

NUTRITION MANAGEMENT TODAY

APRIL 1, 2012—SPRING IS HERE!

MESSAGE FROM THE PRESIDENT COMMITMENT TO EXCELLENCE

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SPECIAL POINTS OF INTEREST:

- Save the date, May 7th, SSNM 40th Anniversary @ Tusq
- Save the date, May 8th, SSNM Education Day @ SIAST
- See page 4 for details

Being a member of your professional society establishes you as a career professional. You officially have demonstrated your interest and commitment to advancing our field, and you have ensured your ability to connect with the mainstream of the profession. This connectivity leads to another advantage of belonging to a professional society—that of networking. I encourage the gathering of intelligent, like-minded professionals who enjoy exchanging ideas, theories, and opinions. These discussions may lead to the development of new collaborations.

There are lots of advantages to becoming and staying a member of the SSNM. The true impact of a professional membership comes from your participation with the society. Get involved. Once you've made the commitment to join the society, make a personal commitment to helping it grow. By moving forward and personally helping the SSNM achieve its mission, you will immediately start to see the fruits of your labour.

Another, sometimes overlooked, advantage of participating in the business of the SSNM is that it affords you the opportunity to demonstrate leadership among your peers. There are many opportunities for you to step up and lead. Evidence of peer respect and endorsement is invaluable. Both prospective and current employers seek to recruit/retain individuals who demonstrate high standing in their profession.

Beyond the self-enhancement and relational benefits of belonging to the SSNM, the definition of a professional includes a responsibility to contribute to the health and well-being of the profession itself. After all, if you have identified yourself with a particular field and are not interested in its future evolution, how can we expect others to care?

When I say "get involved", I mean do more than simply attend meetings, reading the newsletter or attending the conferences. Sign up to become more active in one of the society's committees. Help plan an upcoming event, offer to write an article or search out and share continuing education opportunities for fellow members. This is the way you will meet people and get traction on achieving those initial objectives.

Don't just join a professional organization so you can "claim" membership, placing a certificate on the wall or listing your membership in promotional material; involve yourself in the SSNM's business and take advantage of the networking opportunities. The more you engage yourself, the more you will receive from your participation. Be an ACTIVE member!

As my term in the president portfolio comes to an end this spring, I look back on the past two years as those of personal and professional growth. Sometimes, things did not always go as planned and I often felt overwhelmed and defeated. The learning curve that I went through to ensure the business of the SSNM carried forward was quite steep. We all have challenges in our lives but it is how you turn those challenges into opportunities that have made all the difference. I am very grateful to the Board of Directors who showed me time and time again how capable, collaborative and creative they are to keep the objectives of society on track. I know that I coaxed many of them outside of their comfort zone to work with new processes, people, and social media. They even humoured me as we ran meetings a little differently than past practice. I am confident that those board members who continue to volunteer their time will passionately carry forward the good work that we accomplished.

There is still so much work to be done, however. As I look to the next two year term, I am excited to represent the SSNM to the national chapter and share the learning and experience with you.

I look forward to seeing everyone at the Spring Education Day on May 7 and 8, 2012.

Sincerely,

Tennille Corbett

MANAGING CONFLICT IN THE PRO-ACTIVE WORKPLACE

Conflict is inevitable whenever a human factor is involved and can occur between individuals or groups, large or small. In addition, organizations are becoming increasingly dependent on groups and teamwork as their central means of production. While groups have the advantage of pooling their collective resources and achieving synergistic benefits not attainable by individuals alone, their very nature inevitably creates conflict.

Many people tend to associate the word "conflict" with only disagreements that result in violence or the use of force. In this light, it was once thought that conflict produced inefficiencies and was therefore undesirable and should be eliminated or, at the very least, minimized to any extent possible. Views toward conflict, however, have changed. Organizational conflict is now considered as legitimate, inevitable, and even a positive indicator of effective organizational management. Moreover, it is now recognized that conflict, within certain limits, is essential to productivity, innovation, change and growth. In other words, conflict is increasingly considered to be one of the most important tools in the development of organizations when it is carefully managed.

Managing conflict itself is dependent on many variables such as age, gender, topic, and experience, in addition to interpretation of the issue itself and the specific type of conflict involved. More to the point, however, channelling conflict in a positive or negative way is likely to affect the nature of the conflict and whether its outcomes are beneficial or destructive. It is for this reason that managing conflict is more important than reducing it.

Toward this end, progressive organizations are stepping away from the authoritarian view of handling conflict, recognizing that the unilateral exercise of managerial authority is insufficient to effectively manage workplace conflict with synergistic, team-based outcomes in mind. As a result, organizations are increasingly developing pro-active conflict management environments and systems. Following are essential characteristics of effective conflict management processes and systems that can be implemented in your workplace:

- o **A Broad Understanding:** Be certain to take into account others' opinions, particularly relating to issues such as age, position, gender, and other unique situational variables
- o **Early Resolution:** Begin interactions earlier rather than later to prevent escalation
- o **Multiple Alternate Resolution Facilitators:** Identify other individuals or departments who may be able to assist with creation of a broad understanding and multiple resolution options
- o **Multiple Options:** Consider multiple view points and options for resolution
- o **Support Systems:** Ensure strong support structures to manage conflict effectively on-going



Conflict:
To come into
collision or
disagreement;
be contradictory,
at variance or in
opposition;
clash.

THE COST OF DOING NOTHING IN HEALTHCARE FOOD MANAGEMENT TECHNOLOGY

Foodservice Managers are the first to realize there is a cost associated with every business decision made within a foodservice or clinical nutrition management operation. Whether deciding on the number of full-time employees needed to efficiently run an outlet, or the cost of a new combi-steamer, seasoned foodservice executives know their numbers. A cost that may not be considered, however, is the cost of doing nothing when it comes to evaluating and selecting foodservice management or clinical nutrition management application solutions.



Time and time again, technology vendors hear operators lament about budgetary constraints and how other capital requirements trump requests from Food and Nutrition Services. Most often, foodservice is placed at or near the bottom of the 'food chain' when considering discretionary spending, how much should be granted and sometimes most importantly, when. A primary factor in funding allocation generally rests on departmental profitability to the overall operation. Unfortunately, this determining element often proves less than beneficial for foodservice departments, considering how many are positioned.

This is not to say that foodservice departments do not see a need for implementing an automated foodservice management tool. In an industry whose focus is outcome driven, establishing a connection for Administration between technology resources and bottom-line margins, not to mention legal liability and protection, is absolutely necessary while being challenging as well.

This is precisely where the vendor community can assist by partnering for operational success. Business development teams, specifically those representing substantial purchase items, tend to be quite experienced and savvy in navigating the many layers required for successful funding.

For technology related products in particular, involving a team from the Chief Information Office or the Project Management Office (PMO) early in the process is a first step, often leading to rewarding outcomes. Not only are these seasoned IT professionals savvy on how to implement systems, but they may also supply additional funds where they didn't seem available initially. Suggesting a proven solution, eliminating cumbersome workflow and maintenance for them, can sometimes lead to turning the key to interdepartmental collaboration and heightened likelihood for funding allocation.

Simple partnership between the vendor and IT compounds the expertise and results in the correct purchase, since this is what both parties do on a daily basis. It offers the opportunity to communicate one's goals, challenges and needs, but allows for each party to proceed in their respective areas of expertise and with the key responsibilities already on each plate.

THE COST OF DOING NOTHING IN HEALTHCARE FOOD MANAGEMENT TECHNOLOGY

Whoever becomes a part of the product selection process, can tell you that dollars are not always easy to come by. There is certainly something to be said for the impact our current economic struggle has on departments' abilities to purchase new equipment, resources and tools. "We just can't afford to save money right now," is a sentiment expressed by many food and nutrition executives, even if the expenditure would promote savings, save lives, or at minimum, have a guaranteed return on investment.

In reference to technology, there may be a key reason for this trend. Operationally, food management related technical solutions are viewed as a mere resource, rather than a mission-critical solution ensuring not only financial conservancy, but more importantly, patient safety as well. So, what often ends up happening is that a system of choice is selected, a proposal or contract is drafted, and then it sits amidst the paperwork on one's desk or is filed away awaiting future budgetary approval.

What may not be considered, unfortunately, is the cost incurred by an operation in flux, awaiting the acquisition of a software system. It is not uncommon for a proposal to be reviewed and a contract to be negotiated and agreed upon, yet remain unsigned. Throughout this period, Food and Nutrition departments either maintain operations manually, or are forced to continue with an ineffective system incurring several indirect and qualitative costs.

The purchasing of any new system is inevitably followed by an evaluation of the return on investment for the project. Conversely, does a decision to not purchase a system result in an evaluation of lost investment or cost savings opportunity? If an application, a particular piece of hardware, or equipment had guaranteed proof that it could save a specified amount in operational shrinkage, food and resources, why is that not an evaluative factor in encouraging the powers that be to expedite its implementation? Further, it is obvious from a business standpoint that the cost of a purchase is always a known factor before it is approved, so why is the opportunity cost in terms of selecting system A as opposed to B, or the cost of doing nothing, rarely determined?

Herein lay the very strength foodservice managers may have. By not initially expressing the cost of an item, but rather in promoting its investment for a desired result and guaranteed savings in terms of capital expenditures, Administration would be hard-pressed to not sign on the dotted line. For every day that a decision is not made, there is a cost associated with such stagnation. In summation, in not being able to afford to save money, sometimes insurmountably more is being spent.

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Check Out Our Website! SSNM.CA

**LONG TERM COMMITMENT TO EXCELLENCE
SSNM 40TH ANNIVERSARY AND EDUCATION DAY**

Competency 5.0

Food Service Systems Management

Demonstrate knowledge of menu planning, functions related to procurement and inventory control systems, demonstrate knowledge of food preparation techniques, quality control and production systems, development of work and production schedules, describe preventative maintenance requirements, demonstrate knowledge of safety and sanitation procedures of the Food Service Department.



Long Term Commitment to Excellence!

2012 marks the 40th anniversary for the Saskatchewan Society of Nutrition Managers. A standing ovation is in order for our active, student and corporate membership for their long term commitment to continuing education and support of our profession.

May 7, 2012 and May 8, 2012 mark the anniversary celebration being hosted at TusQ Restaurant and the Spring Education Day at SIAST Kelsey Institute. The focus of the education day is long term care and the impact that we have as food service supervisors and managers.

Kathy Cuthbertson, President-Elect for CSNM and the Certificate of Achievement winner from 2011 will be joining us as a representative of our national association. Kathy will spend a few minutes recapping the highlights of the CSNM Conference and AGM as well as plans for the upcoming year.

Special guest speakers include Suzanne Quiring from Suzy Q Menu Concepts and Cheryl George, covering the Eden Concept.

We will once again be hosting a Silent Auction as part of our Education Day with the proceeds going toward the France Gates Scholarship Fund.

I would like to take this opportunity to thank our sponsors: Computrition, Inc., Complete Purchasing, Russell Foods, CSNM, SYSCO and W.T. Lynch. Please take a moment at the Education Day to thank them for their support.



Competency 2.0

Quality Management

Understand and describe good management practices related to Government standards, quality management and risk controls.



BOARD OF DIRECTORS CALL FOR NOMINATIONS 2012-2014

Past President-Tennille Corbett
President-
President Elect-
Treasurer-
Membership/Secretary-
Food and Nutrition Management Liaison-Ellen Quaroni
Communications-
Continuing Education-
Conference -

All positions are a 2 year term with the commitment of attending 2 SSNM Board Meetings, 1 Teleconference Board Meeting, 1 SSNM Conference and AGM meeting per year. Each position does have its own portfolio to manage with workload and responsibilities depending on projects and goals set forth by the business of the society. A brief description is below so that you are able to make an informed commitment to the Board and members. All positions do have a minimum time requirement of 10-20 hours monthly and may be more depending on the time of year. You also will be required to respond to SSNM inquiries in a timely manner (3 days). All approved expenses are covered that pertains to the business of the Society.

President Elect-1st 2 year term of a six year commitment. As President Elect, you will become familiar with the role of President and the business of the SSNM. You will assist other committee members to become familiar with the roles each play on the Board. You will become knowledgeable of the SSNM Bylaws and Book of Directives and serve as an ad-hoc member on all committees.

President- 2nd 2 year term of a six year commitment. As President, you will continue to lead and develop the Board to achieve their best in fulfilling their commitment to the SSNM. You will lead in the development and execution of the strategic plan and fostering value, stewardship, leadership and professionalism for the SSNM.

Treasurer-You will be the responsible for the financial activities of the SSNM by preparing yearly budgets, track and pays expenses by the Board, invoicing and receipting payments of membership dues, conference registration fees and sponsorship of the annual conference. You will prepare a bank statement on a monthly basis, deposit cheques and online payments in appropriate accounts at the bank, investing Society's assets in term deposits in the best interest of the SSNM.

Membership/Secretary-You will be responsible for all functions to process member status, membership renewals, manages members' information database, prepares all meeting minutes related to SSNM business. You will lead the preparation of all documents such as renewal forms, certificates, proxy, and recruiting membership packages.

Communications-You are responsible for all communication venues for the SSNM. You will develop a plan for maintaining all social media and be accountable for responding to all external inquiries to the SSNM in a timely, professional and respectful manner. You will be responsible for the creation and distribution of the quarterly newsletter *Nutrition Management Today*. You will be responsible for maintaining a budget related to all media, RFP for the websites (if applicable) and recruit advertising for the newsletter.

Continuing Education-You will be responsible for the development of Continuing Education opportunities for our members and tracking of the memberships CE points program. You will work closely with the conference team in regards to the continuing education content and program.

Conference-You will be responsible for planning, executing and chairing the annual SSNM Conference.

Please e-mail the name of the individual and position you would like to be nominated for, to the past.president@ssnm.ca by April 20th, 2012

MANAGING CONFLICT IN THE PRO-ACTIVE WORKPLACE

1. According to the author of Managing Conflict in a Pro-Active Workplace, conflict needs to be avoided.
 - A. True
 - B. False
2. Reducing conflict is more important than managing it.
 - A. True
 - B. False
3. Essential characteristics of effective conflict management processes and systems that can be implemented are:
 - A. Multiple Options, Support Systems, Multiple Alternate Resolution Facilitators and Early Resolution
 - B. Early Resolution, Multiple Options, Support Systems and Counselling
 - C. Early Resolution, Broad Understanding, Counselling and Support Systems
4. Many people associate the word "conflict" with disagreements that result in violence or force.
 - A. True
 - B. False
5. The method in which you choose to deal with conflict is dependent on variables such as age, gender, topic and interpretation of the issue.
 - A. True
 - B. False

THE COST OF DOING NOTHING IN HEALTHCARE FOOD MANAGEMENT TECHNOLOGY

1. How can you increase collaboration and likelihood of funding allocation for a software solution?
 - a. Create a software implementation committee
 - b. Involve a team from the Chief Information Office early in the process
 - c. Work out a return on investment and share it with the food service team
2. For everyday that a decision is not made to purchase a food service software solution, Administration is saving money.
 - a. True
 - b. False
3. Food and Nutrition Services is often placed in a good position to obtain funding for projects, and therefore should not shy away from applying for capital funding.
 - a. True
 - b. False
4. When Food and Nutrition has made the decision to look into the purchase of a food service software solution they should partner with the vendor and Information Technology because their combined expertise will in all likelihood result in the correct purchase.
 - a. True
 - b. False

2011-2012 Board of Directors



President
Tennille Corbett



Post President
Lisa DeVries



Treasurer
Karen Kwan



Conference Chair
Leanne Kolbe



Continuing Education Chair
Terry Gardner



SIASL Liaison
Ellen Quaroni



Communications Co-Chair
Breana Mitchell



Communications Co-Chair
Jennifer Basset

Missing: Cyndie Wowchuk, Secretary Membership Chair

Thank you for a great term. We continue to value your feedback and suggestions. Look for updates on our website and Facebook page!

