



ANFP | WYOMING

Association of Nutrition & Foodservice Professionals

WY Newsletter

JULY/AUGUST 2024

Chapter Leaders

Updates and articles from the Wyoming Board members

Notable Dates

Save the dates conference info, member birthdays and milestones

Resources

Helpful links to relevant resources available to members.

President Update

Felicia Smith, CDM CFPP MHA

Douglas, Wyoming / Director of Hospitality MHCC

Greeting Wyoming ANFP Family,

I hope everyone is enjoying their summer and had a great Fourth of July holiday. I cannot express how proud I am of our chapter and our members. At ACE this year we were awarded the Platinum State Achievement Award, Communications Award, Membership Award, Government Affairs Award and we were a Diamond Nominee and Finalist. It was also amazing to see the awards and recognition that our members and fellow chapters received from all over the country. Our members are the heart of who we are both at our chapter level and nationally.

The speakers at ACE were excellent and there were many great topics covered from leadership, government regulations, DE&I, sanitation, and an excellent Vendor Expo. My hope is that next year several of our members will be able to attend in Minneapolis.

I would also like to take a minute and recognize our newest board member. Miranda (Annie) Dulmus. Annie is our new President- Elect. She has worked at Memorial Hospital of Converse County since 2018 and is a Café Supervisor. She has been a member of ANFP since 2022. I am looking forward to her involvement at the chapter level and teaching her the role of President.

I would be remiss if I didn't acknowledge our other board members. Robin Hilbird-Bardgett is our Treasurer. Robin has worked at Memorial Hospital of Converse County since 2014 and is the Hospitality Supervisor. She has been a member of ANFP since 2016. Toni Skaggs is our Communications Leader. Toni has worked at Memorial Hospital of Converse County since 2016 and is also the owner of Mocha Mollys. She has been a member of ANFP since 2016. Dawn Cooper is our Secretary. Dawn works at Rocky Mountain Care and has been a member of ANFP since 2016.

I am grateful for all of their hard work and support of our chapter. If you are interested in becoming a volunteer please contact me or any of the board members. We are always looking for more volunteers and ways to help our members.

Respectfully,

Felicia Smith, CDM CFPP MHA

President- Elect Update

Annie Dulmus, CDM CFPP

Douglas, Wyoming / Arbor Café Supervisor, MHCC

Greetings WY ANFP Members,

Going to ACE is always a fun time, full of opportunities to learn and meet new people! It goes by fast, sometimes blurring together. It is when I return home I like to go over notes and think about the session and speakers. Reflection is important and going through my notes I had written down the quote, “We cannot become what we want by remaining what we are” – Max Depree.

I realized that change is necessary for growth! When you remain comfortable you do not grow. Change or starting something new can be daunting, especially if its something you have never done before. Reflecting on this quote motivated me to join the Wyoming ANFP board. I’m not sure what to expect and what I will gain, but I am excited for the journey and experiences to come.

Annie Dulmus, CDM CFPP

Treasurer Update

Robin Hilbird-Bardgett, CDM CFPP

Douglas, Wyoming / Hospitality Supervisor

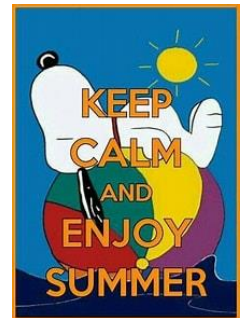
And Summer Begins . . .



ANFP ACE 2024 in Reno, Nevada, was FANTASTIC!! We were a Diamond Award Finalist this year, among our other awards! It was GREAT seeing all of our fellow CDM, CFPP's, new members and vendors. I attended the Chapter Best Practices and it is always great to network with ideas from our peers. We were discussing the Chapter Spring and Fall Meetings. We talked about the communication with our members and trying to figure out how to serve the needs of all.



Greg Kettner was one of our keynote speakers. (When I click on the link, it takes me to You Tube and then I clicked on the "Browse" and Greg's video came up.) He also spoke at our "Denim & Diamonds Gala." Greg talked about how one interaction can change a person's life and maybe even SAVE their life!! He is also a comedian and talked about working and living happier. He has Ted talks, You Tube videos, and podcasts. Look him up, click on the link! Let's bring more smiles to our day! Greg says, "We can change the world, one smile at a time!"



"THANK YOU" to each and every one of you for everything you do – you are making a difference in peoples' lives on a daily basis! Every action and thought makes a difference and brings about change!

The bank account balance is: \$3,250.66

Thanks, Robin Hilbird-Bardgett WYANFP Treasurer



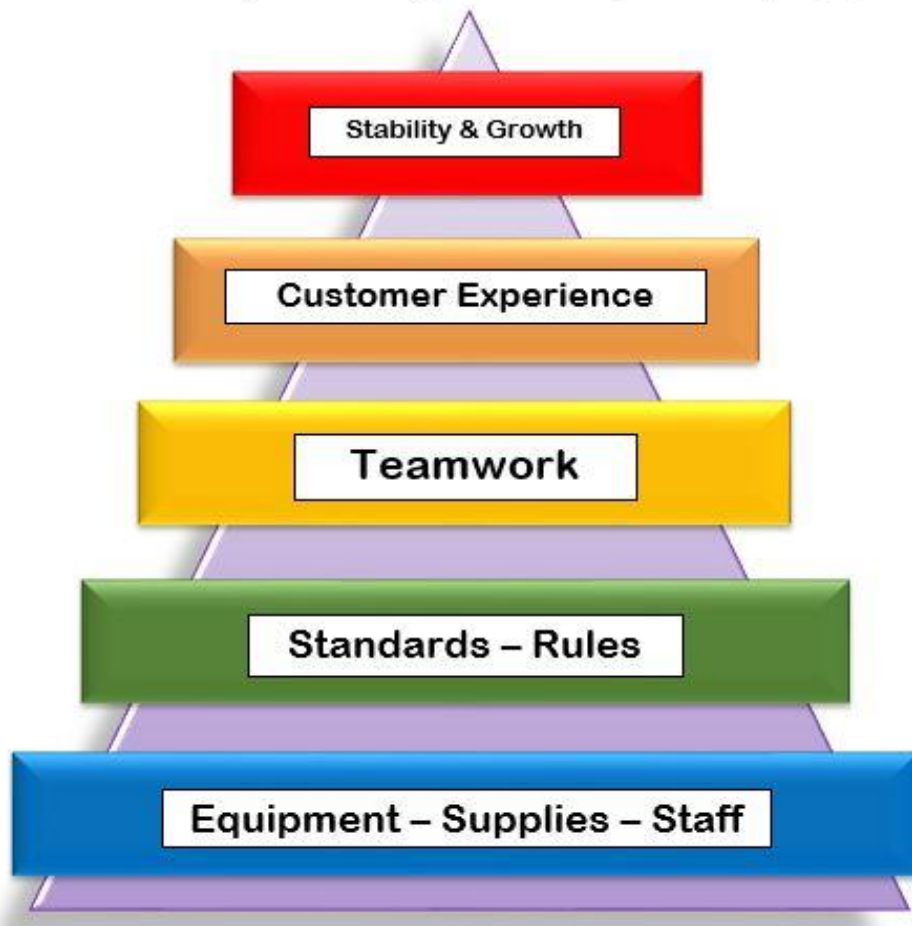
Communications Leader Update

Toni Skaggs, CDM CFPP

Douglas, Wyoming / Owner of Mocha Molly's

I hope you have enjoyed my first couple articles. We are onto the third rung of the pyramid as we work our way to building a better team. As I talk teamwork if you have questions please reach out to us. Sometimes when you have to start over it's hard to figure out where to start and I can tell you I have been on teams that have been at every step on this pyramid. Whatever you need help with I bet someone on the Wyoming board could help or find you the right person to help. Please reach out.

HIERARCHY OF WORK GROUP NEEDS



Teamwork

Onto Teamwork! This is where the fun begins. Once you have done the hard work of finding the right equipment, supplies, & staff. Then trained everyone appropriately and practiced relentless accountability. You can work on the next step. Be aware that you are never done with the first two rungs completely. Equipment will go down. You will have supply issues. You will have staff move on, sometimes that's even a good thing. Hold people accountable to rules and recipes. When new people come on they will know what is expected and everyone will be on the same page. If you are able to spend your management time upfront – before anything goes right, wrong, or average – you will have less issues in the long run.

What is teamwork? What does that look like to you? What does your staff think it looks like? I know it seems simple: Everyone works together. Right? That statement is easy to say and understand, but it does look different to everyone and everyone's individual perception is their reality. Have you heard the statements "No one EVER helps me and I ALWAYS help everyone else" or "Dayshift NEVER does this so I'm not going to either"? I know I have heard them and I have even said them a few times. If this is the way an individual perceives the situation then that is their reality. If an individual feels like they are the only one to clean the fryer, or cut tomatoes, or answer the phone, you can't just tell them they are wrong and move on. As the manager it is your job to fix the issue. That goes back to standards and rules. Is your standard that one of the cooks is responsible for the fryer? Or is it your standard that it is cleaned on different days to fall on different people? Whatever you have chosen you need to hold people accountable to that. If you are doing your job and holding people accountable to the rules and standards this shouldn't be an issue, or it should be an issue that is easily solved. If a standard isn't working for you, change it.

Let's talk more about teamwork and the fun you can have with building a team! An ideal team is a group of people that cares about each other, that wants to do something extra to help others out. You can't force people to care about each other so how do you build that? A good way is to show the human side of everyone. Make connections between each other. Once they start to realize the common ground between themselves, they see each other as people. Try some ice breaker games during a meeting. Meetings shouldn't always be all business. This is a great time to get people to build relationships and trust with each other.

One idea is to have a pizza party or bring in snacks. We have done a yearly deep clean of the kitchen where we shut down one weekend day and only feed patients, no staff or outside retail business. Make sure the other departments know, if you feed them too, that they need to plan ahead and pack lunch or order in that day. We invite all our employees to join but don't make it mandatory. They get the overtime and weekend pay. We set a time to start and go until it's done. Then order pizza and eat together. If you have a good team, you have several people show up and it's a fun day.

We have also done things outside of work. This might not catch everyone because all our kitchens are 7 days a week so you may have to offer different times or activities. I have scheduled Saturday walks and invited everyone. My boyfriend is a musician that plays a few local places over the summer and I will let the whole team know. I tell them to show up and I'll buy them a drink, if they are of age of course. Check your area for community events and invite the team. The possibilities are endless. There are walking paths, bowling alleys, follow along painting classes, picnics, pot lucks, and so much more! What do you enjoy doing? Invite the team to join.

I also love personality tests. If you have been to a conference where I have spoken about team building this is something I talk a lot about. There's a lot of free options out there. Some are short and quick, some can be done during a meeting, and some are a little lengthier. For one of the longer ones make time for your employees to complete them at work, if possible. Gather all the results and prepare some talking points for a meeting. There's tons of information online and I can certainly send you information as well. Personality tests can teach people something about themselves and when they grow as a person, they become better team players. You can use the combined results to talk to your staff about the different personality types and how they behave and interact with each other. I always use my own situation as an example and explain to people that my personality is a little more direct and firm. I don't communicate as well with the people that have a "feelings" personality. I can hurt feelings pretty easy with my communication style. Knowing that about myself, and knowing my teams' personalities, I can adjust the way I talk to certain people to get good results and not hurt feelings. Explaining these things in a team meeting and using yourself as an example, good and bad, is a way to shed light on the team and how people work together. It's also a way to bond as a team. If you have supervisors have them prepare an example about their personality style as well.

The last thing I am going to talk about is rounding. This is a great tool to build relationships with your staff. Find a good set of questions or talking points and meet with your team, 1-on-1, monthly. Break this up so you don't have to rush through everyone to "get it done". Take the number of team members and divide them by the weeks of the month and schedule 3-5 people a week. Stay on schedule. Talk to them about what is going right, what could be improved upon, and about what they can do to improve the situation. People can easily look at everything others are doing wrong and think that they don't have any room for improvement. Everyone has room to grow, even you. There are a few basic behaviors that I bet you have on your team that could be improved upon. Time management is a big one. Being on time, staying on task, and leaving on time. Appearance may be another one. Is everyone in uniform every day? Are they clean? Or are they stained and covered in animal hair? Attitude is usually one. Do you have a negative Nancy or Nathan? Or maybe a pot-stirrer? You probably have a superstar or maybe 2 on your team. The ones that always have your back, that step up to cover and get stuff done, and always have it handled. The do whatever it takes people. They can improve too. Maybe they want to learn a new skill and you could help with that? Maybe they want more responsibility and you could give them something off your task list? Maybe instead of a normal rounding, do a book club and read a book with them

about leadership, emotional intelligence, or some other personal growth. Figure out what your team needs and meet that need. That's your job, to care for and grow your team. You owe it to them to be the best at your job and always improving, if that's what you want from them. Get involved yourself and involve your leader if you can.

Ice Breaker Games to do at a meeting:

1. Names – Have everyone write their name on a piece of paper and toss it in a bowl. Walk the bowl around and have everyone draw a name. If they got their own name have them draw again and toss it back in. You draw last. That way if your name is last, no one will know who drew who last, you can keep quiet about it, you don't get out of it though 😊 After everyone has a name take a few minutes to think of something good about that person then go around the room and say that good thing. "I drew Stephanie and she's great because she always helps when people are behind, she has helped me catch up on dishes several times and I have seen her help these other people too". "I drew Stephen and he is the coolest because he always makes the best dinners, I have several residents and their families compliment the cook when I serve Stephen's food and it makes me feel proud to do my job". As the leader, if you drew someone else's name I would suggest you go first so you can set a good example of the kind of comment you are expecting. You don't want people making lazy statements like "Stephanie is always nice" or "Stephen cooks good". Make sure people know to put some thought into it. If you drew your name, do something extra. Go around the room and compliment everyone. Prepare this before just in case and maybe do it anyways. Or maybe say "I drew myself and I am good at *this* but I am only good at this because Stephanie is excellent at helping everyone, and Stephen is a phenomenal cook, and Jerry is amazing at diets and helping others learn..." Build your people up, you couldn't do what you do if you didn't have them.
2. Telephone – Make up some ridiculous sentences and start with one person. Give them the sentence, verbally or on paper. Then they whisper to the next person and can only repeat it once. Then that person whispers to the next and so forth until you've gone around the room. The last person says out loud what was said to them and it is almost never what the first person said. This can be funny and it can also show how broken communication and gossip can transform with each person.
3. Notecards – Buy notecards, the smallest ones possible. Count how many employees you have at the meeting and give everyone that many notecards. If you have 12 people at your meeting, give everyone 12 notecards and have them number them 1-12. While people are doing this write all of the attending employees names down and number them 1-12. When everyone is ready to start say "Stephanie is #1. On card #1 write something you like about Stephanie." Give everyone time to think and write. Then say "Stephen is #2. On card #2

write something you like about Stephen”. Do this until you have gone through all your employees and then gather everyone’s cards and finish this part later. After the meeting separate all the cards into the appropriate numbers. Make sure it’s appropriate stuff written on the cards, we all know not everyone gets along. At the end you should have 12 sets of 12 compliments for each member of your team from everyone they are on the team with. Everyone wants to do a good job and feeling like the team appreciates them goes a long way for teamwork, bonding, and relationship building. I still have my notecard set from years ago.

4. 2 Truths and a Lie – Everyone comes up with 3 statements about themselves. The catch is one of them has to be a lie and the goal is to fool everyone. Go around the room and have people say their 3 things and then everyone guesses, or just have the person next to them, guess. Depending on how much participation you think you will get, you might want to structure it so everyone gets a turn to guess. My 3 statements might be: I didn’t graduate high school, I love Brussel sprouts, I have 4 brothers. Some people know I’ve been to, and graduated, college so they would think the high school one was a lie. But I got a GED so I didn’t technically graduate. Some people know I’m a picky eater because they often make fun of me eating a grilled cheese and Dorito’s every day. But I do love Brussels sprouts. Some people might know I have a bigger family so they might think 4 brothers is the truth. But I’ve actually got 6, and 1 sister. You just learned so much about me and probably connected with me on something. “I’m picky too!” “Nothing beats a grilled cheese! What is your favorite cheese to make it with?” “I dropped out of high school too, but I really want to get my GED, how hard was it for you?” “You’re so lucky! I’m an only child!” If that worked right now to make a connection between us imagine what fun it could be at a meeting!

Personality Test Links

[16 Personalities](#)

[DISC Assessment](#)

[True Colors PDF \(During a meeting\)](#)

[True Colors Online](#)

Important Dates

Save the date for future meetings, education, and cause for celebration

Wyoming

Fall 2024 – October 17-18 – Douglas, WY

Spring 2025 – TBD

National

Fall Regional 2024 – September 18-19 –
Springfield, MA

ACE 2025 – June 23-26, 2025, Bloomington,
MN



Celebrate our Members

July / August Birthdays

Tiffany Dickerson

Annie Dulmus

Jennifer Ebert

Tina Griffith

Robin Hilbird-Bardgett

Monet Hixson

Jeanette Lee

Ashton McReynolds

Carey Morgan

Miranda Nickelson

Jacqueline Prickett

Casey Reynolds

Dustin Saxon

Cara Siebigteroth

Michael Stromberg

Richard Young

Sandra Zarate

Anthony Gamble

Jemma Merriel

Carol Rice

July / August Member Milestones

Tiffany Dickerson 1 year

Marsha Heintz 5 years

Carey Morgan 1 year

Casey Reynolds 1 year

