

## SKILLS FOR LIFE

# SESSION 9

### Suggested Agenda

8:30 a.m.	Arrival of Participants
9:00 a.m.	Welcome
9:05 a.m.	Session Overview
9:10 a.m.	Conflict
9:25 a.m.	Conflict Management
10:30 a.m.	Break
10:40 a.m.	Food Safety
11:45 a.m.	Cooking Demonstration: Fried Rice
12:05 p.m.	Lunch
12:45 p.m.	This is Your Life
1:00 p.m.	Review
1:45 p.m.	Closing and Evaluations

<u>Materials</u>	<u>Handouts</u>
Flipchart Paper or Blackboard	H54 Session Agenda
Markers or Chalk	H55 Who Wins?
Handouts (54-61)	H56 Tips For Handling Conflict
Pencils	H57 How Do You Handle Conflict?
	H58 The Problem Child
	H59 Food Safety
	H60 Food Safety Quiz
	H61 Recipe

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# TRAINING GUIDE

Participant Objectives and Activities: Successful participants will be able to:

1. Identify the goals and objectives of this session.

• **Review the goals and objectives listed below with participants. Pass out the Session Agenda (Handout 54). (Time: 5 min.)**

*GOALS:*

- 1. Enjoy ourselves.*
- 2. Become healthier and happier.*
- 3. LMA food, nutrition, and cooking.*
- 4. LMA other issues of interest.*

*OBJECTIVES:*

- 1. Define conflict*
- 2. Define steps to deal with conflict.*
- 3. Describe general principles of food safety.*
- 4. Describe the steps in preparing Fried Rice*

2. Define conflict and its characteristics.

• **Brainstorm qualities and characteristics of conflict. Group will likely come up with very negative aspects; point out that conflict can have positive results too. Conflict definitions: to be in opposition; a clash of opposing ideas, interests, etc. (5 min.)**

• **Have participants think of and make notes about last time they had a conflict and weren't satisfied with the result. Ask for examples. Where was it difficult? (10 min.) (Time: 15 min.)**

*(Transition): "There are definitely some do's and don'ts to handling conflict."*

3. Describe successful ways of handling conflict.

• **Give participants Handout 55 and have them identify who wins in a series of different conflict scenarios. (10 min.) Which conflicts had a successful ending? Discuss the idea that it is often ideal (though not always possible) if all sides can come out winners in a conflict. (5 min.) (Time: 15 min.)**

- Give participants a mixed list of good and bad tips for handling conflict that refer back to some basic communication techniques (Handout 56). Have them circle the ones that they have used or think would be okay to use. (10 min.) Discuss answers. Refer back to and review communication techniques such as "I statements" that have been covered in previous sessions. Apply these tips to Handout 55. (10 min.) (Time: 20 min.)

*(Transition): "Just like problem solving, there are also specific steps to solve a conflict."*

4. Describe steps for successfully dealing with conflicts.

- Give participants a copy of Handout 56 and walk through steps. Have them find item in list on page 1 that is actually a good way to deal with conflict (5 min.). Refer back to problem solving steps. Discuss how conflict management has the same basic steps but usually deals with two or more people. Did they leave out any of these steps when they were unsuccessful in solving their personal conflict? Also review the idea of a 'win-win' solution which, although often ideal, may not always be possible. For example, a boss may tell a subordinate to do something a particular way or else; a parent may discipline a child for 'tough love' reasons, and the two may just have to agree to disagree on that issue. (15 min.)

5. Analyze a case study of conflict and identify conflict resolution steps.

- In small groups brainstorm safety tips for storage, handling, preparation, and cooking. (15 min.) Report back to large group. (15 min.) (Time: 30 min.)
- Describe safe food practices for particular types of food including meat and poultry. Provide and go over Handout 59 on Food Safety. (20 min.)?(See <http://www.foodsafety.gov/~dms/fsebac.html>)
- Give participants Food Safety Quiz (Handout 60). Use this as a vehicle to discuss topic. (15 min.) (Time: 35 min.)

6. Describe the procedures for preparing a recipe item and meal at home.

- Discuss the ingredients, equipment, and procedures for preparing the menu item (Handout 61). Discuss substitutions, variations, and any other pertinent information. (Time: 20 min.)

*(After Lunch Initiator): "We discussed some session goals and objectives earlier in the day. Now I want you to take some time and reflect on one objective or goal that you would like to accomplish. Think back to the goal you set last session."*

7. Write a personal goal that includes strategies to achieve and evaluate it.

- **Refer to goals and objectives instructions from previous Sessions and adapt to current Session as appropriate. (Time: 20 min.)**

8. Review/Evaluation.

- **Review concepts previously discussed in Club sessions. Play the Food Game or give a Nutrition Quiz and/or use evaluation/ closing exercises as time permits. (SEE Appendix 14 & 15.) (Time: 15 min.)**

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# SESSION AGENDA



### CONFLICT

What causes conflict? Why?

### SESSION OVERVIEW

### CONFLICT MANAGEMENT

Do you always agree with everyone? When you disagree, how do you handle conflicts that may occur? We will discuss tips and specific steps for solving conflicts.

### FOOD SAFETY

Safe ways to handle and store foods are our topics.

### THE COOK'S CORNER

Fried Rice

### LUNCH

Try it. You'll like it.

### THIS IS YOUR LIFE

Set a personal goal to accomplish.

### CLOSING AND EVALUATION

### NEXT CLUB MEETING IS ON

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# WHO WINS?

Page 1 of 2

### **Directions:**

Which person wins in the scenarios below? Who loses? Fill in your answers on the lines that are provided.

1. When your husband becomes stressed out, he yells at people. So when he is having a bad day, you get out of the house.

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2. You are a boss at a company. Your employees must arrive promptly at 9:00 a.m. If they don't, you will fire them.

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3. The other day your best friend started talking about what a terrible job the President is doing. You voted for the President and did not want to argue so you started talking about the kids.

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4. One of your coworkers never seems to want to do anything the way you want him to do. So you simply let him know that if he doesn't start doing things your way, you may let the boss know a few things about his past.

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5. You are in the cashier's line at the grocery store. Your four-year old is "driving you nuts" by constantly asking you to buy him a candy bar. You decide to just buy it for him rather than go "stark raving mad."

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6. The other day at work, after a long day, the copier broke down when you were using it. Your boss walked by and told you that if you used it right, it wouldn't break. You know you used it right, but are too tired to argue with your boss. You tell him you will use it right next time just so that he will go away.

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7. You are arguing with your 80-year-old grandmother about the best way to prepare spaghetti. Finally, you tell her that she is right just so she will leave you alone.

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8. You really want your spouse to take you to the movies. So for the next month you tell him or her that you never do anything fun and you really want to go to the movies. Finally, your spouse takes you to the movies.

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9. You are at your parents' house and arguing with your brother about an incident that happened when you were a child. You ask your mother who is right about what happened.

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# TIPS FOR HANDLING CONFLICT



Directions:

Circle the suggestions below that would be helpful in solving a conflict.

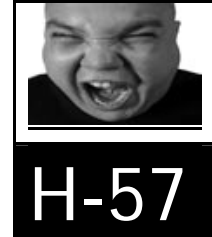
1. Do not say things about a situation that you are not sure are true.
2. It is okay to offer some solutions before you totally understand the problem.
3. You may not always need the other person's point of view to solve a problem.
4. It is okay to judge people if you know you are right. For example, "You did that to hurt me."
5. Make good eye contact with the person and let them know you are listening by saying: "I see, Uh-huh, etc."
6. Make the other person repeat what you have said in his or her own words to make sure he/she understands.
7. Insulting people by name-calling is okay depending on the person.
8. Focus on the problem not the person.
9. Find something to agree on. There is always something to agree on.
10. Be calm.

Answer Key: 1,5,6,8-10



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# HOW DO YOU HANDLE CONFLICT?



Page 1 of 4

**Do you always agree with family members, friends, or people at work? Most of us do not and need to find good ways to deal with disagreements or conflicts when they happen. Some people feel that conflicts are bad and have trouble dealing with them. Conflicts may cause more problems when we do a poor job of handling them. When we handle conflicts well, it helps us learn more about ourselves and others, solve problems, learn new ideas, and make relationships stronger.**

*How do you handle conflicts?*

*Which of the ways listed below have you used to handle a disagreement or conflict?*

1. Used your power or authority to win.
2. Ignored or avoided the other person.
3. Changed the subject.
4. Bullied the other person so that you got your way.
5. Tried to understand the other person's point of view.
6. Gave in.
7. Apologized or admitted you were wrong even if you were not.
8. Pretended to agree.
9. Whined or complained until you got your way.
10. Had another person decide who was right.

All of these can have bad results because one side feels like it won and the other side feels like it lost. The best way to handle conflict is to make sure that both sides win. In order for both sides to win, they both must be involved in solving the conflict. Follow the steps on the next two pages to make sure both sides win in your disagreements and conflicts. Write out your answers at each step.

## **Steps To Make Sure Both Sides Win**

STEP 1: Each person gives his or her side of the story.

Start these steps by asking someone what is bothering them. Listen carefully and agree not to interrupt each other. Then give your side and try not to be emotional, defensive, or judgmental. Start your statements with "I." Do not judge or attack the other person. For example, do not say "You did that to hurt me." Instead you might say, "When you do that I feel..." Do not make accusations. After you finish talking, have the other person tell you what you just said to make sure the other person understands. (You might say, "Please tell me what I just said.")

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STEP 2: Identify and define the problem together.

Before you can solve a problem, you have to make sure you understand what it is. What are the facts? What does each person want or need? Develop a statement of the problem together that does not mention names. The statement should provide for the needs and wants of each person. (For example, a problem statement might be: "How can a smoker and nonsmoker survive living together in the same house?")

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STEP 3: List all the possible solutions to the problem.

Each of you should think of all the possible ways to deal with the conflict. Do not criticize or rule out any solutions at this time, and list everything that is mentioned. List a solution on each line.

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**STEP 4: Evaluate each possible solution.**

Discuss the benefits, costs, and possible results of trying each solution you listed in STEP 3. Then cross out solutions in STEP 3 that are too expensive or not possible.

**STEP 5: Choose which solution you are going to try first.**

Choose a solution together from STEP 3 that both of you could live with. To start this step, ask the other person what solutions they like so you can begin to agree and disagree on different ones.

**STEP 6: Make a plan to try the solution you chose. Then try it.**

Who will do what? What steps will they take? When will they do it? Where will they do it? What materials or resources will they need? Now try it.

Who?	How? When?	Materials or Resources

**STEP 7: Decide how the solution you chose is working.**

Did your solution work? If not, then change the plan or pick another solution to try. Keep trying different solutions until you solve the conflict. Do STEPS 6 and 7 over for each solution you try.

As you work together through the steps on pages 2 and 3, remember the hints listed below:

1. Do not say things about the situation that you are not sure are true.
2. Before you offer solutions, make sure you understand the problem.
3. Invite the other person to talk.
4. Do not judge or attack the other person. For example, do not say "You did that to hurt me.' Instead you might say, "When you do that I feel ....."
5. Keep the tone of your voice at a reasonable level. Make eye contact with the person. Let the person know you are listening by saying: "I see, Uh huh ....."
6. As you work through the steps repeat what the other person has said in your own words to make sure you understand. For example, you could say "So you are saying" or "What I hear you saying is that...."
7. Do not get personal by insulting the person or by name calling. Focus on the problem not the individual.
8. Do not rush to talk when you both are silent. Each of you needs to think before you speak.
9. Find something to agree on. There is always something to agree on.
10. Calm down.



**H-58**

# THE PROBLEM CHILD

**Directions:**

Read the following story and answer the questions at the end.

Your daughter Diane is 16 years old. She has always been "strong headed" but has basically been a good child. Now that she is older, a more serious problem has developed. She has been spending a lot of time with another 16-year-old male who is a known troublemaker. You are worried that she may be getting involved with drugs or in danger of becoming pregnant.

Last night Diane did not come home until 1:00 a.m. even though she agreed to be home at 9:00 p.m. This morning you tell her that you need to talk to her later in her room. She meets you there. You tell her your concerns and that you think she was out late with the boy last night. She interrupts you several times, but you keep on talking. At one point, you tell her, "You are trying to hurt me by disobeying me." You then give her time to speak and are quiet as she tells her side of the story. She denies that she was with the boy and states that she was at a girlfriend's house.

As you continue to talk, you make it clear that the problem is that you care about her and worry when you don't know where she is. You make your daughter repeat what you have just said to make sure she understands what you are saying. She nods in understanding. You think for a second and decide that from now on she needs to call you if she won't be home on time. Your daughter agrees to do so. You end the talk and hurry off to work so you won't be late.

Two weeks later your daughter comes home late again and does not call you. You confront her, and she states that she did not have a quarter.

1. What did the mother do that was helpful? What did she do that was not helpful?

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2. What did Diane do that was helpful? What did she do that was not helpful?

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# FOOD SAFETY

Page 1 of 3



### Why Worry?

- 90 million people a year are affected; 9,000 people die.
- Symptoms of food-borne illness are a lot like the flu: vomiting, nausea. People may think they have the flu but actually have contacted food poisoning.

### Steps to Food Safety

#### Clean

- Wash your hands with hot soapy water before handling food and after using the bathroom, changing diapers and handling pets.
- Wash your cutting boards, dishes, utensils and counter tops with hot soapy water after preparing each food item and before you go on to the next food.
- Use plastic or other non-porous cutting boards. These boards should be run through the dishwasher—or washed in hot soapy water—after use.

#### Separate

- Separate raw meat, poultry and seafood from other foods in your grocery shopping cart and in your refrigerator.
- If possible, use a different cutting board for raw meat products.
- Always wash hands, cutting boards, dishes and utensils with hot soapy water after they come in contact with raw meat, poultry and seafood.
- Never place cooked food on a plate which previously held raw meat, poultry or seafood.
- Cook to proper temperatures
- Use a clean thermometer, which measures the internal temperature of cooked foods, to make sure meat, poultry, casseroles and other foods are cooked all the way through. Cook roasts and steaks to at least 145°F. Whole poultry should be cooked to 180°F for doneness.

Raw Food	Internal Temperature
<b>Ground Products</b>	
Hamburger	160°F
Beef, veal, lamb, pork	160°F
Chicken, turkey	165°F
<b>Beef, Veal, Lamb</b>	
Roasts & Steaks	
<i>medium-rare</i>	145°F
<i>Medium</i>	160°F
<i>well-done</i>	170°F
<b>Pork</b>	
Chops, roast, ribs	
<i>Medium</i>	160°F
<i>well-done</i>	170°F
Ham, fresh	160°F
Sausage, fresh	160°F
<b>Poultry</b>	
Chicken, whole & pieces	180°F
Duck	180°F
Turkey (unstuffed)	180°F
<i>Whole</i>	180°F
<i>Breast</i>	170°F
<i>Dark meat</i>	180°F
Stuffing (cooked separately)	165°F
<b>Eggs</b>	
Fried, poached	yolk & white are firm
Casseroles	160°F
Sauces, custards	160°F

### **Cook to proper temperatures**

- Use a clean thermometer, which measures the internal temperature of cooked foods, to make sure meat, poultry, casseroles and other foods are cooked all the way through.
- Cook roasts and steaks to at least 145°F. Whole poultry should be cooked to 180°F for doneness.
- Cook ground beef, where bacteria can spread during processing, to at least 160°F. If a thermometer is not available, do not eat ground beef that is still pink inside.
- Cook eggs until the yolk and white are firm. Don't use recipes in which eggs remain raw or only partially cooked.
- Fish should be opaque and flake easily with a fork.
- When cooking in a microwave oven, for best results cover food, stir and rotate for even cooking. If there is no turntable, rotate the dish by hand once or twice during cooking.
- Bring sauces, soups and gravy to a boil when reheating. Heat other leftovers thoroughly to 165°F.

### **Chill**

- Refrigerate or freeze perishables, prepared food and leftovers within two hours.
- Never defrost food at room temperature. Thaw food in the refrigerator, under cold running water or in the microwave. Marinate foods in the refrigerator.
- Divide large amounts of leftovers into small, shallow containers for quick cooling in the refrigerator.
- Don't pack the refrigerator. Cool air must circulate to keep food safe.

Source: Various.



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# FOOD SAFETY QUIZ



Directions:

Put "T" for true or "F" for false by each statement.

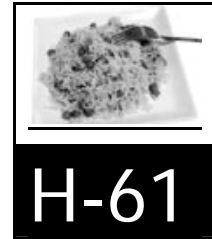
- 1. Bacteria can be transferred to food from another source, such as hands.
- 2. Raw food can safely be left at room temperature longer than two hours.
- 3. It's safe to defrost food in the refrigerator.
- 4. It's safe to cut up raw meat and salad on the same cutting board.
- 5. You should order hamburgers cooked well-done for maximum safety.
- 6. Rocky was right, raw eggs are safe to eat.
- 7. You can tell meat is cooked to a safe temperature by how it looks.
- 8. It's safe to marinate meat overnight on the kitchen counter.
- 9. You should never put cooked meat on the same plate that held raw meat.
- 10. It's safe to wash kitchen surfaces with cold water and no soap.

(Answer Key: 1 T, 2 F, 3 T, 4 F, 5 T, 6 F, 7 F, 8 F, 9 T, 10 F)

## **SKILLS FOR LIFE**

# **FRIED RICE**

Serves 3-5 people



### **INGREDIENTS**

- 1-2 eggs, beaten
- 2 cups of cooked white rice, pref. chilled overnight
- 3 tablespoons oil
- 1 tablespoon of soy sauce
- 1/4 cup of cooked peas
- 2 green onions, thinly sliced
- 1/4 cup ea. chopped celery and/or green pepper and/or mushrooms (optional)
- Pepper to taste

### **EQUIPMENT**

1 large frying pan  
1 large bowl

### **DIRECTIONS**

1. Heat your frying pan on medium heat and add the 1 TB oil. Pour beaten egg into the pan. Cook egg, stirring occasionally, until scrambled, remove and set aside, breaking it up into small pieces.
2. Heat rest of oil and add the onions and optional vegetables. Cook the mixture briefly 2-3 min until softened. Add rice and cook another 2-3 min, stirring continuously.
3. Add reserved egg, soy sauce, peas and pepper. Cook for 2-3 minutes until heated through; stirring continuously.
4. ENJOY!

Source: Various; Collected by the Cooperative Extension Service of the University of Maryland System.