



# Developing Food Safety Leadership Skills – Building the Workforce of Tomorrow

CELEBRATING  
**25 YEARS**  
Produced by **FoodSafety**  
MAGAZINE

Workshop #2  
1-3pm  
Tuesday, May 9<sup>th</sup>, 2023

# Food Safety Leadership Workshop Agenda

- Welcome & Introductions (Gillian Kelleher)
- Presentations
  - Chitanzo (Chiko) Kachaje, Home Market Foods
  - Spir Marinakis, Maple Leaf Foods
  - Kim Rice, Roseacre Farms
  - Linda Manning, Transformational Coaching
- Round Table discussion & questions from the audience
- Key messages/ takeaways from this workshop (speakers)







# Developing Food Safety Leadership Skills – Building the Workforce of Tomorrow

Chitsanzo Chiko Kachaje  
Director of QA & Food Safety



MALAWI





# My Journey In the Industry

- It all started with lab mice!
- Moved to USA
- Then, continued with a closed door in R&D/ Product Development
- QA - the rest of the journey





# Three Lessons Learned

1. Prospective employee – Despite being a ‘social media’ world, interviews remain a two-way interaction
2. Hiring managers – Take a chance on people (candidate)
3. Professional – Crave for growth
  - Seminars
  - Conferences
  - Short courses
  - Certifications
  - Coaching



# Developing Food Safety Leadership Skills Building the Workforce of Tomorrow

**Spir Marinakis**

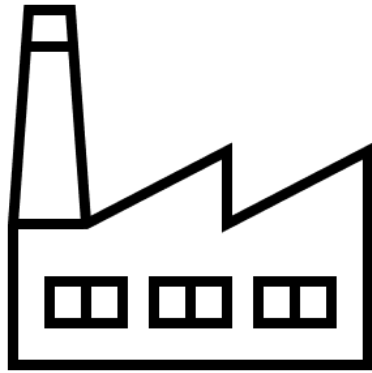
VP Food Safety, Quality, Technical Services and  
Sanitation

May 2023

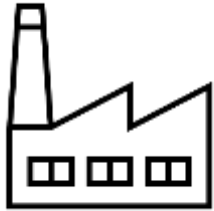
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# My Journey



Six  
Sigma

*Listeriosis Crisis*

2008

23

Food Safety Quality Assurance Technical Services & Sanitation  
**FSQATSS**



# Lessons Learned

1. **Self Awareness** – Seek to learn more about your strengths and opportunities, be self aware, then work on both
2. **You are not alone** – Build relationships, seek help, support, advice and mentoring
3. **Learn from your mistakes** – Mistakes and failure are a steppingstone for success
4. **Learn the business** – Learn business processes, the bigger picture, take on non FSQ roles
5. **Always learning** – Continuous improvement mindset and perseverance
6. **Fine your voice** – Even if it is hard sometimes
7. **Treat people with respect**– Even in the most challenging times





# Kim Rice VP Food Safety & Quality



Photo credit: Lili Wong



# My Industry Journey



# Lesson's Learned

- Know who you are and be true to that
- Be willing to pivot/change direction
- Be willing to try/learn new things
- Don't be afraid to make mistakes (real or perceived) and own them when they happen
- Be nice- even when it's hard
- Find your tribe
- Assemble a personal Board of Directors



Linda Manning  
Transformational Coach  
Leadership Development



Point32Health



# ENHANCING LEADERSHIP THROUGH EMOTIONAL INTELLIGENCE

Linda Manning





# WHAT IS EMOTIONAL INTELLIGENCE?

If you have high emotional intelligence, it means that you're able to:

- Accurately identify your own emotions and how they affect your behavior
- Manage your emotions even in challenging situations
- Accurately understand and identify the emotions of other people
- Effectively manage your relationships with others

## The 4 quadrants of emotional intelligence



Self-awareness



Self-management



Social awareness



Relationship management



# BAD BOSS

- How many of you have worked for a boss who was real jerk?
- What made them a jerk?

# WHY EQ MATTERS

- HBS found that emotional intelligence accounts for nearly **90%** of what sets high performers apart from peers with similar technical skills and knowledge.
- CareerBuilder found **71%** of employers said they value EQ over IQ
- In recent survey by SHRM, **72%** of employees ranked “respectful treatment of all employees at all levels” as the top factor in job satisfaction.

# AN EMOTIONAL INTELLIGENCE CASE STUDY

A newspaper was closing a whole section of the paper, laying off about 200 employees, many who had worked there for years.

- VP: Discussed his recent vacation and told them they should have known this was coming.
- VP 2: Told them how much he appreciated their hard work, how writing was a calling and that this decision wasn't based on their skills. He wished them luck.

Which parts of EI did he demonstrate:

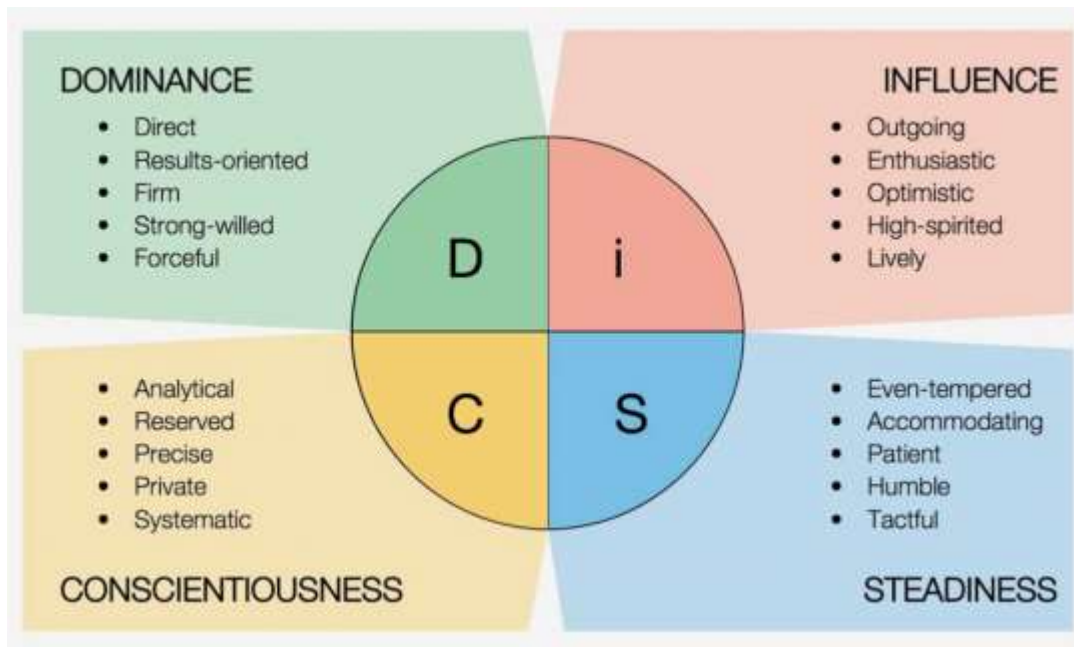
- **self awareness,**
- **self management**
- **social awareness or**
- **relationship management?**

# INCREASING EMOTIONAL INTELLIGENCE

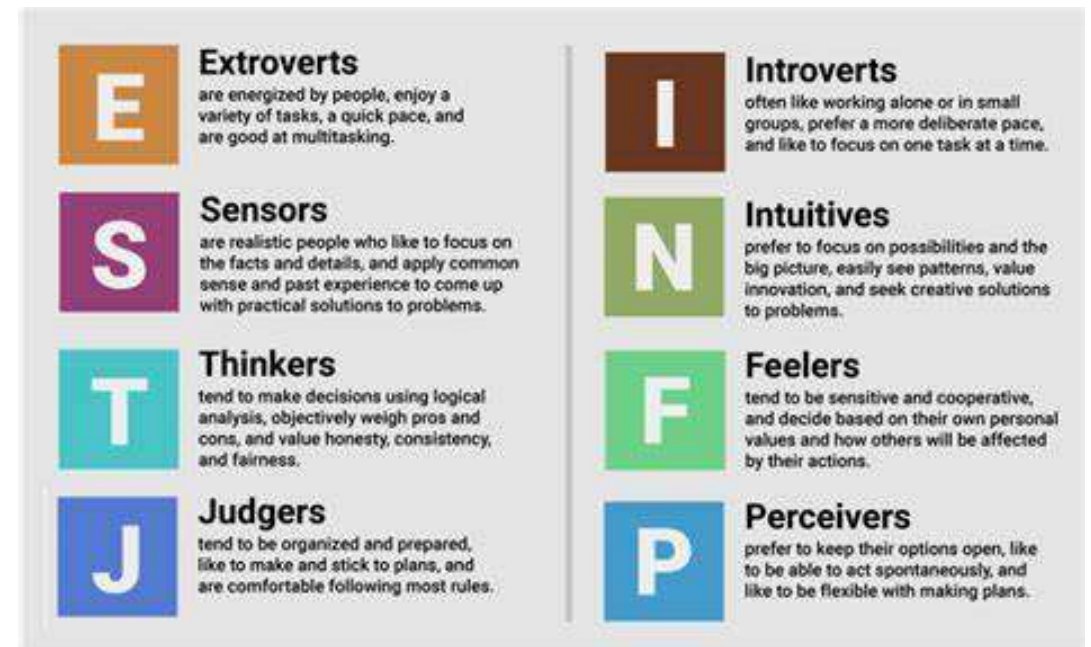


# STEPS YOU CAN TAKE INCREASE SELF AWARENESS

## DiSC Assessment



## MBTI Assessment



# DIFFERENCES

## DiSC

- Easier to remember
- Shorter to take
- Focuses on how personality translates to external behavior
- Results are helpful but not as deep

## MBTI

- Harder to remember
- Longer to take
- Focuses on how people think and respond
- Results are more complex and have more depth



# QUICK EXERCISE

## DISC

Do you tend to be:

- Fast-Paced and Outspoken
- Cautious and Reflective

## MBTI

Do you tend to

- think before you speak or
- Share your thoughts out-loud





# USING ASSESSMENTS FOR TEAMS

- Very effective for improving self-awareness.
- Help a team increase understanding of each other and improving communication.
- Can get a team report
- DiSC can also be used with the *5 Behaviors of a Cohesive Team* which can help teams function better.

# IF YOU WANT TO LEARN MORE ABOUT EMOTIONAL INTELLIGENCE, DISC, MYERS-BRIGGS, FIVE BEHAVIORS OF A COHESIVE TEAM OR LEADERSHIP COACHING

Linda Manning

[www.transformationalcoach.io](http://www.transformationalcoach.io)

617-513-4811



# EMOTIONAL INTELLIGENCE EXAMPLES

**Empathy:** A manager's employee is stressed about learning a new process at work.

- **Low EQ:** the manager does not understand why their employee is having so much trouble – it seemed like an easy system to them. The manager tells the employee to try harder and turns back to their own work.
- **High EQ:** Listens to the concerns of the employee and offers words of support. They help the employee identify the most challenging parts and what might be in the way. Then they ask if there is anything they can do to help the employee learn.

# Exercise Overview

- Emotional Intelligence
- Data based on emotional intelligence
- Myers-Briggs versus DISC, other tools
- 2 questions for the audience (Linda to lead via Zoom)
- Raise their hands if they are quick thinking/ Action oriented
- Raise their hands if they are slow thinking and methodical
- 5 behaviors of a cohesive team
- Where to access these tools and learn more...



# Key Take-away Messages

- Three key take-away messages from each speaker
  - Chiko
  - Spir
  - Kim
  - Linda

