

Manning

CONSULTING & TRAINING

PROGRAMS

Dining & Nutrition Seminars



Looking to take your business to a new level of customer service satisfaction? How do you build a great team and keep them?

Impressions are made within the first three minutes! In customer service the first impression is often the lasting impression.

Donna's customer service training programs are proven successful.



Business & Leadership Strategic Action Plan Objectives

- Skilled, Committed, and Highly-Motivated Workforce.
- Accurate and Predictable Outcomes.
- High-Value business solutions.
- Confident, informed consumers.
- Collaborative Partnerships.
- We provide leadership in business, partnerships, community, and related issues based on sound public policy, the best available science, and efficient management.
- We want to be recognized as a dynamic organization that is able to efficiently provide the integrated program delivery needed to lead a rapidly evolving business environment. Strategic Plan Framework.



INNOVATIVE DINING SOLUTIONS

A division of Manring Consulting Company, Innovative Dining Solutions is owned and operated by Donna Manring for the purpose of educating health care and dietary needs. Donna uses her degree and background as a nutritionist to teach, consult, inspire, and motivate health care employees to enthusiastically take the knowledge from these seminars and balance their patients needs with nourishment of the body and mind.

Innovative Dining Solutions has programs that can be customized to fit a health care facility's issues at hand. Donna's knowledge of the FDA claims, Nutrition and Dietary needs, and true life experience will help educate the assisted living community with science-based facts and not just hype. It is very important when dealing with the health care of others to be sure that the information at hand is not a trend or fad, a facilities goals of a healthy employees, patients and facility can only be reached by focusing on educating and quality training programs. Innovative Dining Solution has been designed to do just this, create and integrated, dynamic programs to deliver successful information to a rapidly evolving customer service system.



This Month Featured Seminar:



Seven Proven Keys To Exceed Today's Seniors Dining Expectations

The new senior customer is used to being in charge! Dining with dignity is only a piece of the dining pie. Today's seniors expect more than just food to be

satisfied. There are many options in improving the dining environment and this program highlights 7 proven methods to immediately improve the dining experience. Dining is a social experience and a resident's nutritional well-being is greatly enhanced by improving not only taste, but also the atmosphere or environment. Studies has shown a definite link between the dining experience and nutritional outcomes.

In addition a facility can decrease the cost of supplementation by addressing 3 issues; the resident's ability to eat, the dining experience or environment and the impact staffing has on consumption and dining experience or environment and the impact staffing has on consumption and dining satisfaction. Today's healthcare market includes dealing with the sandwich generation, resident, family and others. Healthcare professionals must know how to please the new senior and deal with families too.

Dining services can be less painful and a revenue generating business. See dining through the consumers eyes. Bedside manner doesn't stop at the bed!

OBJECTIVES:

- Learn seven proven keys attendees can immediately implement to improve the dining experience.
- Learn to identify measurable techniques to motivate your team to be involved in improving human dignity in dining.
- Learn three strategies to improve relationships between departments which will result in smooth food service and increased consumer satisfaction and revenue.

This session can be condensed to 1.5 - 2 hours or a 1/2 day workshop and will utilize icebreakers and games, small group/roundtable discussions, facilitated brainstorming, case study discussions, storytelling, and role playing.

Master the Seven Strengths of a Successful Dietary Manager

As a dietary manager in healthcare, your position can be very rewarding, but not without its many challenges. Indeed, budget concerns increases pressure and stress for a successful manager and they may feel like their fingers are “stuck in the dam” keeping all holes plugged. Healthcare dining trends and demands for customer service excellence require Dietary Managers to be more creative and efficient at cost analysis, food presentation and food selection choices, just to name a few. By mastering 7 proven characteristics that winning Dietary Manager professionals share, they can reduce their workload, increase team enthusiasm, sharpen their organizational skills, confidently delegate to team members and sharpen leadership skills necessary to survive in management. Discover how using flow charts will assist in determining department strengths and areas needing improvement. Learn how to give clear direction resulting in comprehensive communication and empowered team members.

This session provides career enhancing, dining focused educational material to ensure Dietary professionals succeed in this fast paced department.

OBJECTIVES:

At the completion of this program, the participants will be able to:

- Implement applicable proven approaches to improve their prioritizing and organization skills which will also contribute to reduced stress and improved strategic thinking.
- Immediately provide employee training and delegation of appropriate duties to team members which will also improve their team accountability.
- Track employee performance and identify departmental needs using checklists, flow charts and worksheets.
- Lead and motivate departmental teams utilizing action plans and increased committed team participation.

This program will enhance the leadership and management skills of Dietary Managers and provide 7 Key strengths for them to master. Attendees will participate in facilitated group discussions, interactive exercises, and receive checklists and worksheets to track department performance.

Preventing Culture Change Meltdown, Tools to Turn Your Dining Vision into Reality

Is your Food Service department overwhelmed by all the talk about culture change and the drive to improve resident satisfaction as it relates to mealtime? Is your facility looking for practical solutions for enhancing the dining experience of your residents? The fact is, dining trends are changing and seniors and their family members expect much more than nutritious meals. As professionals in the dining industry, culture change necessitates that we be concerned with providing the highest quality dining service for our residents, offer residents more freedom in daily meal decisions, and ensuring that residents enjoy a "warm home-like atmosphere."

Enhancing dining so that residents enjoy more of a "fine dining" experience at mealtime can be an excellent marketing tool to draw individuals to your facility. Aspects that enhance the fine dining experience include atmosphere, socialization, and food choices that offer variety as well as exceptional appetizing, eye appealing plate presentation. No matter how you serve your residents their meals (i.e. tray-service, family style dining, restaurant style dining, etc...), there are ways you can enhance the presentation so that mealtime becomes the highlight of the day. In this program, you will explore proven keys to exceeding today's senior dining expectations. Dining programs that incorporate an "aligned culture" – with each member of the team doing their part to support a culture of caring – experience increased resident satisfaction, improved staff retention, client referrals from residents, families and staff, decreased costs and offer opportunities for marketing advantages.

OBJECTIVES:

Participants will be able to:

- Develop a clear action plan for an aligned culture for exceptional dining service that will spread throughout your facility and the community.
- Train, coach and measure levels of customer dining service and hospitality resulting in team retention and increased signature service.
- Implement seven proven keys to consistent exceptional dining customer service standards that will set your facility apart from others increasing your competitive edge and reputation.

Seven Keys to Prevent/Maintain Weight Loss for the Elderly

It is a common quick solution to add a supplement when residents lose significant weight. Supplements have their place, however they are costly and sometimes not well received or consumed by the resident. The risk of boredom with using the same supplements is prevalent. There are other effective ways to add calories to foods without increasing volume. Residents with multiple problems are at risk for continued significant weight loss and complications from malnutrition. Every bite counts, There are many causes for weight loss that we cannot control. This being said, there are causes/conditions that can be improved upon. Liberalized diets are being studied and implemented when appropriate. To reduce the already noted risk of weight loss the team approach is very effective. All disciplines need to be involved in developing the plan and monitoring acceptance. The American Dietetic Association has proven approaches in addressing weight concerns. This session will include:

- Combining team approach to weight programs strategies
- Assessment tools
- Identifying foods the resident will accept
- Easy ways to bump up calories in menu items
- Monitoring systems
- Survey process and reviews that will work for you and your residents
- Intake recording procedures

Improvement in the ability to maintain acceptable weight and nutritional parameters for residents will improve quality of life leading to happier healthy residents.

OBJECTIVES:

- Develop assessment tools to evaluate resident satisfaction with meal service effecting intakes and weights
- Identify and apply strategies in using the team approach to dining and weight issues
- Apply at least seven methods to evaluate the efficiency of your dining programs and their outcome

The Seven Strengths Of A Highly Successful Dining Manager

Being a dietary manager is rewarding but offers many challenges too. Budget revisions increase the challenge of being an effective manager. Many of us feel like we have our fingers in the damn keeping all the holes plugged. Dining trends will be a major focus in the future and managers will be expected to forecast and meet those needs. Applying the seven habits that successful managers use will reduce your workload, increase team enthusiasm, sharpen your organizational skills, assist you in confidently delegating job tasks to qualified team members and provide you the necessary tools to survive in management. You will participate in facilitated group discussions, interactive exercises, and receive checklists and worksheets to track department performance. Discover how using flow charts will assist you in determining department strengths and areas needing improvement. Learn how to be able to give clear direction resulting in satisfied team members.

Get a return on your investment in being a great manager with the application of the seven habits of a highly successful manager. This session provides you with career enhancing dining focused educational material to ensure managers succeed in this fast paced business.

OBJECTIVES:

- Participants will learn applicable approaches in prioritization and organizational skills to reduce stress in management and increase strategic thinking.
- Participants will be able to immediately implement techniques to train and delegate appropriate duties to team members.
- Participants will be able to track performance and identify department need using checklists, flow charts and worksheets.
- Participants will be able to lead and motivate department teams with action plans and team participation.

This program enhances leadership and management skills and provides the seven habits to make it happen.

The Proven Keys of Creating a United Caring and Committed Environment

It is not always teaching or providing the knowledge. The key is in creating an environment of caring and responsibility. Never underestimate the human spirit. You can educate and train until you are blue in the face. Knowledge alone will not result in an aligned culture with consistent outcome. The key is to tap into the human spirit, into that place that we all can relate to.

The proven keys of creating a unified caring and committed environment include:

- Creative teaching techniques that are exciting, interesting and educational (Even a hand washing in-service can be conducted using creative techniques that will make your point effectively and will last until the next required in-service.)
- Stimulating the “caring factor” that leads to not only being responsible for the role or job we do but to feel proud of how the job you do is a part of the outcome.
- Contagious attitude that together as a team we support each other resulting in fewer call-ins, decreased inter-department wars and increased team and customer satisfaction.

You can combine these proven keys to create the culture you need to survive in today’s health care community. Your goal is to have satisfied customers and families with superior customer service scores. Family and resident satisfaction along with superior customer service begins with the team you have in place. This program will provide you with the proven methods to make this happen. Whether you are going through changes, team attitude problems or looking improve outcomes you will be able to apply this proven approach to any circumstance.

Five Proven Keys to Make Dining the Highlight Of The Day

Today's senior knows that eating is one of life's greatest pleasures and clearly is looking for excellence in dining. Dining is an integral part of daily socialization and is to be something to look forward to and enjoyed in any given setting. We as providers know we have to be on the cutting edge with our dining programs. Trends in food service are rapidly changing. We have to provide more than just good food. You can increase resident satisfaction in dining services by addressing the needs of the multigenerational senior. Today's market includes dealing with the sandwich generation, resident, family and those involved with the resident. Be able to exceed the expectations of the new senior and the families too. Dining is a social event and a resident's nutritional well-being is greatly enhanced by including not just the taste of the food but the appearance, variety, atmosphere or esthetics and the attitude of the resident in regard to meals. Studies have been done on the link of the dining experience and nutrition. Nutritional status can be improved by following proven steps in enhancing your meal service. Learn valuable options you can incorporate into your system. Assess the attitude between departments involved in meal service. Attitude determines the success of any dining program.

Nursing and dietary should be able to work together like "peas and carrots" Eliminate the battles between departments. Make meal service less painful for your facility and be the highlight of your resident's day. Develop proven systems for departments to work together successfully to have excellence in dining programs. See dining through the consumer or the resident's eyes. The baby boomers have had an abundance of choices on where to eat and the array of food flavors and ethnic foods available. The baby boomers are coming? Are you ready to meet the expectations of the "new senior" and is your dining program ready for them?

Teaching Method

Lecture, Power Point, Handouts, group activities, Q & A

Keep Off the Dietary Hot Plate

Enhanced dining food service remains a major focus for Surveyors, providers and, most importantly, customers. This session will address current “hot buttons” in food service dining trends and menu planning on a budget. We will review revised survey protocols, regulatory issues and sanitation. There are many ways you can turn inexpensive foods into gourmet without busting your budget and you’ll learn some “tricks of the trade”. We will discuss hot buttons in improving food presentation and create action plans to have your facility ahead of the dining trends. Learn proven techniques to keep your employees excited, resulting in a team that works together to produce quality outcomes. Enhanced food service has a great impact on providing the best care for your residents.

OBJECTIVES:

Upon completion of this program, participants will be able to:

- Develop enticing menus and enhanced dining programs that meet and exceed current dining trends while complying with facility budgets.
- Develop sanitation systems that comply with regulations and keep you off the “hot plate” during the survey process.
- Learn techniques to transform boring, less-expensive foods into gourmet meals.
- Develop learned leadership skills to create a team atmosphere, encourage positive attitudes and personal accountability.

This session will incorporate lecture, facilitated group discussion, question/answer and PowerPoint slides/handouts.

Operation Sanitation:

Don't be in the Sanitation Danger Zone!

Are your current sanitation systems citation-proof? When a surveyor questions your employees on safe food handling, do they possess the knowledge and skills to provide the appropriate responses and actions? Are you afraid of what they "could say"? Sanitation and food preparation citations are predicted to be one of the top 3 citations for 2011. Nationwide, sanitation and food preparation citations have increased; thus surveyors are well-trained to know what to look for. Your facility must be able to identify any factors that put you at risk. Surveyors will expect you to demonstrate the sanitation systems you have in place which make education and proper training critical for a "clean" survey. Donna Manring has developed a results-oriented assessment and evaluation process to identify areas of vulnerability. Based upon her assessment results, she will customize a specific course of action to guide you in implementing the proper systems, policies and procedures that will put your facility in the "safe zone".

OBJECTIVES:

At the completion of this two-day consulting program, the attending staff will be able to:

- Develop and implement safe food handling systems from the time the food arrives to the time it is served.
- Create employee training programs to keep the facility compliant with F-Tag 371.
- Apply and monitor policy and procedures on an on-going basis that demonstrate food preparation/sanitation risk factors.

This program incorporates lecture, case study, examples, question/answer, and facilitated group discussion. This program can also be used for a break out session

You Can Inspire Your Clients to Choose a Healthy Lifestyle

As professionals, we are dedicated and aware of the impact behavior has on health. Learn how to spread your enthusiasm to your clients. Often our clients are nervous and apprehensive to make changes. You can inspire, motivate and get your clients excited about choosing a healthy eating lifestyle.

Learn how to educate using humor combined with other motivating factors that will enhance learning. Receive practical tips on tools that clients may incorporate in reaching their goals. You can be the professional and have fun too.

OBJECTIVES:

At the completion of this session, the participants will be able to:

- Identify and practice the motivating factors to enhance personal effectiveness and impact outcomes.
- Describe and be able to list teaching techniques in keeping learning fun.
- Apply proven techniques that will increase your effectiveness and the impact you have on your clients.
- Laugh, be motivated and ready to increase your skill through learning the rest of the day!



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