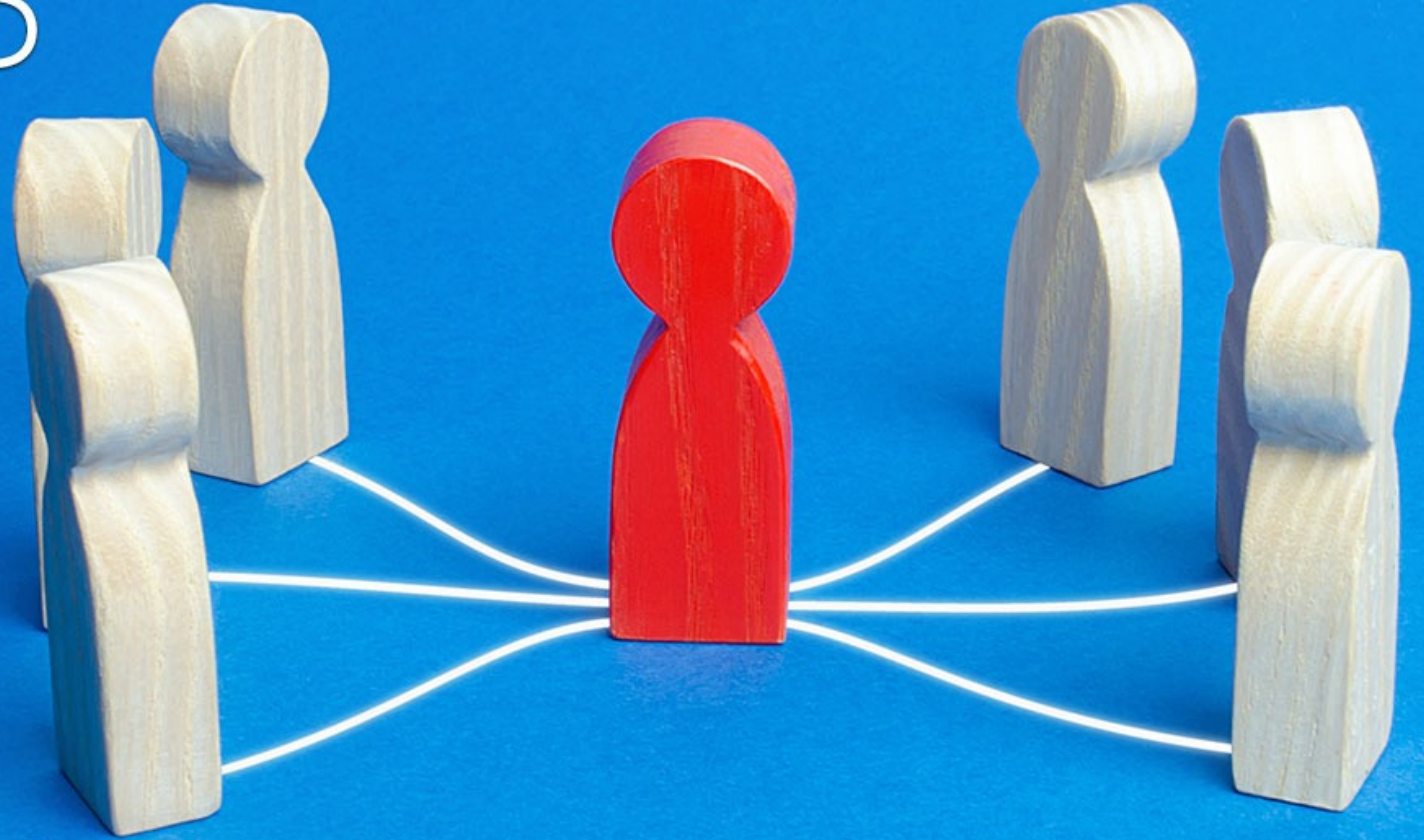




CREATING CLARITY FOR EXCEPTIONAL FOOD SAFETY RESULTS



PRESENTED BY

BRETT HORTON, PHD

ASSISTANT PROFESSOR OF HOSPITALITY
MANAGEMENT AND CULINARY ARTS AT
JOHNSON COUNTY COMMUNITY COLLEGE



MEET OUR FOOD SAFETY EXPERT

Kevin Roberts, PhD





MEET OUR PRESENTER

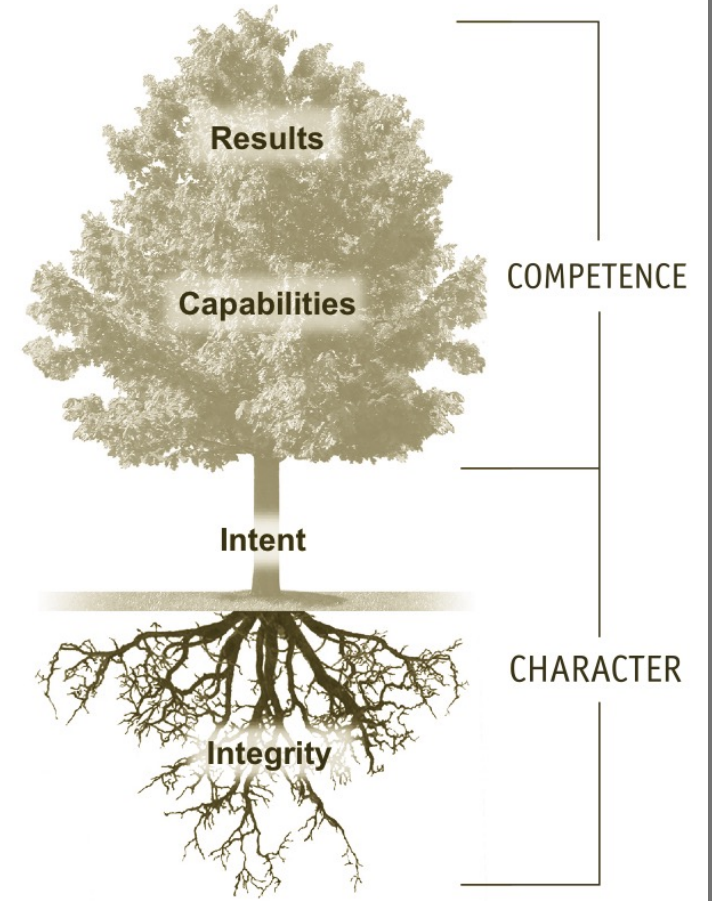
Brett Horton, PhD



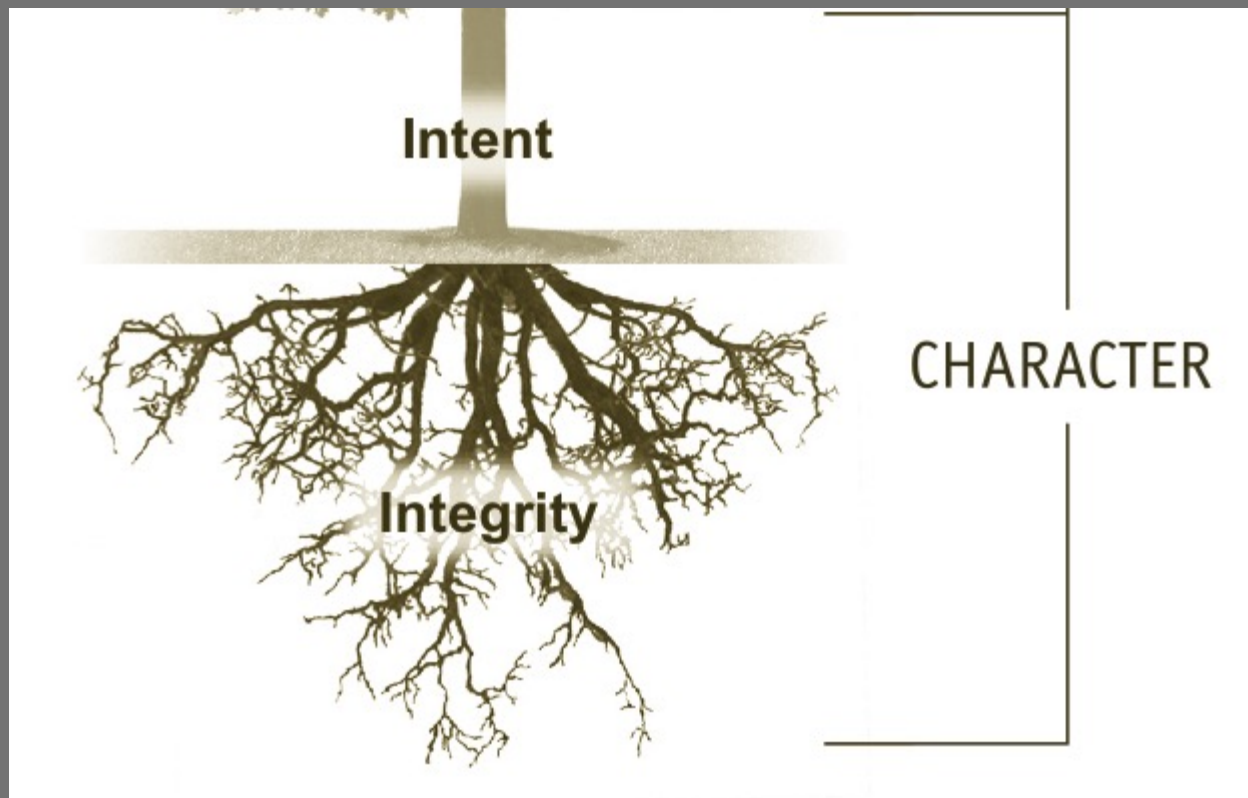
- Expose individuals to tools that improve clarity and ultimately food safety results.
- Determine who within an organization is responsible, accountable, supportive, consulted and informed with regards to specific food safety tasks.
- Develop opportunities to create clarity, overcommunicate clarity, and reinforce clarity to create exceptional food safety results.



PURPOSE

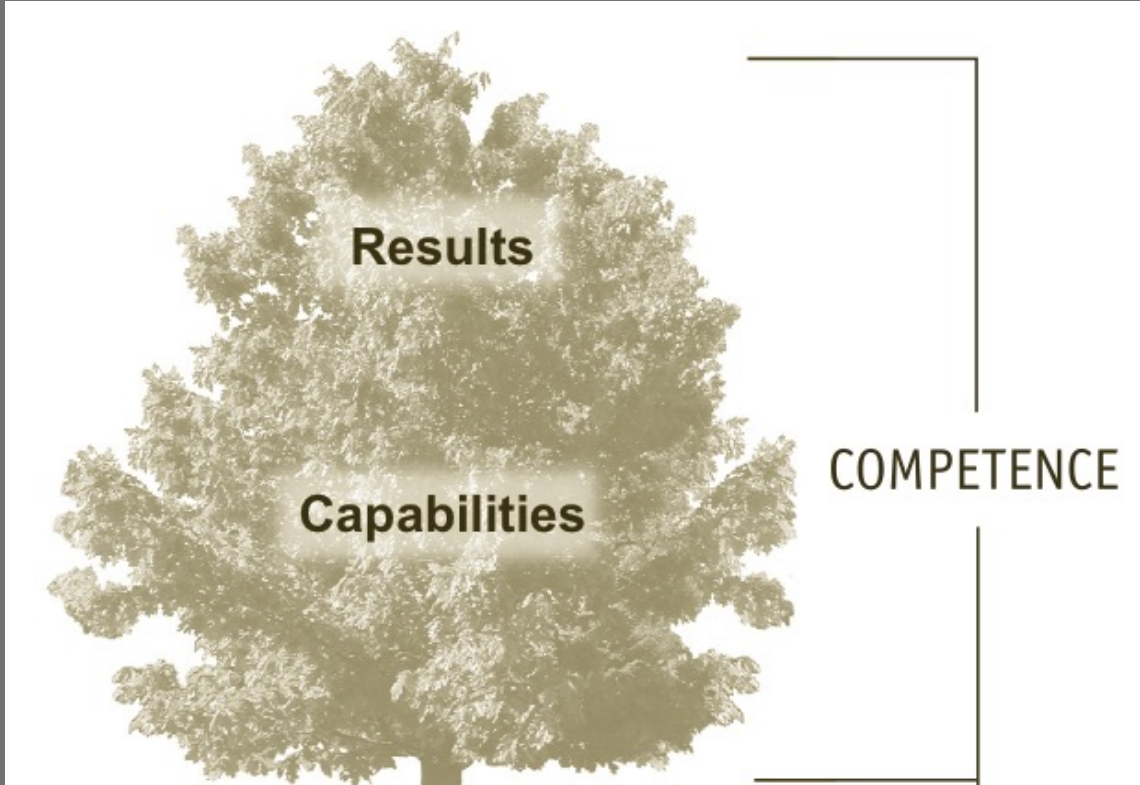


BEHAVIORS NECESSARY FOR EXCEPTIONAL FOOD SAFETY RESULTS



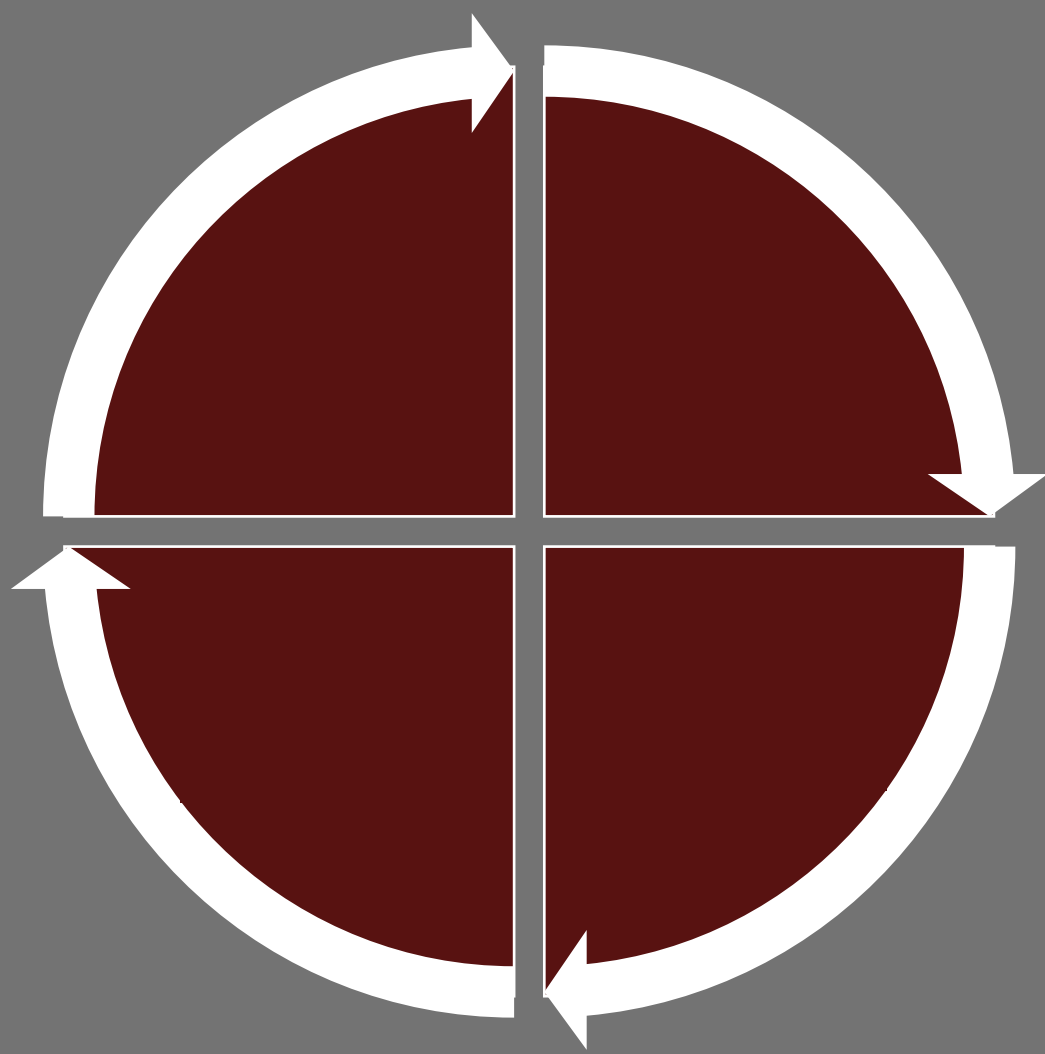
Behaviors	What to Say
Talk Straight	Be honest. Tell the truth. Let people know where you stand.
Demonstrate Respect	Care for others and show it. Treat everyone with respect, especially those who can't do anything for you.
Create Transparency	Tell the truth, be real, genuine, open and authentic.
Right Wrongs	Admit when you're wrong, apologize quickly, show humility, don't let pride get in the way of doing the right thing.
Show Loyalty	Give credit to others, speak about people as if they're present and represent others who aren't there.

CHARACTER BEHAVIORS TO GROW FOOD SAFETY TRUST



Behaviors	What to Say
Deliver Results	Establish a track record of getting the right things done. Make things happen, on-time and within budget. As Yoda says, "Do or do not, there is no try."
Get Better	Continuously improve. Increase your capabilities. Be a constant learner. Don't consider yourself above feedback.
Confront Reality	Tackle all issues head-on, even the "undiscussables." Address the tough stuff directly. Confront the reality, not the person.
Clarify Expectations	Disclose, reveal and validate expectations. Don't assume they're clear or shared. Renegotiate if needed/possible.
Practice Accountability	Hold yourself accountable first, others second. Take responsibility. Be clear on how you'll communicate how you're doing and how others are doing. Don't blame.

COMPETENCIES TO GROW FOOD SAFETY TRUST



STEPS TO EXCEPTIONAL FOOD SAFETY HEALTH

Golden Circle Model: Simon Sinek's theory of value proposition, start with why

The Golden Circle

WHAT

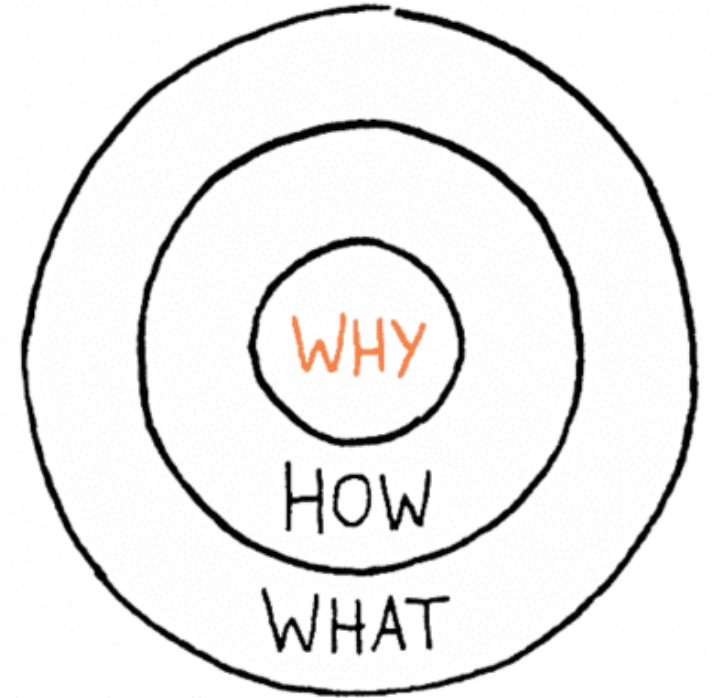
Every organization on the planet knows WHAT they do. These are products they sell or the services

HOW

Some organizations know HOW they do it. These are the things that make them special or set them apart from their competition.

WHY

Very few organizations know WHY they do what they do. WHY is not about making money. That's a result. WHY is a purpose, cause or belief. It's the very reason your organization exists.



DOES EVERYONE UNDERSTAND WHY FOOD SAFETY IS IMPORTANT?

How do I remember what it is
that management wants me to
do?

Tell me and I forget.
Teach me and I
remember. Involve
me and I Learn.

Benjamin Franklin

HOW DO WE DO THIS...CREATE CLARITY

Listen First	Listen before speaking. Understand, diagnose, listen with ears, eyes and heart.
Keep Commitments	Say what you'll do, then do it. Make commitments carefully and keep them at all costs. Don't break confidences.
Extend Trust	Extend trust abundantly to those who've earned it, conditionally to those who are still earning it.



HOW DO WE DO THIS...CREATE CLARITY

Be Exceptional and/or Get Better

Talent is Overrated: What Really Separates World-Class Performers from Everybody Else



EXCEL AT EXECUTION

- **R**esponsible
- **A**ccountable
- **S**upportive
- **C**onsulted
- **I**nformed



FIND A SOLUTION TOGETHER: CREATE CLARITY



R.A.S.C.I.

Who is **Responsible** for completing the Food Safety Task?

Who is **Supporting** the **Responsible** individual

Who needs to be **Informed** of the progress or outcome of the Food Safety Task?



Who is **Accountable** for the Food Safety Task success?

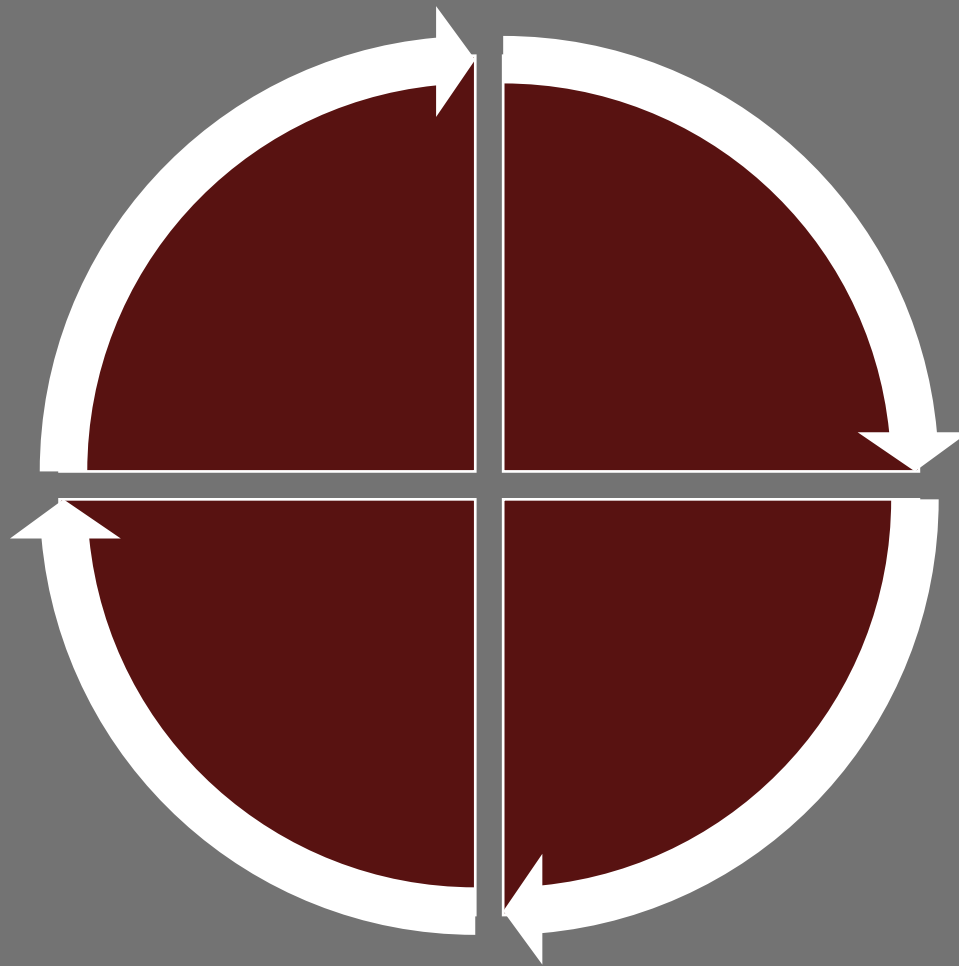
Who may the **Responsible** individual **Consult** to improve the outcome?

OVER-COMMUNICATE CLARITY

Project/Activity Deliverable	Role 1: Cook	Role 2: Supervisor	Role 3: Facilities	Role 4: Peers	Role 5: Health Inspector
Hand Washing	Responsible	Accountable	Support	Consulted	Informed

Project/Activity Deliverable	Role 1: Facilities	Role 2: Management	Role 3: Culinary	Role 4: Dining Services	Role 5: Company
Pest Elimination	Responsible	Accountable	Support Consulted	Support Informed	Informed

R.A.S.C.I. PRACTICAL APPLICATION



STEPS TO R.A.S.C.I. IMPLEMENTATION

- What is the purpose of the meeting?
 - Ideating?
 - Planning?
 - Executing?
- Who is R.A.S.C.I. for the outcome?
- How will the decision be made?
 - Consensus
 - Democracy
 - Autocracy



**SO SIMPLE AND YET SO HARD...FOOD
SAFETY IMPROVEMENT**

- Responsible
- Accountable
- Supportive
- Consulted
- Informed

Inform & Explain



COMPLIMENTARY SKILLS

Deeply committed to one
another's personal growth and
success



HIGH PERFORMANCE

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b3
Remarkable

QUESTIONS?

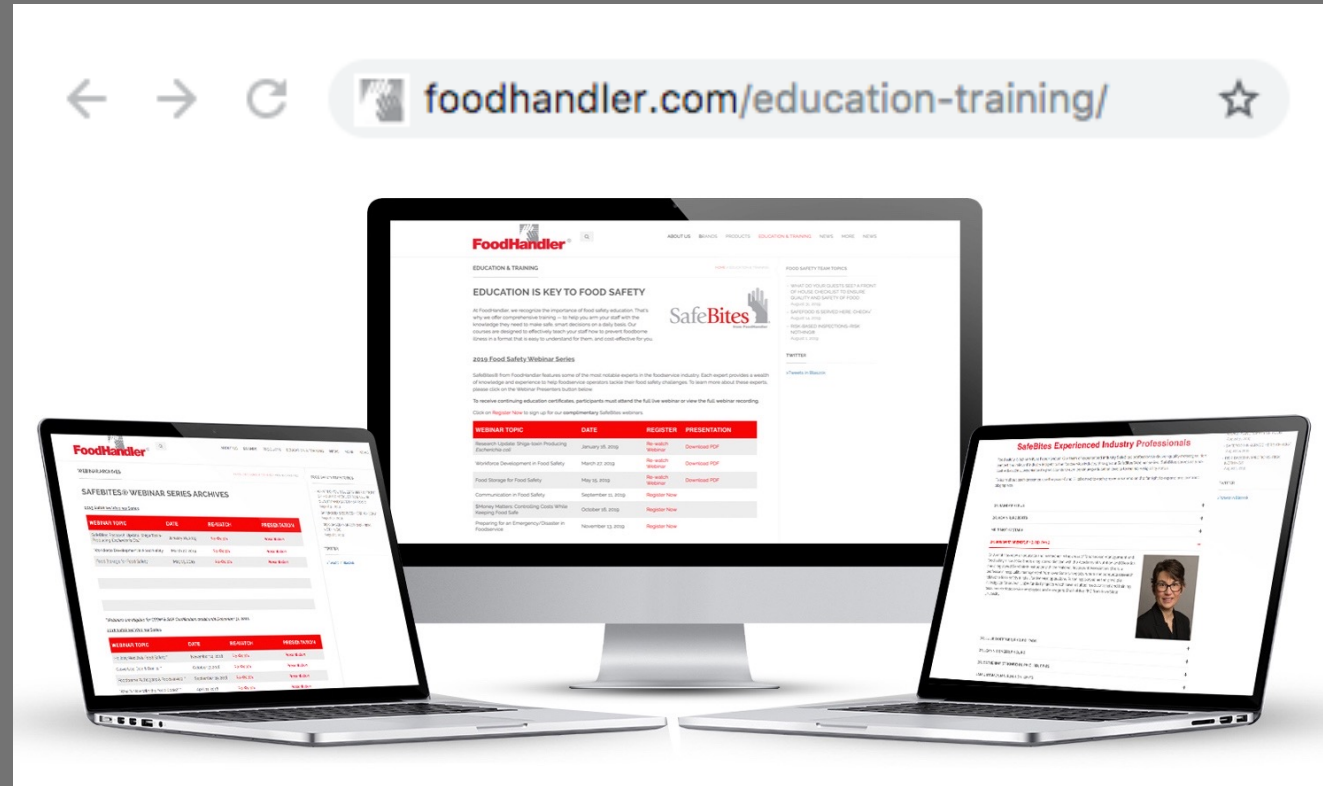
Certificates will be emailed out within **5-7 business days**, after submitting a certificate request.



Request a certificate at foodhandler.com/safebite-certificate-request/

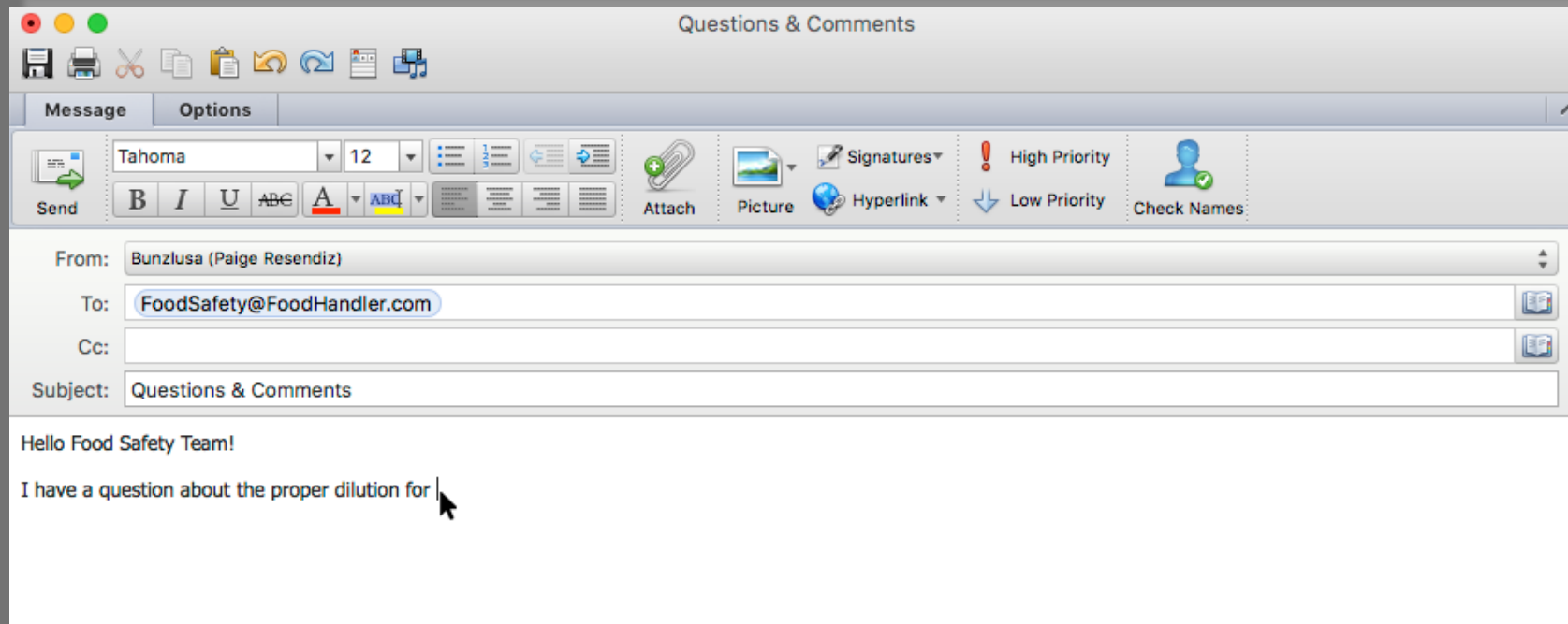
CERTIFICATES

For more information about our webinars and registration:



WEBINAR RESOURCE

Please send us your questions or comments at:
FoodSafety@foodhandler.com



FOODHANDLER FOOD SAFETY RESOURCES



THANK YOU FOR JOINING US!