Hospitality Training Competencies
CERTIFICATE PROGRAM

CHART
Council of Hotel and
Restaurant Trainers

RISE ABOVE THE REST

Designed by hospitality trainers for hospitality trainers, the CHART training competencies define the professional skills necessary for trainers to grow and provide greater value to their organizations.

Over the past two years, this program has undergone significant revision to reflect the most current skills and knowledge required for hospitality training professionals to be at the top of their field. The program includes changes driven by e-learning, social and mobile technologies, demographic shifts, and trends in hospitality training.

4 Roles
Trainer
Instructional Designer
Manager
Executive

12 4-Hour Workshops

4 Capstones

Twelve Workshops Across Four Roles

Trainer
On-the-Job Training
Participant Management
Presentation Effectiveness

Instructional Designer
Instructional Design Fundamentals
Training Evaluation
Effective Learning Design

Manager
Operational Knowledge
Project Management
Coaching & Development

Executive
Strategic Planning
Communication & Influence
Business Acumen

Four Capstone Courses Make the Learning Stick

Open to those who have completed all three of the workshops within a role, these in-depth, interactive capstone courses further hone participants' skills in a group setting where you practice and get feedback from your peers.

Your Progress is Tracked via LMS

Our user-friendly Learning Management System, designed by our partner **DiscoverLink**, allows you an easy way to track your progress through the program and even print certificates of completion on demand.

Participants can simply visit chart.discoverlink.com and enter your email address for both the login and password to access your profile in the LMS.

better **TRAINER**   faster **INSTRUCTIONAL DESIGNER**   stronger **MANAGER**   greater **EXECUTIVE**

WORKSHOP DESCRIPTIONS A professional roadmap to your success.

Trainer

On-the-Job Training *(formerly Evaluation & Assessment)*
Learn how to accomplish this task consistently and successfully in the sometimes chaotic work environments of hospitality organizations. You'll discover principles of adult learning in field-based education, how to overcome obstacles to learning, effective training for new hires, and using OJT for new product rollouts and new store openings.

Participant Management
Sharpen and improve your training sessions by learning to better convey your ideas, motivate and respond to your audience more, and effectively use presentation tools — so that attendees walk away from your training sessions having truly absorbed the material. You will learn about different learning styles, group facilitation, and more.

Presentation Effectiveness
Discover the behaviors that will enhance your ability to prepare and make a quality presentation that will more effectively drive your company's sales and build profits. Learn to make a great first impression and immediately capture your audience's attention.

Instructional Designer

Instructional Design Fundamentals *(formerly Program Design)*
Learn to shape raw information into easily-digestible, relevant training programs that are directly linked to your company's mission and business goals. Everything you need to know about training program design and how to get started.

Training Evaluation *(formerly Process Improvement)*
Get the tools you need to properly evaluate programs to ensure they are meeting objectives and adapting to changes in the operational environment. Learn to make use of the feedback given by executive management, respond to changing stakeholder needs, align training to strategy, monitor, evaluate, and update programs for effectiveness.

Effective Learning Design *(formerly Technical Knowledge)*
Gain the knowledge and skills you need to be able to understand and clearly present complex issues. Review adult learning principles, learn the necessary skills for program development, and hear how to work with subject matter experts for course content.

Manager

Operational Knowledge
Get a clearer picture of how your team relates to others and fits into the company's overall organizational structure and strategy so that you can achieve operational excellence. Learn to distinguish between training solutions and operational roadblocks.

Project Management
Learn to prioritize training projects by assessing those that provide the best return on investment and ensure training is developed on time and within budget.

Coaching and Development
Learn to develop your staff by becoming aware of their strengths and weaknesses, using feedback to increase their performance, delegating appropriately, and encouraging team members' ongoing education and training.

Executive

Strategic Planning
Solidify your seat at the strategic table by learning to develop corporate plans and quantify results. While you're at it, enhance your skills and techniques in effective cross-departmental communication and become a closer business partner with leaders in your organization.

Communication & Influence
Become a more effective communicator and motivator. Develop active listening and negotiation skills and other tools that will help you be viewed as the corporate expert and champion on all aspects of training.

Business Acumen
Hone your ability to make profitable business decisions and secure executive buy-in for your programs. Become a valuable partner in your company's business strategy by learning to better speak the language of business, understand financial and HR metrics, succession planning, talent development, and strategic partnerships.

WORKSHOP OFFERINGS

- CHART's T3 Training Competencies Conference in February features all 12 competency workshops.
- There are four workshops offered as pre-conference workshops at our Hospitality Training Conference in July.
- Workshops are also offered at select Regional Training Forums (RTFs).

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chart.org