

## LEAD to Succeed™ Frequently Asked Questions



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

*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 if I'm not an SNA member?**

*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. This training is available to **everyone free of charge**.*

*Non-members when making an account should choose the “non-member registration option” on the bottom left of the [login page](#) for the training zone.*

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

*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?**

*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. The communication series' 4 modules total 12 hours 45 minutes. When the Leadership series is live later in 2022 it will total 9 hours.*

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

*If 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: What devices can I access the LEAD to Succeed™ training series?**

*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 to automatically pick up where you left off.*

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

*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 training will be released in Spring of 2022 covering the Communication for Impact Series.*

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

*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?**

*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?**

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

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

*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?**

*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?**

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

**Q: How do I turn on the closed captioning?**

*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?**

*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 or go back to the main page to click into a different module. Each module starts with a pre-test, you will follow the trainings in order, and the module will conclude with a required post-test and evaluation. Below are the steps needed to start module 1 as an example:*

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: Is there a way to easy way to plan out what content I can watch if I’m not going to do a module in its entirety all at once?**

*Yes, there is. Once you click into a module you will see they are broken into sections. Next to each section title you will see how long that section will take. Using these minute totals, you can plan out what you would like to watch in the time you have allotted for LEAD.*

**Q: How do I print out my certificate?**

*You are required to complete the entire module, as well as the post-test and evaluation, to download or print your certificate.*

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

*You need to complete the post-test and the evaluation, and then you may print out 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?**

*Yes, we have facilitation materials in training zone for each module of LEAD. Each module's facilitation materials include a guide, all handouts needed, and a PowerPoint slide deck.*

*The guide is broken down by each section and goes in depth on how this training can be facilitated with a group. The handouts guide provides all handouts that are needed for a module including pre and post-tests. The PowerPoint slide deck offers a visual component to the training outside of the online modules.*

*The facilitation materials are designed to be all anyone will need to share this content with their staff.*

**Q: Where can I find the facilitation materials?**

*When in the training zone please look for LEAD content labeled "Module \_: Facilitation Materials" to find the facilitator versions of each module for the communication series. Here is a link to each module's facilitation materials:*

- [Module 1](#)
- [Module 2](#)
- [Module 3](#)

**Q: How many Continuing Education Credits (CEUs) do I receive for completing LEAD content?**

*CEU credit is awarded is predicated on how many hours the training completed is.*

- A 3-hour module – 3 CEUs
- The Communication for Impact Series total 12 hours 45 min – 12.75 CEUs

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

*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'm having issues accessing the LEAD to Succeed™ training series.**

*If you are experiencing any difficulty accessing the materials, please contact us at [education@schoolnutrition.org](mailto:education@schoolnutrition.org).*

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