

LEAD to Succeed™ Frequently Asked Questions



Q: What is LEAD to Succeed™ and why should I try it?

A: The LEAD to Succeed™ training series is a comprehensive set of professional development tools created specifically for school nutrition professionals. These trainings are applicable for any workplace, but include scenarios, case studies, and assessments designed to help school nutrition professionals navigate communication and leadership in the workplace.

Q: How do I register for LEAD to Succeed™ training on the SNA website?

A: Registering for LEAD to Succeed™ is simple whether you are an SNA member with an existing login, or a non-member. [Review this short navigation video](#) to learn how to register for and access the LEAD to Succeed™ training tools.

Q: Am I allowed to use the LEAD to Succeed™ tools if I am not a member of School Nutrition Association?

A: The LEAD to Succeed™ tools were developed for all school nutrition professionals and are available at no cost to everyone, regardless of SNA membership status. You do not need to be a member of SNA to use them.

Q: How long is the training?

A: Each module is designed to be three (3) hours in length. You can take the training at your convenience—all at once, or in increments that work with your schedule.

Q: I accidentally closed the browser and lost my place. How do I pick up where I left off?

A: As long as you are using the same device, the Training Zone will automatically direct you back to the place where you left off in the LEAD to Succeed™ training.

Q: Where can I access the LEAD to Succeed™ training series?

A: You can complete these modules on your computer, tablet, or smartphone, via the School Nutrition Association Training Zone. If you accidentally close a browser or wish to do the training in sections at your own pace, you will have to use the same device in order to automatically pick up where you left off.

Q: Am I the target audience for the LEAD to Succeed™ training series?

A: The LEAD to Succeed™ training series was developed for everyone in school nutrition. These materials were created and are recommended specifically for directors and managers, but employees and staff can also benefit. Staff-specific trainings will be released at a later date.

Q: How much does the LEAD to Succeed™ training cost?

A: All LEAD to Succeed™ trainings are free for all school nutrition professionals.

Q: Why is the LEAD to Succeed™ training series free, when other SNA resources require membership or a fee?

A: LEAD to Succeed™ trainings were made possible through a \$2m grant from the U.S. Department of Agriculture to the School Nutrition Foundation. The federally funded nature of this program dictates that it be available to all school nutrition professionals at no cost.

Q: Do I have to disable my pop-up blocker?

A: Most browsers have a pop-up blocker. You can disable yours, but it is not required. The Training Zone will open a Popup Blocked tab where you can click “Launch Course” in order to bypass the blocker.

Q: Where can I find the handouts/How do I download the handouts?

A: The handouts for each section will be available in the left-hand menu navigation under the RESOURCES tab; click on each resource to download. If there is no resources tab, there are no handouts associated with that section. You can also find the resources for each section on that section’s launch page; click each link to launch and save or print each resource. [Review this short navigation video](#) for a tour of the LEAD to Succeed™ navigation and additional instructions.

Q: Can I fast forward the timer if I have completed the exercise?

A: Yes, you can fast forward the timer if you have completed the exercise early.

Q: Can I pause the timer if it is taking me longer to complete the exercise than time allows?

A: Yes, you can pause the timer if you need more time.

Q: How do I turn on the closed captioning?

A: You can turn closed captioning on and off by clicking the “CC” next to the volume control button.

Q: How do I launch the content?

A: LEAD to Succeed™ can be launched from the home page of the Training Zone under “Training Modules.” Start the module by clicking on the “Welcome Video.” Once the video has ended, click “go to next item” to enter Module 1. Starting with the pre-test, you will follow the trainings in order, and the module will conclude with a required post-test and evaluation.

1. Navigate to LEAD to Succeed™ Module 1 Landing page
2. Watch Welcome Video
3. Click on “Section 1: LEARN to Master Difficult Conversations”
4. Complete required pre-test

Each section of the module can be opened by clicking on that section. To launch the content for that section click on “Launch Content.” When you have completed the section, click “Exit” to return to that section’s main menu.

[Review this short navigation video](#) for step-by-step instructions.

Q: How long does the Module 1 training take?

A: Module 1: ‘LEARN to Master Difficult Conversations’ is timed to be three hours. As the course is designed to be self-paced, your time may vary.

The estimated times by section are as follows:

- Section 1 “Navigating Difficult Conversations: 25 minutes
- Section 2 “Conflict Style Inventory: 10 minutes
- Section 3 “Approaching Conflict: 35 minutes
- Section 4 “Improving Conversations: 30 minutes
- Section 5 “Elements of Difficult or Challenging Conversations: 10 minutes
- Section 6 “Listening Habits Assessment: 5 minutes
- Section 7 “Developing Listening Techniques: 25 minutes
- Section 8 “Productive Listening”: 18 minutes
- Section 9 “Strategy of Dialogue”: 20 minutes
- Section 10 “Navigating Difficult Conversations Post-Test”: 4 questions

Q: How do I sign up/access the tools if I am not an SNA member?

A: If you do not have an SNA account, you can create a free account to sign up for LEAD to Succeed™:

1. Visit www.schoolnutrition.org and click on Login to My Account
2. Click “Non-member registration” to create your free account and sign in
3. Agree and dismiss site cookies allowance pop-up
4. Click on your name in the upper right-hand corner to fill out a brief profile
5. Click on “SNA Training Zone” in the upper left-hand corner to return to the Training Zone home page and continue

[Click here](#) for a brief LEAD to Succeed™ video tutorial and tour via YouTube.

Q: How do I print out my certificate?

A: You are required to complete the entire module, as well as the post-test and evaluation, in order to download your certificate.

Q: I want to take this training and teach it to my staff. Are there materials designed to help me share this with my staff?

A: Yes, there will be special facilitator guidance coming soon.

Q: How many Continuing Education Credits (CEUs) do I receive for completing Module 1: LEARN to Master Difficult Conversations?

A: This module is worth three (3) CEUs or CPEUs.

Q: I'm an RD, can I get CPEU credits recognized by AND?

A: Yes, you can earn CPEUs when you complete the LEAD to Succeed™ training modules. You will be asked to enter your CDR to complete your profile set-up, and the proper certificate will be generated for you to download once you have taken the post-test and evaluation.

Q: I completed the entire course, why can't I print out my certificate?

A: You need to complete the post-test and the evaluation, and then you may print out your certificate.

Q: I'm having issues accessing the LEAD to Succeed™ training series.

A: If you are experiencing difficulty accessing the materials please contact us at education@schoolnutrition.org.

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