January 6-21, 2027 | Eastern Time

Wednesday, January 6, 2027
Soft Skills & Universal Training Topics | BASIC

Moderator: Sally Flowers

TIME	SESSION / PRESENTER DETAILS
12:30-12:40 p.m.	**Welcome**
12:40-1:25 p.m.	**The Art of the First Impression** **Ben Marshall,** Produce Program Specialist Consumer Safety Officer, Division of Produce Safety Branch 3 U.S. Food and Drug Administration (US FDA) Department of Health and Human Services (DHHS)
1:25-1:35 p.m.	Break
1:35-2:35 p.m.	**Pest Control in Food Facilities** **Identification, mitigation, and prevention** **Dr. Matt Frye, Cornell University** Rodent & Structural Pest Management Specialist Cornell Integrated Pest Management College of Agriculture and Life Sciences Cornell University
2:35-2:45 p.m.	Break
2:45-4:30 p.m.	**De-Escalation During Food Inspections** **Nancy Singer,** Compliance-Alliance; **Kim Stryker,** Assistant Program Director AFDO