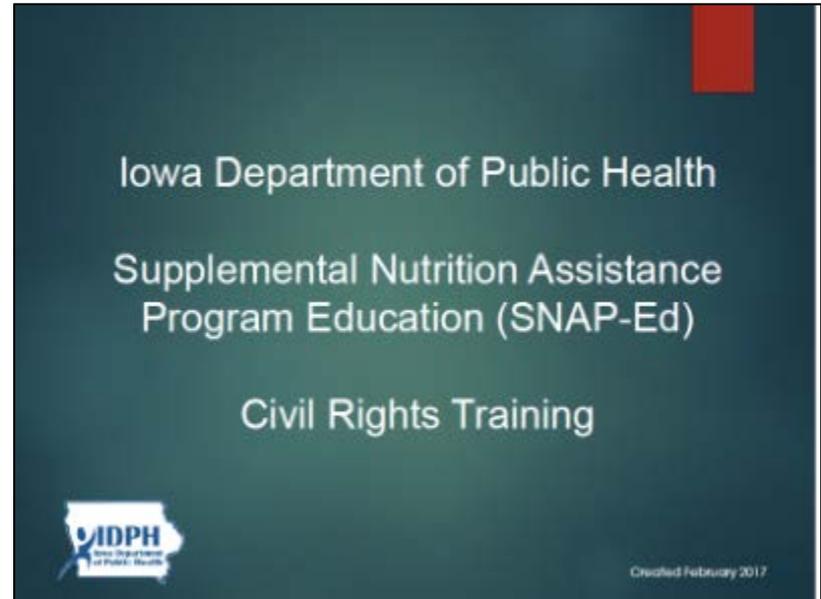
Not Satisfied Neutral Very Satisfied

8. Participants most enjoyed the following items

Check all that apply

Civil Rights Training Reminder

- ☐ Complete annually
- ☐ Will send link and signature sheet in April



Partnering for Produce





And the winner
is.....



- LONG TERM MEMORY OF IMAGES IS UNLIMITED
- ADD SIMPLE PHOTOS OR METAPHORS TO LECTURE MATERIALS



- LEARNING IS SOCIAL
- ALLOW LEARNERS TO CREATE THEIR OWN STORIES



- EXERCISE BOOSTS BRAIN POWER
- BUILD MOVEMENT INTO YOUR CONTENT DELIVERY



- THE BRAIN NOTICES CHANGE
- CHANGE ENVIRONMENT, INSTRUCTIONAL METHODS & LEARNING ACTIVITIES REGULARLY



- THE BRAIN LEARNS BEST WHEN CONTENT IS DIVIDED IN SMALL CHUNKS
- GROUP FACTS INTO LARGER CATEGORIES OR MAJOR CONCEPTS

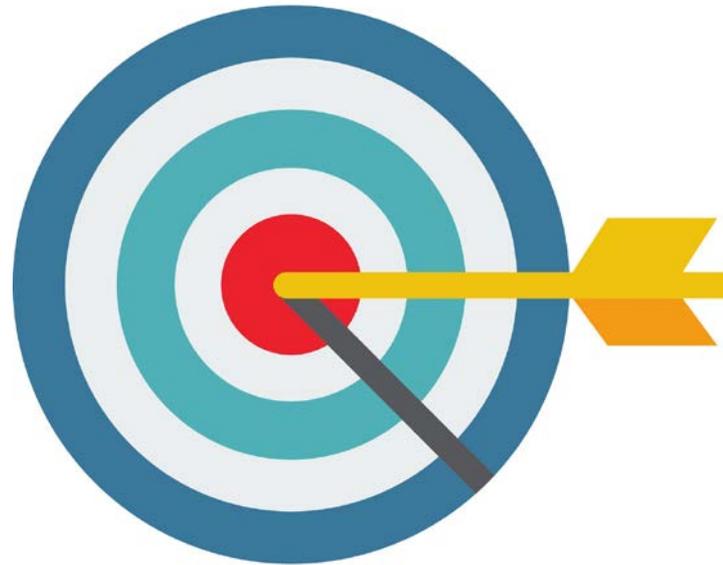


- WRITING IS A WHOLE-BRAIN TASK
- REMEMBER TO STOP TALKING & HAVE LEARNERS WRITE WHAT THEY'VE LEARNED

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Your ONE Thing





Evaluation

- ❑ You'll receive a short survey after today's program. Please share your feedback.

QUESTIONS RESPONSES

Fresh Conversations Annual Training Evaluation - March 29, 2019

Please help us evaluate our Fresh Conversations Annual training. We value your opinion and will use it to continue improving the programming.

Overall, I found today's presentation to be: *

	1	2	3	4	5	
Poor	<input type="radio"/>	Excellent				

The program presenters were: *

	1	2	3	4	5	
--	---	---	---	---	---	--

Generate Excitement



“Something exciting is about to go down here.”

Murray

thanks

Create Table Talk

- Let Your Table Talk the Talk
 - Branding: FC table runner
 - Generate excitement
 - Market your program: before and after

“Socialization and connections
are more important than your table”

Elise Klopfenstein ~ Mount Pleasant



Build a Better Bulletin Board



- ❑ Get the word out
- ❑ Incorporate with your table
- ❑ Promote action



Reason #2

- A bulletin board can alert participants to your topic and generate interest .



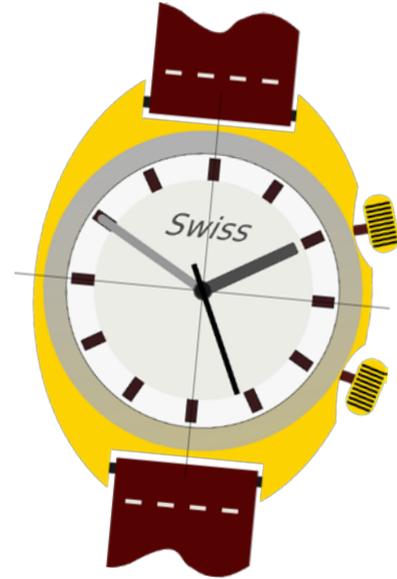
Reason #3

- A Bulletin board **keeps on teaching** long after you have stopped talking.



Be Time Consistent

- Routine
 - Improves attendance
 - Monthly media release
- Start on Time
- End on Time





Action Step

- ❑ Commitment to action - increases chance of future action
- ❑ Verbal acknowledgement helps internalized the message



talking sticks

interactive

Ask Don't Tell



- ❑ Clearly Announce the Topic
- ❑ Include a participant sharing