



flipCHART

CONNECTING THE CHART
MEMBER COMMUNITY



VISIONARY TRAINERS
TRANSFORMING HOSPITALITY

'TIS THE SEASON FOR GREAT NEWS
DECEMBER 2016

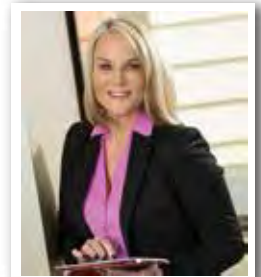


How to Deliver a Better Experience to Every Kind of Customer

We have been trying to get Kelly back for years, and now we've got her! Kelly first spoke at CHART's Las Vegas conference in July 2006. She got rave reviews, and now, ten years later and with new expertise to share, she is back for an encore at CHART 93!

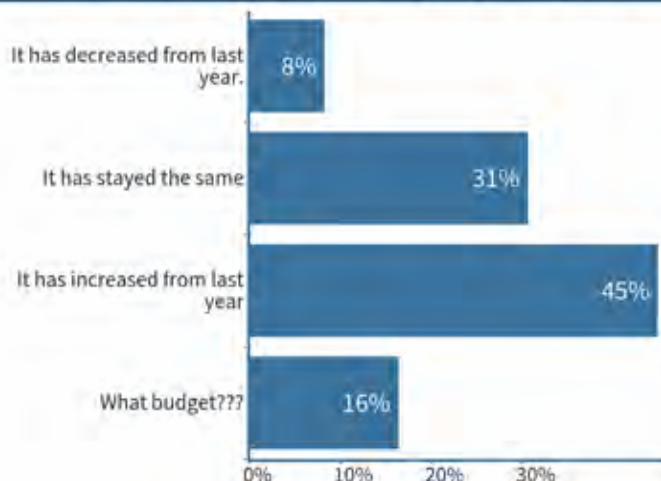
Kelly McDonald, a nationally-recognized marketing expert and author, with deep specialization in multicultural and diversity marketing, will share the latest techniques that innovative companies are using to train their staff. Using best practices, Kelly will teach you how to foster a culture of empathy and craft a positive guest experience for customers of all types that fuels not just customer satisfaction, but pride and gratification in your employees' work.

Kelly McDonald
President, McDonald Marketing



Registration
is now open.
chart.org

What is happening to your training budget this year?



Real Data from Real CHART People

At CHART 92 in Charleston, 125 attendees were asked, "What is happening to your training budget?" On the left is an additional real-time slide created during the CHART/TDn2k Trends in Hospitality Training and Development Study presentation.

We were so encouraged that 45% indicated that it had increased.



Be sure to register for the free webinar on December 7 as CHART dives further into what these trends mean for you as trainers.

View presentation slides at chart.org - Training Tools & Resources - Training Trends Study



YouTube: All our popular CHART Talks sessions are on our YouTube channel. Learn in bite-size sessions of less than 10 minutes.



CHART Blog at chart.org: If you have employees for whom English is not their primary language, it's important you tailor your communications. Read Jeff Tenut's blog, *6 Best Practices for Translating E-learning Courses*, as he shares suggestions on what to consider.



Ask My Peers: Hardship Relief Program was a topic which generated some interest recently. Check out what several members posted about on how they provide team members support during a "qualified disaster" and/or personal hardships.

UPCOMING OPPORTUNITIES

FREE 2nd Wednesday Webinars

Register at chart.org – Trainer
Development & Events – Webinars

December 7, 2016

1:00 PM EST

Trends in Hospitality Training & Development: New Insights & Fresh Perspectives

Curt Archambault, *People & Performance Strategies*

Jen Swan, *First Watch Restaurants*

Melissa Doolin-Koehne, *TDn2K*

February 8, 2017

1:00 PM EST

Make Time for Success

Melanie Johnson, *Rubio's Restaurants*

FREE RTFs

Details at chart.org - Trainer
Development & Events – Regional
Training Forums

December 6: Minneapolis, MN

Conferences

Details at chart.org – Trainer
Development & Events - Conferences –
Upcoming Conferences

March 4 – 7, 2017

CHART 93

T3: Training Competencies Conference

The Broadmoor | Colorado Springs, CO

July 15 – 18, 2017

CHART 94

Hospitality Training Conference

Rancho Bernardo Inn | San Diego, CA

PRESIDENTalks

Beyond Task Training: Easier Said Than Done

Recently, CHART Past President Dr. Mike Hampton from Florida International University hosted a leader's panel to "share insights on how we need to align higher education with the evolving needs of the industry brought about by the massive transformations taking place in global economies, markets, technologies, environment and other macro factors." What an ambitious goal!



Donna Herbel

Some key themes came from this thought-leading conversation that we might consider:

- There is a need for people to think critically and responsibly. To act accordingly with enthusiasm and innovation, and to learn through practice and application.
- Core areas for alignment lie in critical thinking, problem-solving, cultural awareness and decision-making skills.
- To keep pace with the rapidly-evolving business climate, training and education methods, both in higher education and in corporate training environments, must help in developing business-minded agility with a high degree of understanding of the global marketplace.

Bottom line: As learning professionals, we are challenged with developing learning behaviors beyond task training.

Your initial reaction might be much like mine: "Easier said than done!"

Learning and development innovators in our industry, however, are rising to the challenge in the following ways:

- Focusing on competency areas (the NRAEF, in partnership with the DOL, has recently released a core F&B competency model, which is an interesting starting baseline). Many people are familiar with the "Skills Gap," but not all have a real understanding of which skills are of concern in or out of our industry.
- Assessment of markets, trends, and how they affect business downstream is important for capitalizing on opportunity and navigating risks.
- Teaching a learner's mindset, and skills to respond to fluid circumstances. The ability to rapidly process data, evaluate what information is present or missing, and self-skill as new technologies and innovations come to market are critical skills.

Though the world of business seems to be getting smaller and faster, it may remain important that educational institutions continue to advocate for education as its own end. While it might be attractive to business to have higher education complete the skills training for their future workforce, we all need individuals who are capable of critical thought and interested in the broader world to meet our currently-unimagined futures.

Learning, sharing, growing, and caring together within our CHART member network, we can get it done!

In service,



Columbus, OH ^

Operators from Bob Evans, White Castle, Arby's, and Red Roof were part of a panel discussion on, "What makes training effective?" from an operator's perspective.

Houston >

Josh Lowry, DiscoverLink, led a beneficial session on how to build e-learning effectively.



RTFs

< New York City

Jeff Drozdowski, Little Caesar's, shared how training program need to adapt to the changing workforce.



Detroit ^

Over 30 met at the very cool Dominos World Resource Center in Ann Arbor, MI. Trainers learned some graphic ideas from Domino's Jason Raddatz and about creating a better learning environment from Lisa Toenniger.



Chicago ^

The crowd of 45 attendees broke the attendance record! The theme of the event was employee engagement and retention, and featured five presentations focused on best practices followed by round-table discussions where attendees shared their ideas and experiences.

Arrive Early for Additional Learning at Pre-Conference Workshops

Do you want your team to have the ultimate competitive advantage and be more effective? Make a positive difference for your team and register to attend the pre-conference workshop, *The Incredible Power of Team*, in Colorado Springs. Joleen Goronkin and Curt Archambault of People & Performance Strategies, will offer this free session to conference attendees.

During this highly-interactive session, you will explore top team behaviors and learn to apply them to improve performance, strengthen your team, and impact workplace productivity. Attendees will receive a copy of the book, *Five Dysfunctions of a Team*, and a code to take a complimentary Everything DiSC Assessment.



Curt Archambault



Joleen Goronkin

Registration is now open at chart.org



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Please send content to flipCHART Managing Editor | Lisa Marovec, lisa@chart.org
Deadline is 1st of the month for the next month's issue | Back issues: chart.org



CHART Pays it Forward during FIT Day

On October 25, many California CHART members were in ProStart classrooms giving back and participating in Force In Training™. On this one day across California, **130+ industry volunteers** reached more than **2,800 high school students** in **44 schools**. FIT™ Day is an initiative to bring job readiness training to the ProStart classroom to motivate, train, and prepare students for jobs after high school. FIT focuses on the soft skills young adults need to land their first job and move up in their careers through 3 modules: Land It!, Work It!, and Lead It!

We are so proud that many of our California-based CHART members initially wrote this program in direct response to addressing this critical need amongst the industry's emerging workforce and are still involved. This is one more way CHART members can give back to their communities by sharing industry insight and personal career experiences with the next generation of team members.

Contact Michele Lange, The Habit Burger Grill, for further insights or visit www.calrest.org/force-in-training-fit1.html

Member News

- > Congratulations to **Mark Boccia**, Marriott, who is now Dr. Mark as he completed his Doctor of Education (Ed.D.), in Human & Organizational Learning, 4.0 from The George Washington University.
- > **Danielle West is now Danielle Dally**. Many happy returns to her on her recent wedding.
- > Best wishes to **Jason Lyon** in his new role as President at Flatbread Co.