

Communication and Team Building



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ALSDE Child Nutrition Programs





BREAK *for a* PLATE

SCHOOLS

Learning Code

Event Name: New Managers' Training

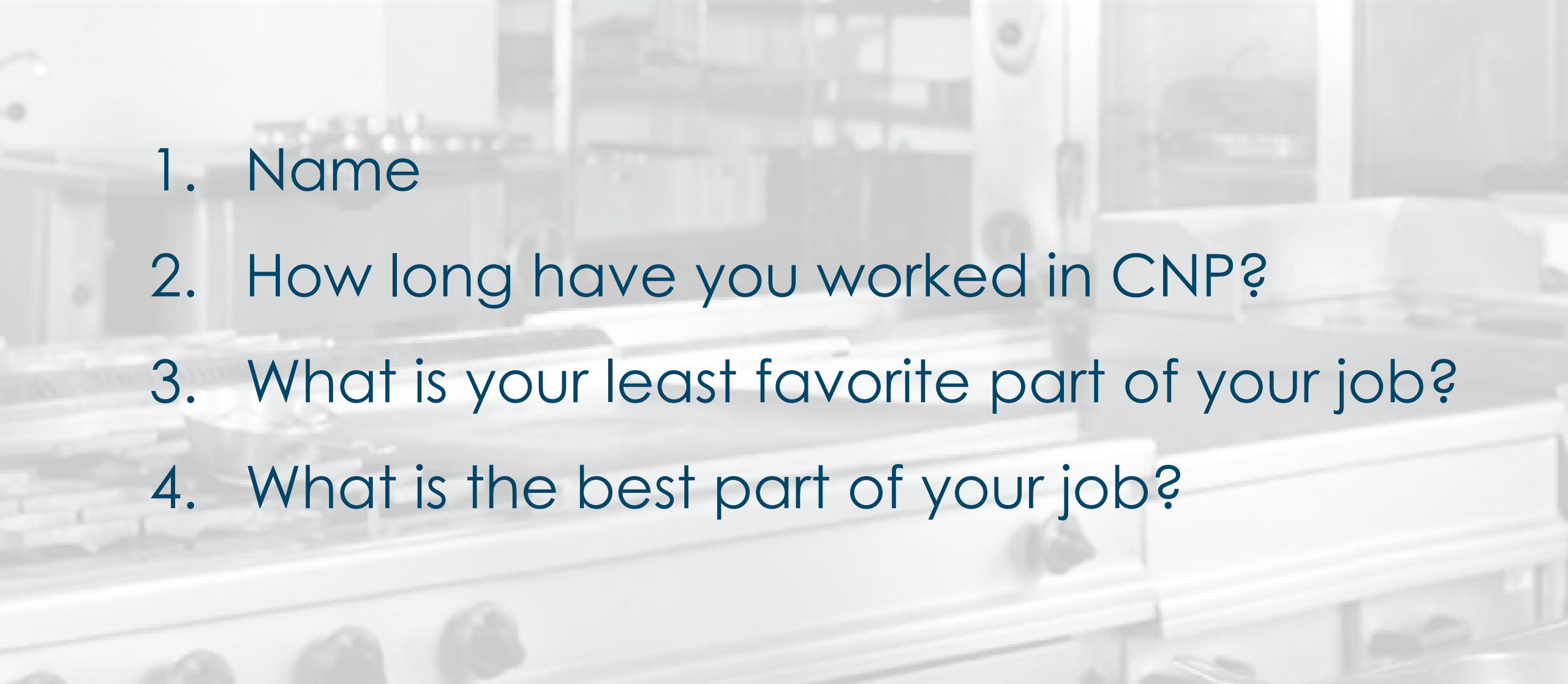
Event Date: July 7 – 8, 2026

Hours: 1.5

Professional Learning Code: 3410; 4140

What's in Store?

- ❖ Introductions
- ❖ Ice Breaker
- ❖ Burnt Toast
- ❖ True Colors
- ❖ Working With Difficult People
- ❖ Team Building
- ❖ Spaghetti Towers

- 
1. Name
 2. How long have you worked in CNP?
 3. What is your least favorite part of your job?
 4. What is the best part of your job?

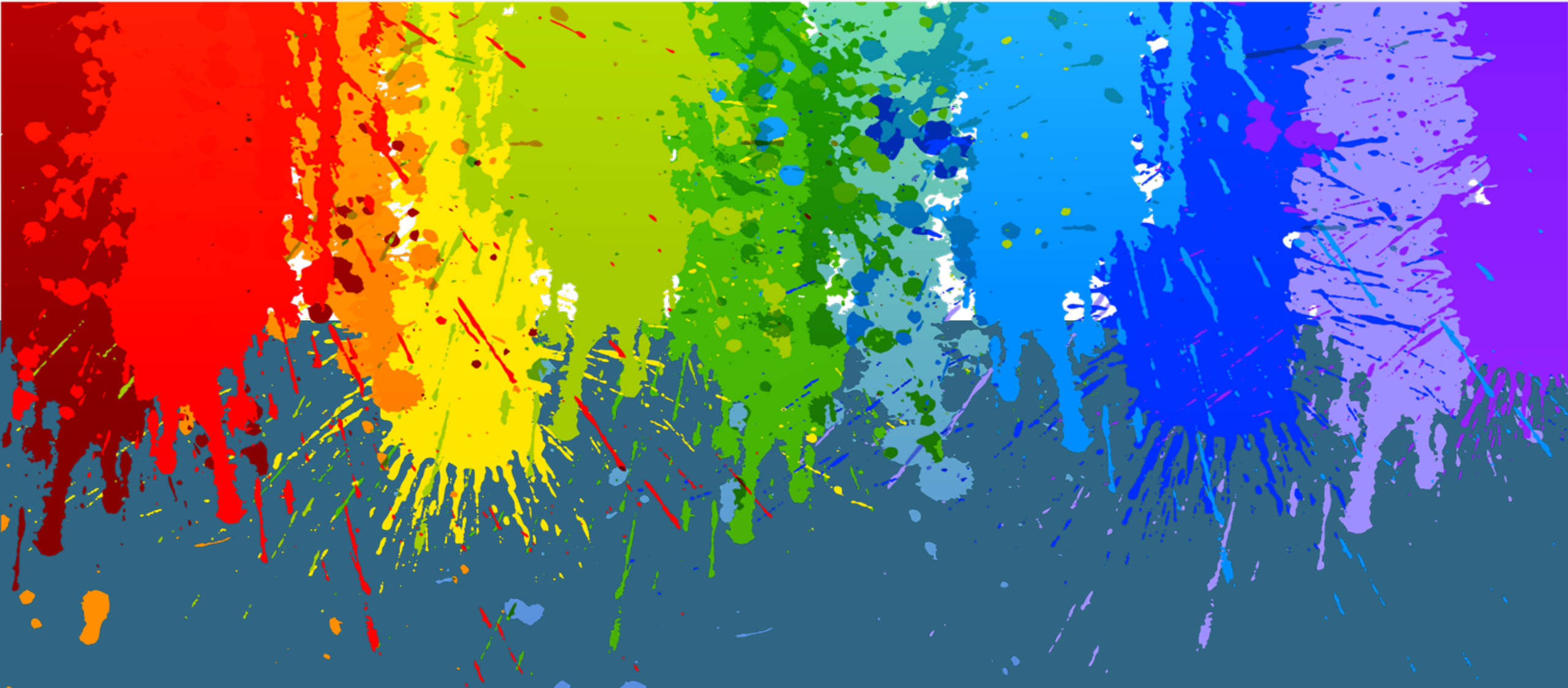
Introductions

Two Truths and a Lie

- Think of two true statements about yourself that most people won't know.
- Make up one lie about yourself that you think others may believe to be true.
- When called, share your three statements with the group to see if they can guess which statement is NOT TRUE about you.



Burnt
Toast



TRUE COLORS

- 
- ❖ Theory can be traced back to Hippocrates (460BC)
 - ❖ Many others have expounded upon this theory throughout the ages (1921 – Carl Jung; 1950's – Myers-Briggs)
 - ❖ 1978 – Don Lowry further developed the personality concepts and applied color metaphors to 4 temperaments of personalities.



TRUE COLORS

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YOUR CHARACTER

I NEED TO FOLLOW RULES
AND RESPECT AUTHORITY

Loyal • Dependable • Prepared

I have a strong sense of what is right and wrong in life

Thorough • Sensible • Punctual

I need to be useful and to belong

Faithful • Stable • Organized

I value home, family and tradition

Caring • Concerned • Concrete

I am a natural preserver, a parent and a helper

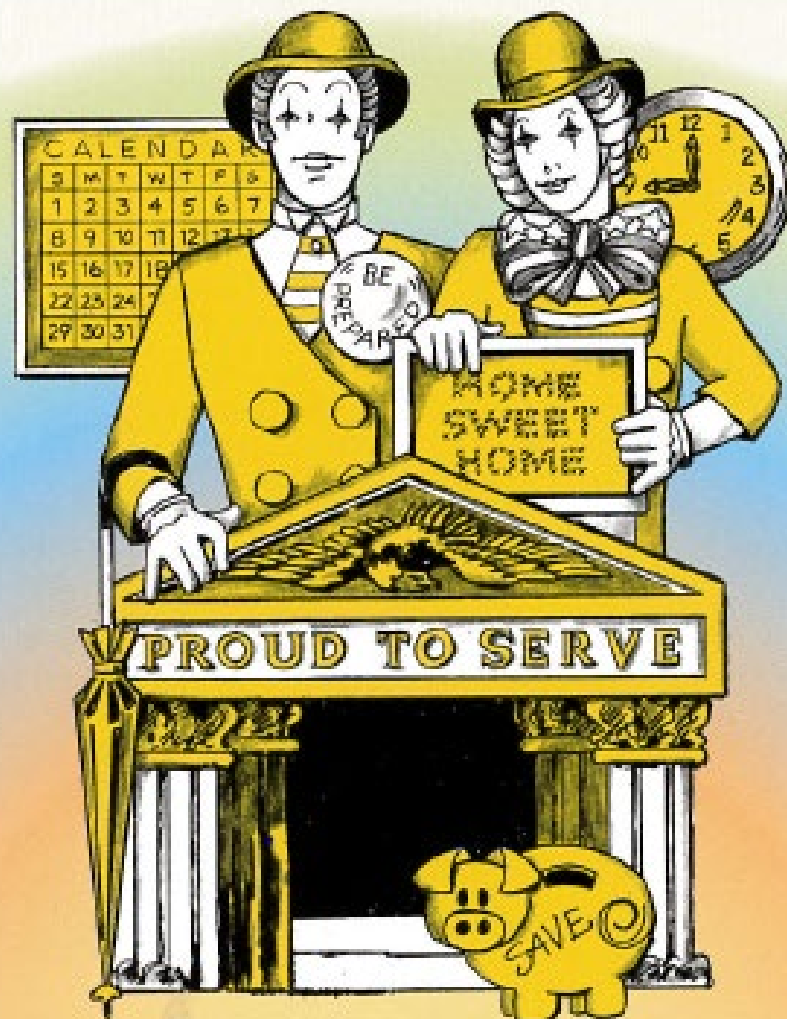
AT WORK, I provide stability and can maintain organization. My ability to handle details and to work hard make me the backbone of many organizations. I believe that work comes before play, even if I must work overtime to complete the job.

IN LOVE, I am serious and tend to have traditional, conservative views of both love and marriage. I want a mate who can work along with me, building a secure, predictable life together. I demonstrate love and affection through the practical things I do for my loved ones.

IN CHILDHOOD, I wanted to follow the rules and regulations of the school. I understood and respected authority and was comfortable with academic routine. I was the easiest of all types of children to adapt to the educational system.



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YOUR CHARACTER

I NEED TO FEEL UNIQUE AND AUTHENTIC

Enthusiastic • Sympathetic • Personal

I look for meaning and significance in life

Warm • Communicative • Compassionate

I need to contribute, to encourage and to care

Idealistic • Spiritual • Sincere

I value integrity and unity in relationships

Peaceful • Flexible • Imaginative

I am a natural romantic, a poet and a nurturer

AT WORK, I have a strong desire to influence others so they lead more significant lives. I often work in the arts, communications, education, and the helping professions. I am adept at motivating and interacting with others.

IN LOVE, I seek harmonious relationships. I am a true romantic and believe in perfect love that lasts forever. I bring drama, warmth, and empathy to all relationships. I enjoy the symbols of romance such as flowers, candlelight and music, and cherish the small gestures of love.

IN CHILDHOOD, I was extremely imaginative and found it difficult to fit into the structure of school life. I reacted with great sensitivity to discordance or rejection and sought recognition. I responded to encouragement rather than to competition.



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YOUR CHARACTER

I SEEK KNOWLEDGE AND UNDERSTANDING

Analytical • Global • Conceptual

I live life by my own standard

Cool • Calm • Collected

I need explanations and answers

Inventive • Logical • Perfectionistic

I value intelligence, insight, fairness and justice

Abstract • Hypothetical • Investigative

I am a natural non-conformist, a visionary and a problem solver

AT WORK, I am conceptual and an independent thinker. For me, work is play. I am drawn to constant challenge in careers, and like to develop models, explore ideas, or build systems to satisfy my need to deal with the innovative. Once I have perfected an idea, I prefer to move on, leaving the project to be maintained and supported by others.

IN LOVE, I prefer to let my head rule my heart. I dislike repetition, so it is difficult for me to continuously express feelings. I believe that once feelings are stated, they are obvious to a partner. I am uneasy when my emotions control me. I want to establish a relationship, leave it to maintain itself, and turn my energies back to my career.

IN CHILDHOOD, I appeared to be older than my years. I was focused on my greatest interests, and achieved more in subjects that were mentally stimulating. I was impatient with drill and routine. I questioned authority, and found it necessary to respect teachers before I could learn from them.



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YOUR CHARACTER

I ACT ON A MOMENT'S NOTICE

Witty • Charming • Spontaneous

I consider life as a game, here and now

Impulsive • Generous • Impactful

I need fun, variety, stimulation and excitement

Optimistic • Eager • Bold

I value skill, resourcefulness, and courage

Physical • Immediate • Fraternal

I am a natural trouble-shooter, a performer and a competitor

AT WORK, I am bored and restless with jobs that are routine and structured, and satisfied in careers that allow me independence and freedom while using my physical coordination and my love of tools. I view any kind of tool as an extension of self. I am a natural performer.

IN LOVE, I seek a relationship with shared activities and interests. With my mate, I like to explore new ways to energize the relationship. As a lover I need to be bold; I thrive on physical contact. I enjoy giving extravagant gifts that bring obvious pleasure to my loved one.

IN CHILDHOOD, of all types of children, I had the most difficult time fitting into academic routine. I learn by doing and experiencing, rather than by listening and reading. I need physical involvement in the learning process and am motivated by my own natural competitive nature and sense of fun.



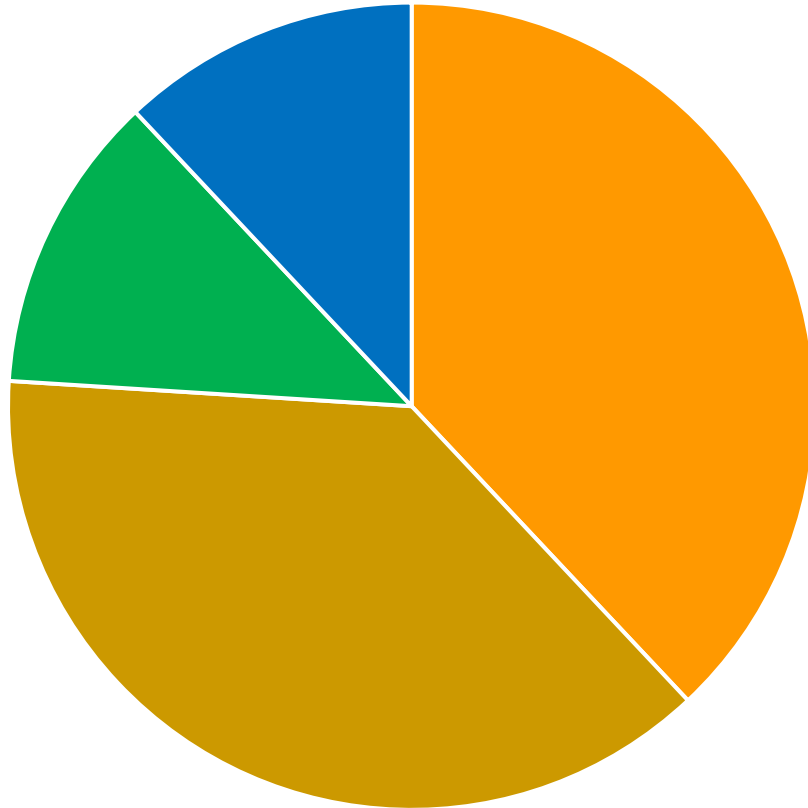
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Percentages of Each Color Among the General Population

TRUE COLOR PERCENTAGES



Orange Gold Green Blue

Where do you rate?

12% - Blue

12% - Green

38% - Gold

38% - Orange



Brightening Activity

Joys	Strengths
Needs/Values	Stressors/Frustrations

All About Golds – Duty & Responsibility

Attributes	Stressors/Frustrations	Famous Golds
• Love to Plan • Detail Oriented • Service Oriented • Conservative and Stable • Punctual • Strong Belief in Policies • Loyal • Responsible • Values Family Traditions • Strives for Sense of Security	• Slobs • Procrastinations • Waiting • Loud People • Change • Inconsistency • Not Belonging • Lack of Control • Being Told What to Do By Others	Dan Rather Billy Graham Julia Childs Queen Elizabeth Connie Chung Margaret Thatcher Woodrow Wilson Walter Cronkite



All About Blues - Relationships

Attributes	Stressors/Frustrations	Famous Blues
• Mediators • Optimistic • Caretakers • Peacemakers • Cause Oriented • Need to Feel “Special” • Sensitive to Needs of Others • Motivate and Encourage • Cooperative Rather than Competitive	• Taking on too much • Disharmony • Isolation • No hugs • Arrogance • Conflict • Insensitivity • Chaos • Injustice	Julie Andrews Meg Ryan Sally Fields Ralph Waldo Emerson Carl Rodgers Katie Couric Mother Theresa



All About Oranges - Freedom

Attributes	Stressors/Frustrations	Famous Oranges
• Playful • Energetic • Risk Taker • Test Limits • Quick Witted • Master Negotiator • Visual/Kinesthetic • Thrive on Competition • Appreciate Immediate Feedback	• Being on Time • Unnecessary Routine • Lack of Humor • Boredom • Paperwork • Lack of Money • Too Much Planning • Nagging • Unbendable Rules	Bill Clinton Elvis Burt Reynolds Lucy Mark Twain Richard Pryor Tom Cruise Willard Scott



All About Greens – Intellectual/Competence

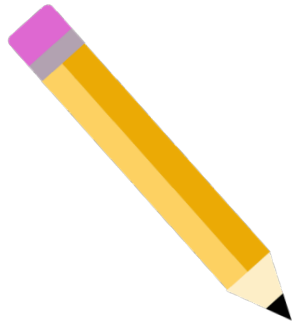
Attributes	Stressors/Frustrations	Famous Greens
• Intellectual • “Why” • Theoretical • Philosophical • Perfectionists • Cool, Calm and Collected • Work is Play – Play is Work • Know How to Spell Big Words • Logical Thinkers	• Time • Lack of Freedom • Other People • Noise • Not Knowing • Know-it-alls • Police and Procedures • Incompetency	Lincoln Al Gore Barbara Striesand Bill Gates Bryant Gumble JFK Aristotle



Balancing Your Colors

- ❖ Fold a piece of paper in half.
- ❖ Sign your name in the space on the top half.

Balancing Your Colors



- ❖ Now..... Hold the pencil in your OTHER HAND.
- ❖ Sign your name in the space on the bottom half.

Balancing Your Colors

OTHERS MAY PERCEIVE GOLD AS:	GOLD MAY PERCEIVE SELF AS:
▪ Rigid, Inflexible ▪ Controlling, Bossy ▪ Too Serious ▪ Resistant to Change ▪ Opinionated ▪ System-Bound ▪ Lacking Imagination ▪ Judgmental ▪ Boring ▪ Uptight ▪ Predictable	▪ Consistent ▪ Providing Structure ▪ Goal-Oriented ▪ Firm or Traditional ▪ Knowing Right from Wrong ▪ Loyal to Organization ▪ Realistic ▪ Decisive, Seeking Closure ▪ Dependable ▪ Concerned about Security ▪ Following a Routine

Balancing Your Colors

OTHERS MAY PERCEIVE BLUE AS:	BLUE MAY PERCEIVE SELF AS:
▪ Very Emotional ▪ Overly Sensitive ▪ Mush ▪ Too Tender-Hearted ▪ Easily Persuaded ▪ Too Nice ▪ Too Trusting ▪ Smothering ▪ Too Soft, Too Giving ▪ Weak ▪ Talking Too Much	▪ Having Feelings ▪ Compassionate ▪ Romantic ▪ Idealistic ▪ Empathetic ▪ Caring ▪ Seeing Best in Others ▪ Nurturing ▪ Liking to Please People ▪ Wanting Harmony ▪ Great Communicator

Balancing Your Colors

OTHERS MAY PERCEIVE ORANGE AS:	ORANGE MAY PERCEIVE SELF AS:
▪ Irresponsible ▪ Goofing Off Too Much ▪ Manipulative ▪ Untrustworthy ▪ Unable to Stay on Task ▪ Scattered ▪ Taking Unnecessary Risks ▪ Resisting Closure or Decisions ▪ Obnoxious ▪ Immature ▪ Self-Centered	▪ Flexible, Easy-Going ▪ Having a Playful Attitude ▪ Exploring New Possibilities ▪ Clever, Good Negotiator ▪ Open to Change ▪ Having Many Interests ▪ Able to Do Many Things ▪ Adventurous, Courageous ▪ Valuing Freedom ▪ Fun-Loving, Enjoying Life ▪ Independent

Balancing Your Colors

OTHERS MAY PERCEIVE GREEN AS:	GREEN MAY PERCEIVE SELF AS:
▪ Arrogant, a Know It All ▪ Cold, Hard ▪ Insensitive ▪ Head in the Clouds ▪ Cool, Aloof, Unfeeling ▪ Afraid to Open Up ▪ Critical, Fault-Finding ▪ Lacking Compassion ▪ Unappreciative of Others ▪ Intellectually Demanding ▪ Argumentative	▪ Confident ▪ Mentally Tough, Strong ▪ Logical, Rational ▪ Visionary, Inventive ▪ Self-Controlled ▪ Enjoying One's Own Company ▪ Good At Analysis ▪ Objective ▪ Having Ability to Reprimand ▪ Having High Expectations ▪ Knowledgeable

<https://www.youtube.com/watch?v=5mqcLqTft3U>





REMEMBER!

- ❖ One color is **not superior** to another color.
- ❖ It is all about **understanding** other people's personalities.
- ❖ **Apply what you know** about others in dealing with them on a daily basis personally and professionally!

Working with Difficult People and TEAM BUILDING IN CNP



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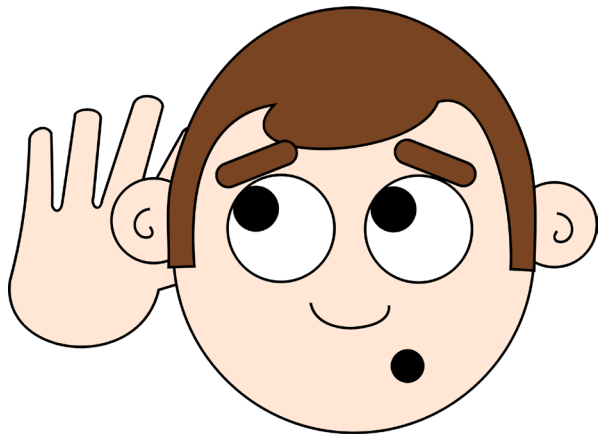
GOALS AND OBJECTIVES

- IDENTIFY REASONS WHY TEAM BUILDING IS IMPORTANT
- EXPLORE POSSIBILITIES FOR TEAM BUILDING ACTIVITIES FOR YOUR WORKPLACE
- TIPS FOR DEALING WITH DIFFICULT PEOPLE
- LITTLE THINGS THAT MAKE A BIG DIFFERENCE
- SIMPLE WAYS TO BUILD EACH OTHER UP



TIP

#1



LISTEN

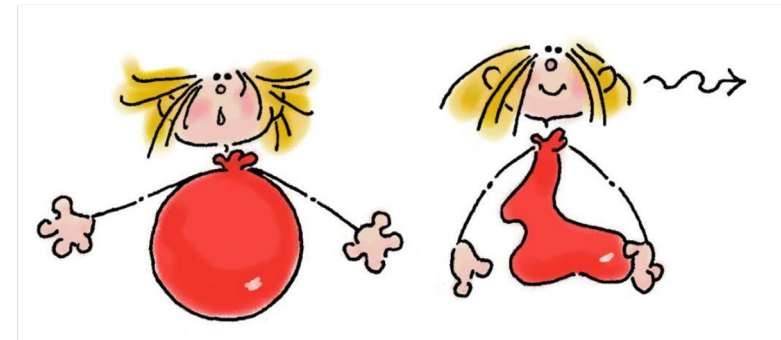
- LISTENING IS FIRST STEP TO DEALING WITH UNREASONABLE PEOPLE.
- EVERYONE WANTS TO FEEL HEARD AND ACKNOWLEDGED.
- TRY TO FOCUS ON WHAT THE OTHER PERSON IS SAYING (NOT WHAT YOU WANT TO SAY NEXT).

STAY CALM

- WHEN THE SITUATION IS TENSE AND EMOTIONAL, STAY CALM
- DON'T GET CAUGHT UP IN THE HEAT OF THE MOMENT
- TAKE SLOW, DEEP BREATHS

TIP

#2



Breathe in

Breathe out

TIP

#3



DON'T JUDGE

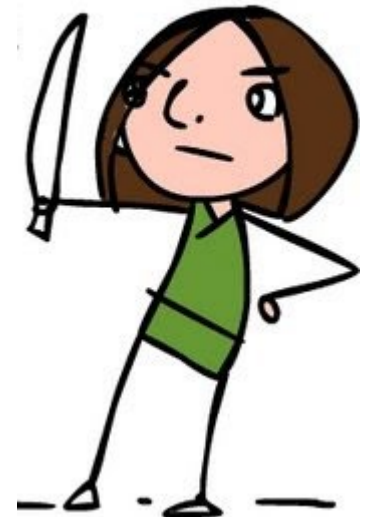
- YOU DON'T KNOW WHAT THE PERSON IS GOING THROUGH.
- IF THEY ARE UNREASONABLE, CHANCES ARE, THEY ARE FEELING SOME SORT OF VULNERABILITY OR FEAR.

DON'T ACT DEFENSIVELY

- IT IS HARD NOT TRYING TO DEFEND YOURSELF.
- REMEMBER THEIR ANGER IS NOT USUALLY ABOUT YOU.
- DON'T TAKE IT PERSONALLY.

TIP

#4



TIP

#5



DON'T RETURN ANGER WITH ANGER

- AVOID RAISING YOUR VOICE, POINTING YOUR FINGER OR SPEAKING DISRESPECTFULLY.
- USE A LOW, CALM VOICE. DON'T TRY GO TALK OVER THE PERSON.

ONE RESPONSE DOES NOT FIT ALL

- REMAIN FLEXIBLE.
- DIFFERENT PEOPLE REACT DIFFERENTLY.

TIP
#6



DISCHARGE YOUR OWN STRESS

TIP

#7



- REMEMBER TO TAKE CARE OF YOURSELF.
- MANAGING PEOPLE CAN BE STRESSFUL TO YOU.
- TRY NOT TO LET THOSE EMOTIONS STAY PENT UP...DO WHATEVER HELPS YOU TO DESTRESS.

**BUILD
AN
INCREDIBLE TEAM
AND
BE A PART
OF THAT TEAM**

TIP

#8

**JOIN THE
TEAM**



IN THIS OFFICE

we do teamwork

we think positive

we listen & communicate



we do caffeine

we respect each other

WE SHOW KINDNESS

we do friendship

WE HAVE FUN

we do motivation

⇒ WE ARE A TEAM ⇐

TEAMWORK
MAKES THE
DREAM
WORK

A team is a group of people with different abilities, talents, experience, and backgrounds who have come together for a shared purpose.

Despite their individual differences, that common goal provides the thread that defines them as a team.



Note to Self:

Be the type of coworker
who delivers more
positive contribution than
negative chaos - each day -
to our team.

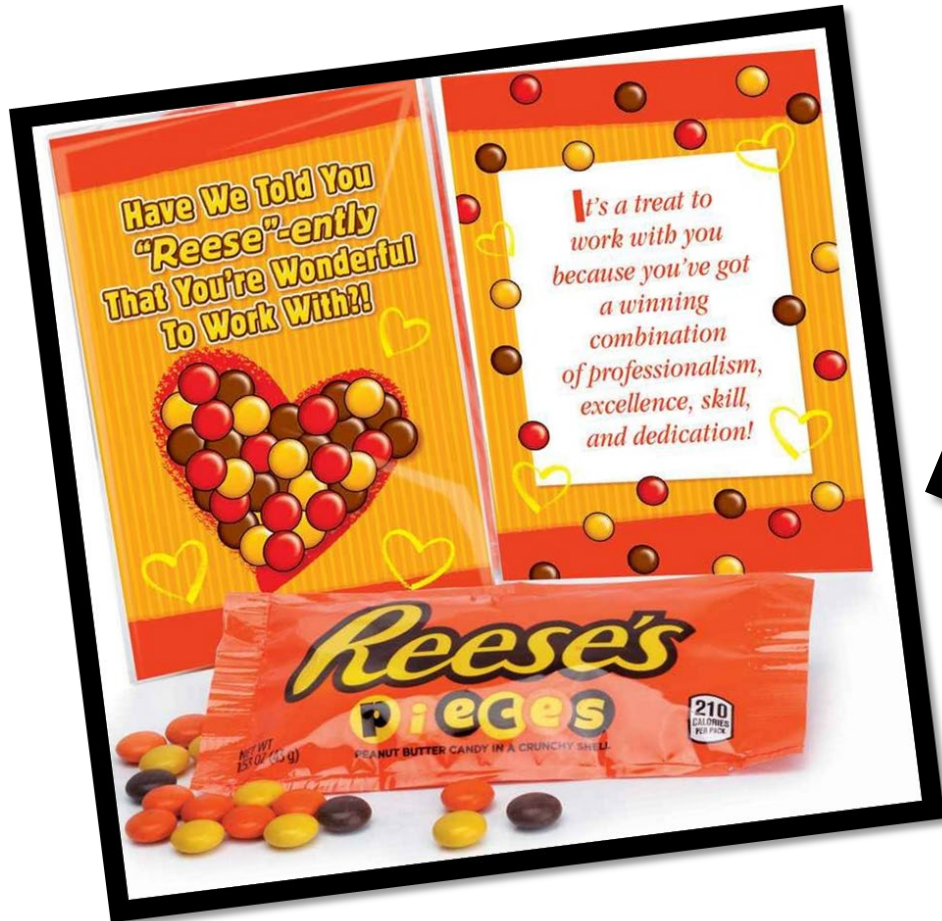
~ Ty Howard

**COMING TOGETHER IS
THE BEGINNING; KEEPING
TOGETHER IS PROGRESS;
WORKING TOGETHER
IS SUCCESS.**

- HENRY FORD

FUN IDEAS FOR COWORKERS!

Everyone loves a REESE's Cup!

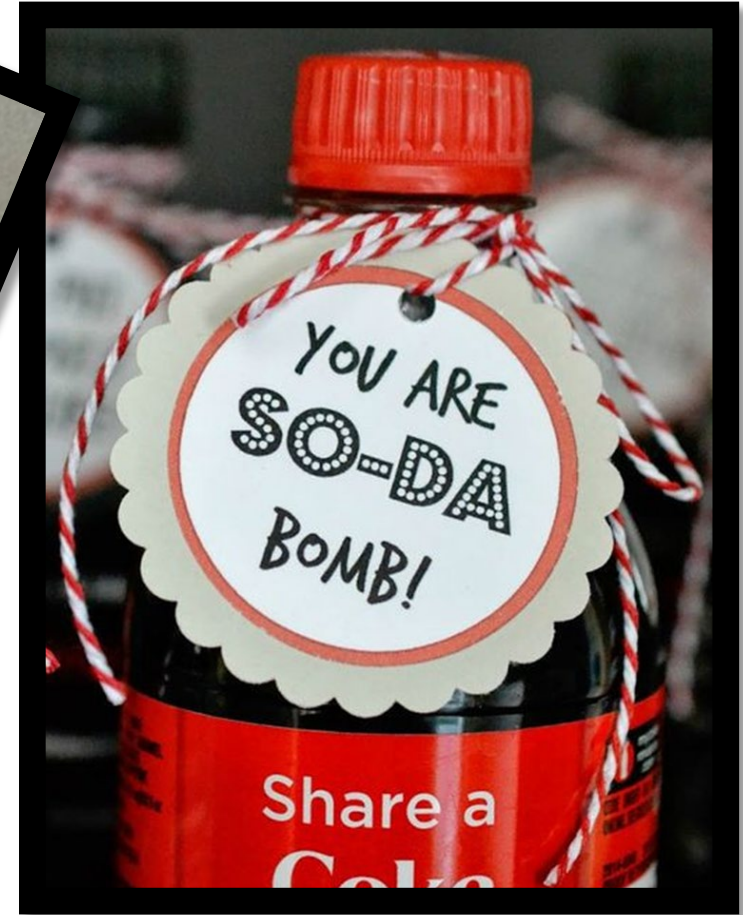


SOFT DRINK ANYONE?



YOU 'RE TEA-RRIFIC!

Place a note on a tea bag or a box of tea bags for employees to enjoy.



I'M LUCKY
TO "BEE" YOUR...

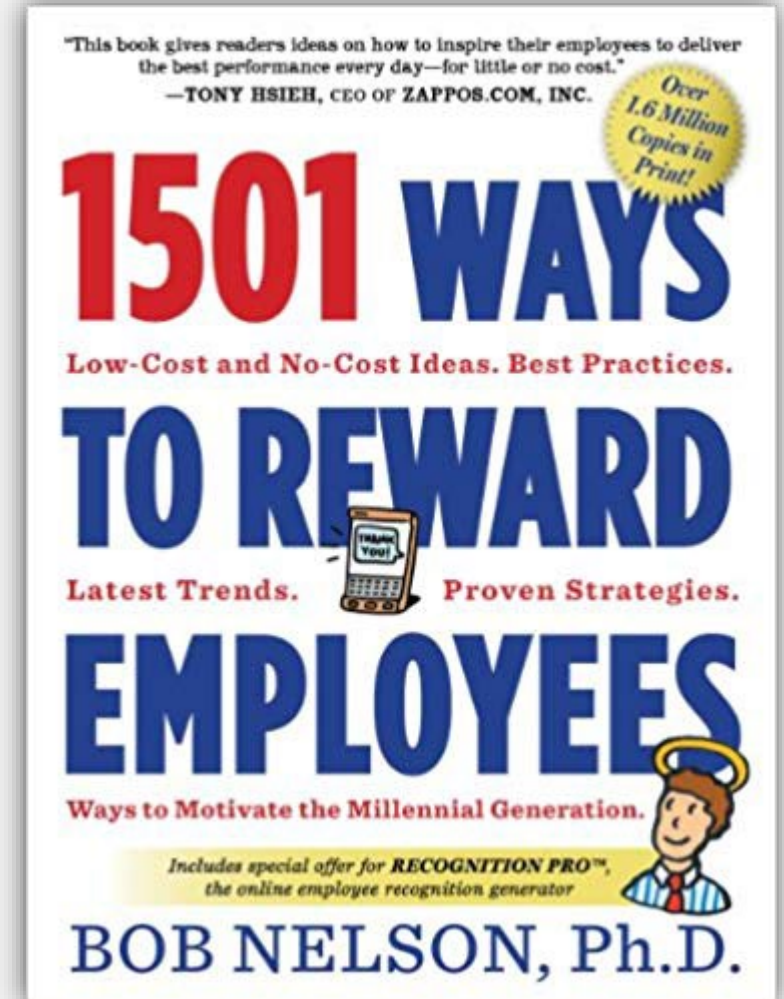
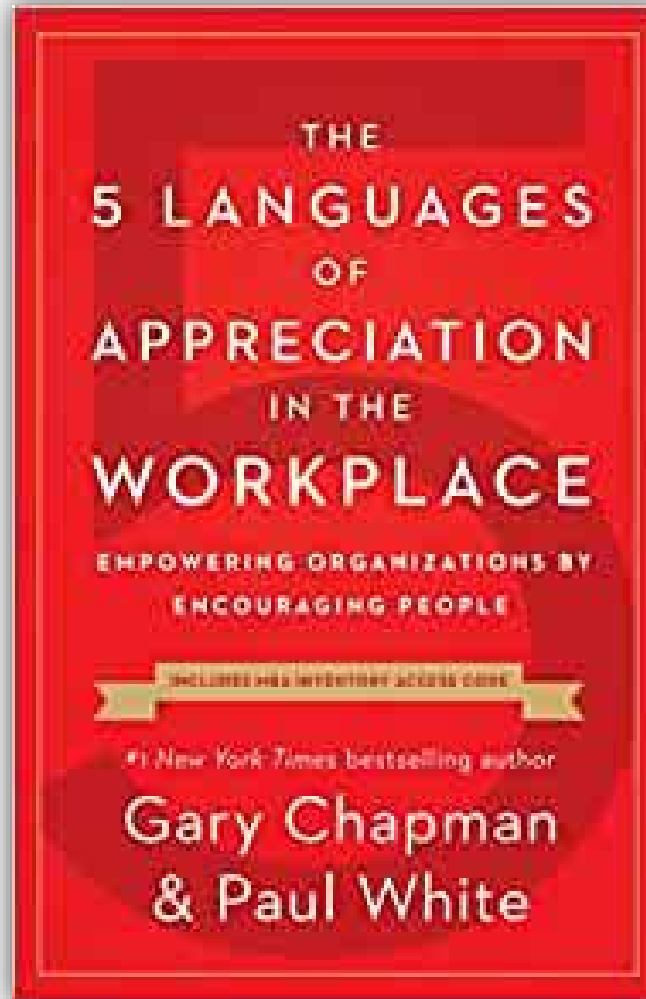
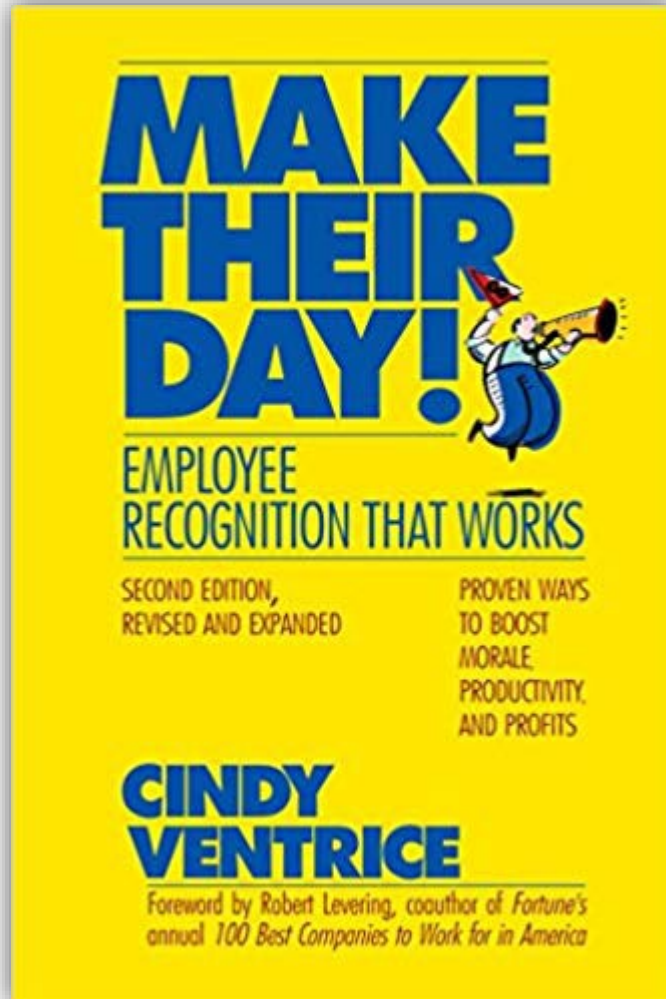
BOSS OR
MANAGER OR
COWORKER

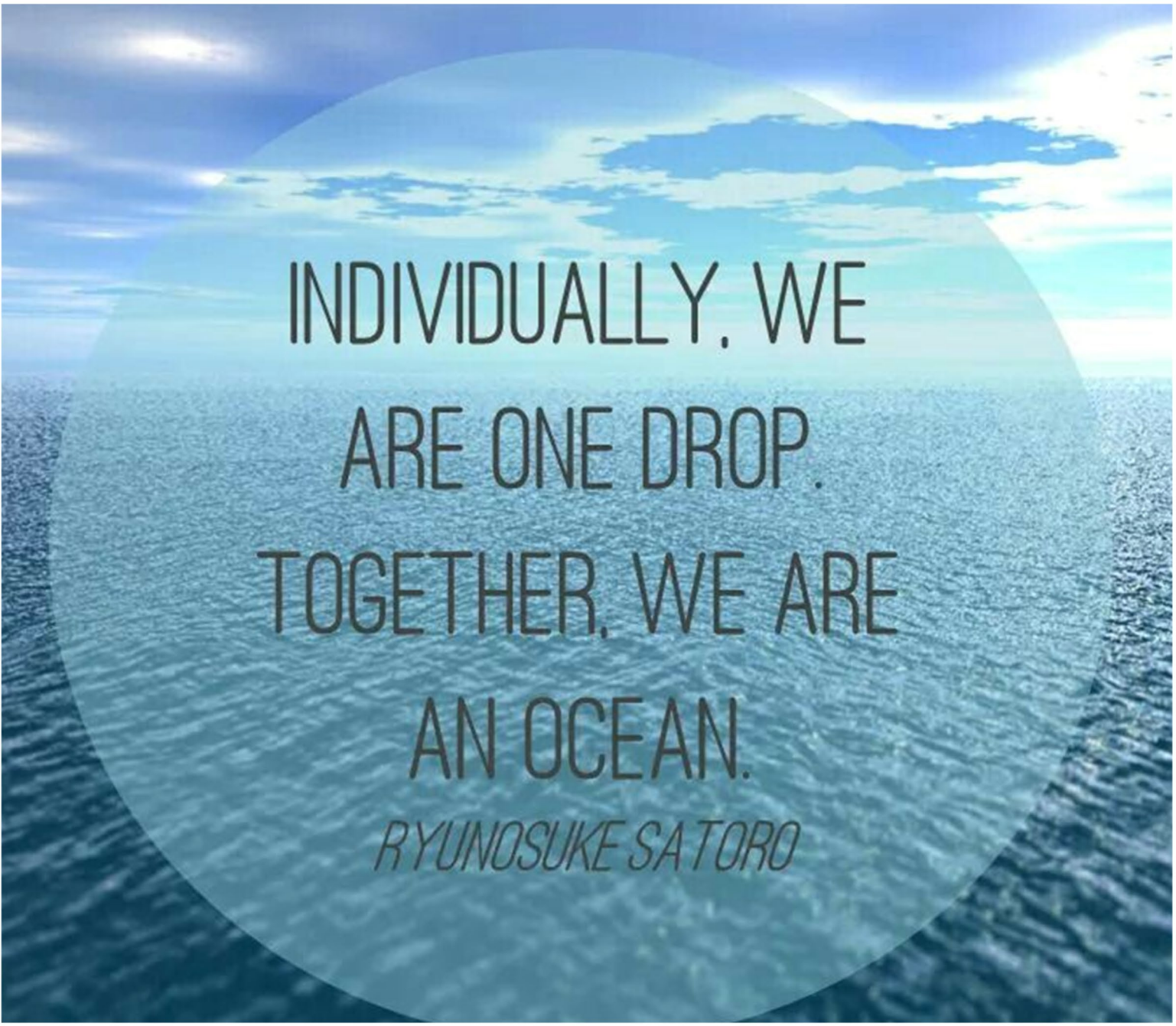


Thanks for BEEing
such a great employee!



ADDITIONAL RESOURCES





INDIVIDUALLY, WE
ARE ONE DROP.
TOGETHER, WE ARE
AN OCEAN.

RYUNOSUKE SATO

*How can you
inspire
teamwork
in your
workplace?*



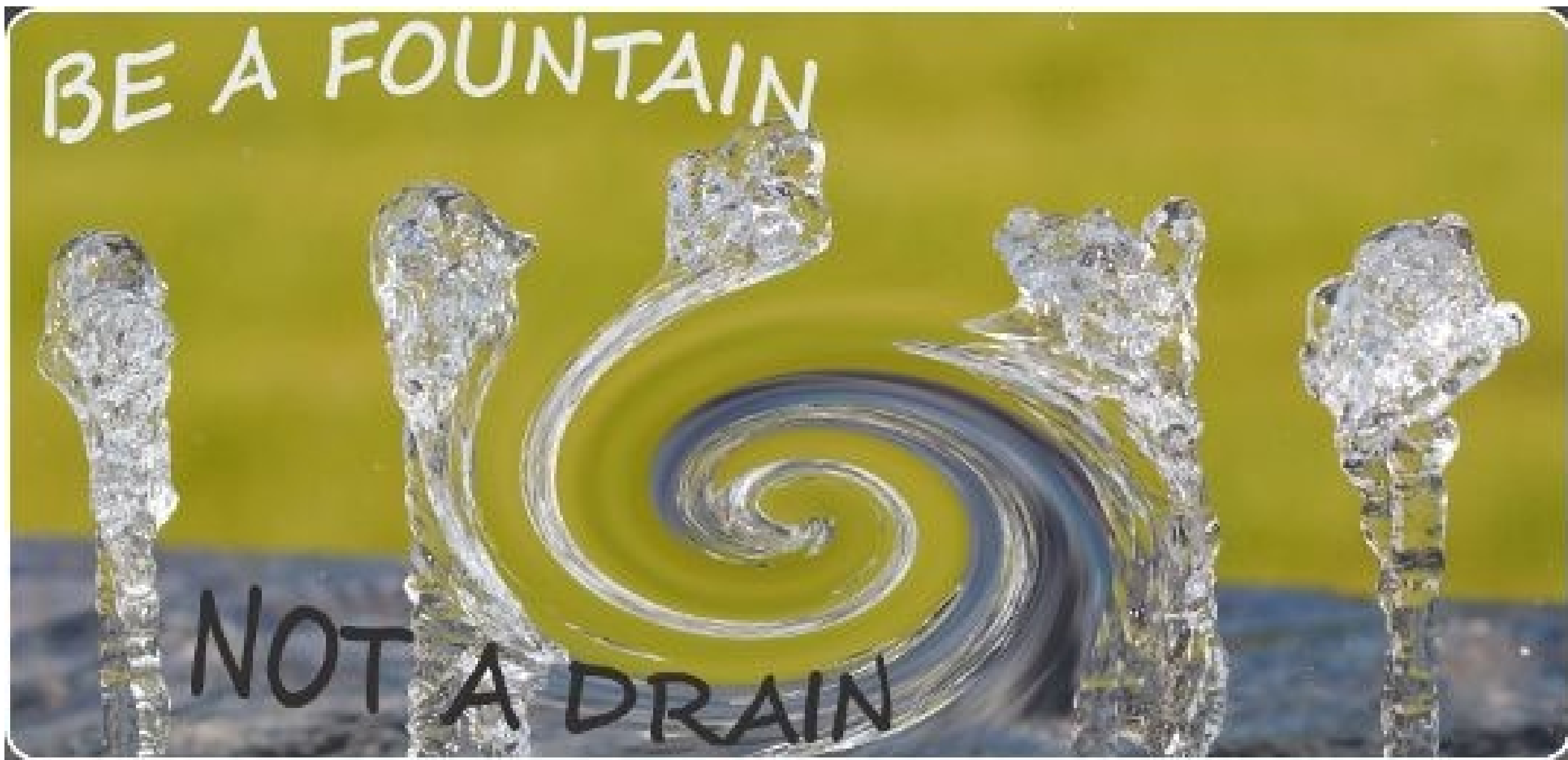


TEAM BUILDING ACTIVITY

SPAGHETTI TOWERS

BE A FOUNTAIN

NOT A DRAIN



ASK US

