

WHY TRAIN?



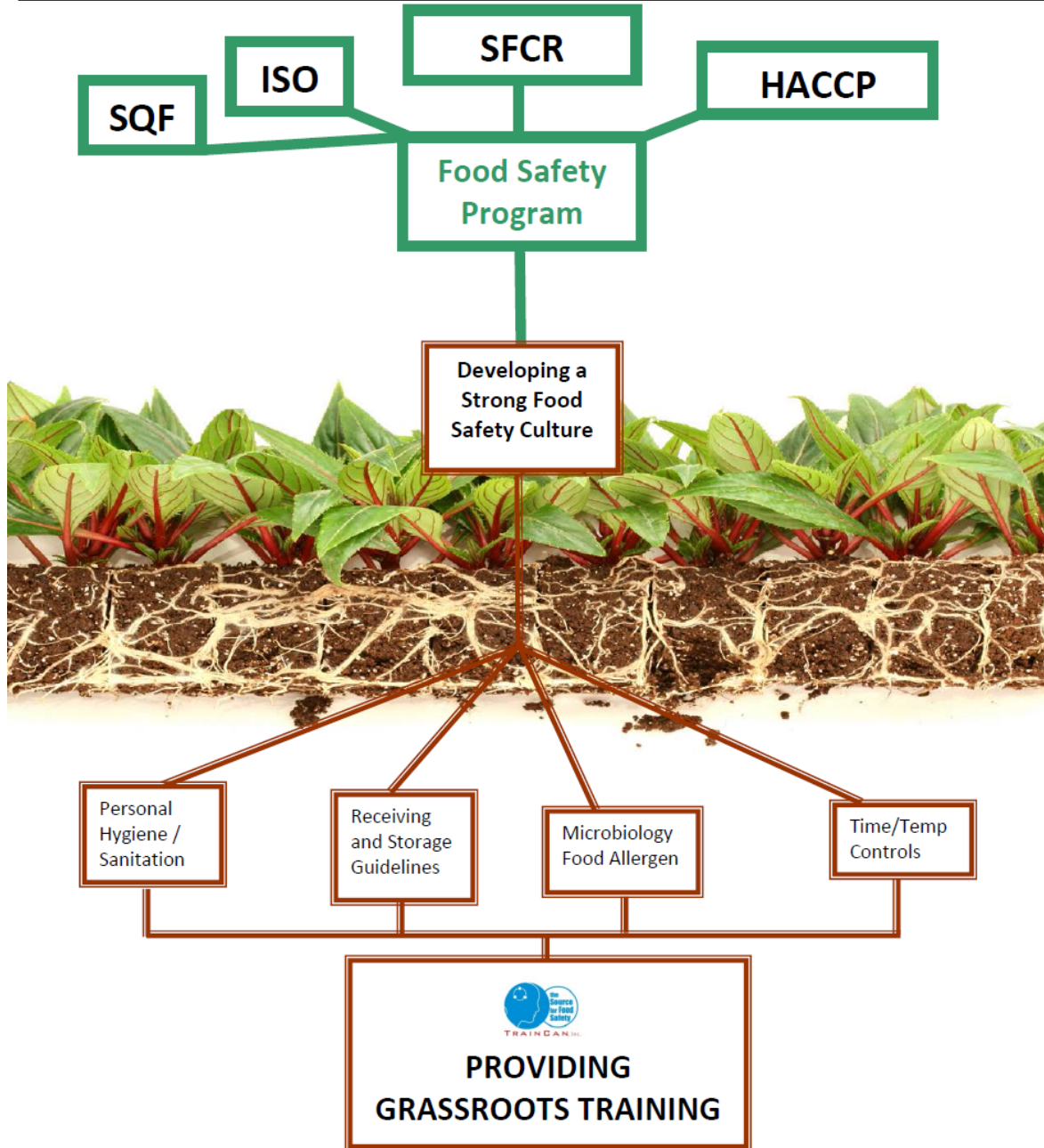
Agenda

- What is TrainCan?
- Why Food Safety?
- Why Technology?

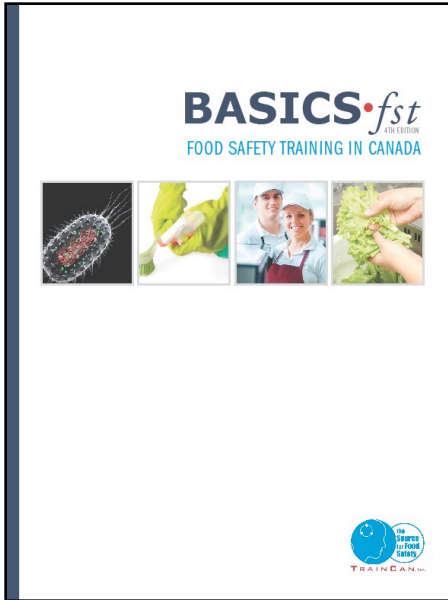
- **How do Adults Learn?**

- **Why Food Safety Training?**

Real Food Safety Starts With Strong Roots That Allow Your Program To Grow



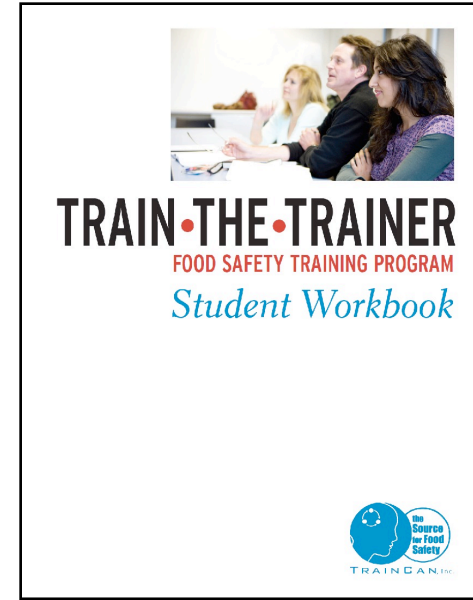
TrainCan's Training Programs



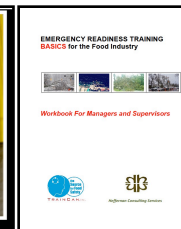
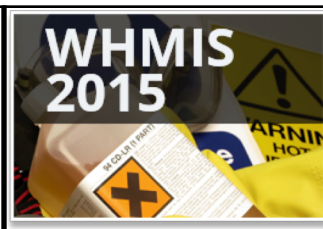
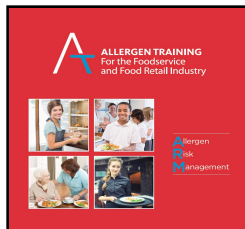
Employee Level



Management Level



Train-The Trainer



SFCR is Around the Corner...

Are you ready?

Industry Guidance on the CFIA website
(www.inspection.gc.ca/safefood)

Click [Licensing](#)

- Licensing interactive tool
- Questions and Answers: Licensing
- Food business activities that require a licence under the SFCR
- Regulatory requirements: Licensing



Click [General food requirements and guidance](#)

- Preventive control plan interactive tool
- Questions and answers
- Guides for preparing a preventive control plans
- Regulatory requirements: Preventive controls
- Recommended preventive controls – for establishments and food

Click [General food requirements and guidance](#)

▶ [Traceability for Food](#)

- Traceability interactive tool
- Questions and Answers: Traceability
- Regulatory requirements: Traceability



Training is the cornerstone for successful SQF, SFCR, ISO, HACCP Initiatives

- CFIA has developed strong online tools to support SFCR implementation

So... why are you here today?

Effective training strategies are the cornerstones for successful SFCR implementation and compliance

Jack in the Box – Where it all Began





TO: MANAGER, OPERATIONS SERVICE AND MAINTENANCE, SAN DIEGO

IN THE SUGGESTION BOX

FROM: Wendy Cocharella

TITLE/POSITION: Shift leader

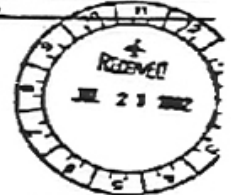
RESTAURANT# 8466

PHONE: (602) 435-3178

DATE: 6/18/97

Type of suggestion: (Check)

- Restaurant Procedure (POS, Admin, Maintenance, etc.)
- Quality Improvement (Procedure, Equipment, System)
- QSC&H Standards
- New Product
- Other



Describe change/New Product idea I think regular patties should cook longer. They don't get done and we have customer complaints

Describe change/New Product idea I think regular patties should cook longer. They don't get done and we have customer complaints

Describe benefit/New Product build If we change this we will be making our burgers done and edible

Signature J Title

ORIGINAL COPY TO: MANAGER, OPERATIONS SERVICE AND MAINTENANCE, SAN DIEGO

SECOND COPY KEPT BY INITIATOR

REV. 8/88

EXHIBIT
65

FORM NO. 1288



July 24, 1992

Wendy Cochinella
Shift Leader
JACK IN THE BOX #8466
3818 172nd. St. N.E.
Arlington, WA 98223

Dear Wendy:

We have received your suggestion regarding increasing the cooktime for our regular patties.

Your suggestion is currently being researched within the Corporate Office. You will again be notified with more detail as soon as a decision has been made regarding this suggestion.

We would like to acknowledge the time and effort you have taken to contribute to the success of JACK IN THE BOX by enclosing this pen/highlighter. Each person submitting suggestions is eligible to receive one gift per quarter with their first suggestion.

Sincerely,

Randell J. Hopper

A Division of
Foodmaster, Inc.
1000 Indian Avenue
San Diego, CA 92108-0148
Mailing Address P.O. Box 958
San Diego, CA 92115-0428
619/372-2122

We would like to acknowledge the time and effort you have taken to contribute to the success of JACK IN THE BOX by enclosing this pen/highlighter. Each person submitting suggestions is eligible to receive one gift per quarter with their first suggestion.

Rex Lynch - Northwest

suggest/jad/suggest4

Challenges

- Lack of funds to train
- Time constraints
- Transient, young, ESL workforce
- Different learning style preferences

Lack of BUY-IN!

The Changing Face of Training



Classroom training
with course books
was the 'norm'



Online Training is growing
exponentially!

The Changing Face of Training

Custom Training Portals



- Manages training
- Manages Franchisees
- Tracks Students
- Tracks Expiration Dates
- Instant Purchasing Options

2011 – TrainCan’s 1st customer transitioned from classroom to 100% online training via portal

How Adults Learn

- ❑ *Androgogy* versus *Pedagogy* – what's the difference?
- ❑ Adults learn differently than children
- ❑ Adult students are motivated in different ways
- ❑ Because of our unique personalities, we all have different Learning & Teaching Styles
 - ❑ Visual, oral, kinesthetic
 - ❑ In-class with a trainer (Social interactive), computer-based (individual)

Andragogical Learning Theory

- What 3 principles do adults require to effectively learn?

Relevance

Solve a problem

Respect and Involvement

- How can we provide respect and encourage involvement?

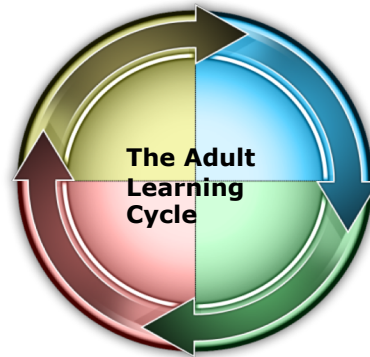
The Experiential Learning Cycle

Step One: Experiencing *Concrete Experience*

Using the experience the participants have had already or providing them with an experience that furthers learning.

Step Two: Processing *Reflective Observation*

Discussing the experiences participants have had already or sharing reactions and observations of the activity provided.



Step Four: Applying *Active Experimentation*

Modifying old behaviors or testing new behaviors and practicing them in everyday situations.

Step Three: Generalizing *Abstract Conceptualization*

Finding general trends and truths in the experience that participants have had already or forming reactions to new experiences into conclusions, new concepts and theories.

Learning Style Personality Types

Where do YOU Fit?

Accommodator
"THE DOER"

Step One: Experiencing
Concrete Experience

Using the experience the participants have had already or providing them with an experience that furthers learning.

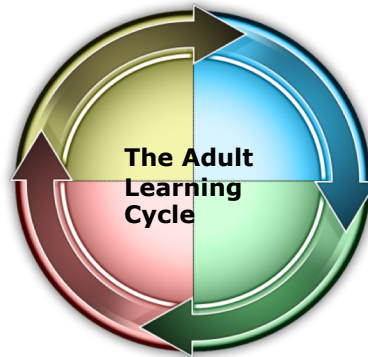
Diverger
"THE FEELER"

Step Four: Applying
Active Experimentation

Modifying old behaviors or testing new behaviors and practicing them in everyday situations.

Step Two: Processing
Reflective Observation

Discussing the experiences participants have had already or sharing reactions and observations of the activity provided.



Converger
"THE THINKER"

Step Three: Generalizing
Abstract Conceptualization

Finding general trends and truths in the experience that participants have had already or forming reactions to new experiences into conclusions, new concepts and theories.

Assimilator
"THE WATCHER"

No Slide

?

DEVELOP A STRONG FOOD SAFETY CULTURE

- What is culture?

Community

Understanding


Leadership

Training

Uncompromising

Reassurance & Respect

Example



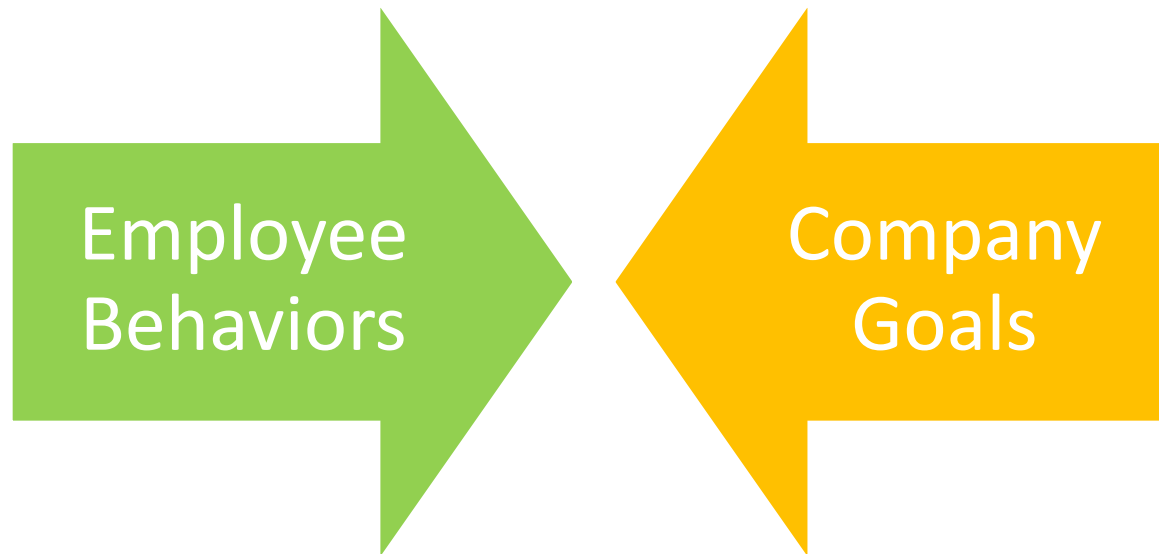
Businesses must invest in their most valuable asset – their employees!

WHAT IS CULTURE?

- A shared set of important beliefs and values
- Organizational culture: Collective attitudes of its employees towards:
 - Work
 - Supervision
 - Company goals
 - Policies
 - Procedures

CULTURE

- There is a direct link between:



CULTURE

- Culture is the foundation of a successful organization...
- Employees and management work together with shared purpose of:
 - Goals
 - Tasks
 - Responsibilities

“This is the way we do things around here.”

CULTURE

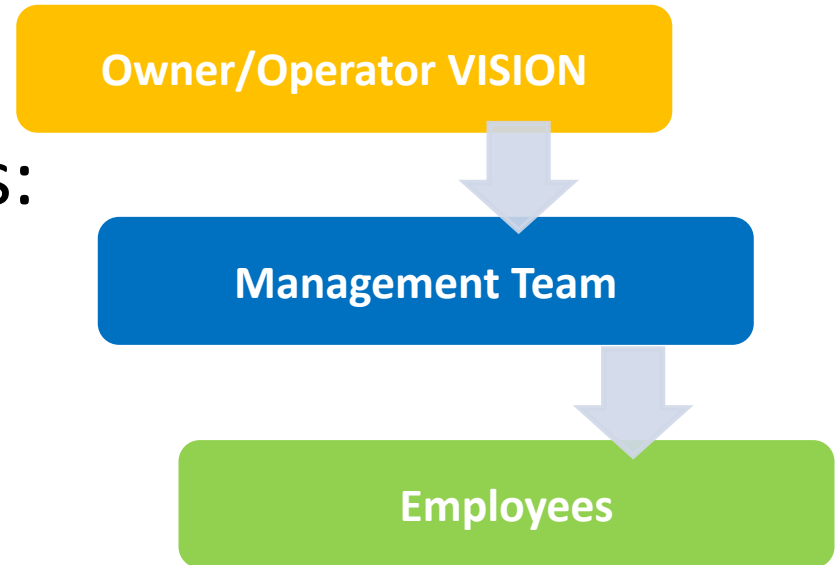
Food Safety Culture = Behaviour

Frank Yiannas

Developing a strong food safety culture is not an easy task. It is created and nurtured by changing how the entire team performs. Consistently, and without compromise.

CHANGING CULTURE

- Culture development is a “top down” process:



Owners and operators create a vision of their food safety culture. This filters down through management and to employee level. Consistent practice is essential!

RISK ASSESMENT

- Assess your risks.... (business/culture)
 - What are the risks?
 - How do we manage them?
 - Team member involvement



BUILDING TRUST

- Trust is the highest form of human motivation
- Food safety strategies:
 - Protect the public
 - Build a loyal clientele
 - Develop employee trust, loyalty and buy-in



BREAKING TRUST

- Building trust takes time. Breaking it is easy to do! How?
 - Say one thing; do another
 - Talk but don't listen
 - Lie, cover up, falsify

“Only 57 % of workers surveyed agree that their organizations consistently do what they say they will do.”

Stephen Covey, “The 8th Habit”

BREAKING TRUST... in the News

Media is quick to relay food safety infractions:

- Salmonella outbreak from peanut butter sickened over 700 people and caused at least 9 deaths
- Estimated \$500 million economic loss
- The CEO covered up the truth
- Sentenced to 28 years



Jack in the Box – Where it all Began



Look back at where it all started in order to
move forward.

FOOD SAFETY CULTURE DEVELOPMENT

We must all do our part:

- Hire and promote great people
- Solid food safety standards
- Training: appropriate for the employee
- Development of a strong food safety culture

January's right around the corner. Let's get started!

Questions?

