



FlipCHART



January 2012

Connecting the CHART Member Community ~ in print

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Upcoming Austin Conference

Keynote Speaker TJ Schier

By Gini Quiroz, K & N Management



CHART is excited to have **TJ Schier** back as one of our keynote speakers in Austin for the March conference.

Picture this: You don't only have a "seat at the table," but you're the keynote speaker to the executive team as you push the company forward thru training! **Imagine** a world where marketing, HR, operations and other segments come to YOU for tips, best practices and materials to help implement and train their content. Trainers CAN run companies. **Imagine that!**

Through this session, you'll learn how to effectively and positively impact the role and perception of the training department so your organization has you fully engaged in moving sales, people and profits in an upward trend.

TJ is the president and founder of Incentivize Solutions which provides keynote addresses and seminars on guest service and motivating today's generation. Prior to this, he spent fifteen years in the hospitality industry; including serving as the 2003 CHART president. TJ has both an MBA and BBA in Finance from the University of Texas. He is also the author of 3 books.

No question, you'll leave feeling energized and inspired to inject enthusiasm and bring challenges to your training teams.



Upcoming Dates

January 17
Orlando, FL RTF
blatimer@sonnysbbq.com

March 3 - 6
83rd CHART Conference
Renaissance Austin Hotel
Austin, TX

July 21- 24
84th CHART Conference
Radisson Blu Aqua Hotel
Chicago, IL

Austin Breakout Sessions

The Austin agenda provides interactive content-rich breakout sessions. Our presenters will help you become CHART strong.

Idea to Implementation: From Rollout to Ongoing Training and Development

Presented by Gabe Hosler and Melanie Johnson



Talent Development in the New Normal: Succession Planning and Internal Development

Presented by Donna Herbel, SPHR



How to Build a Team That Will Work Without You

Presented by Bryan Dodge



Kensho: A Modern Awakening

Presented by Susan Steinbrecher



The ABCs of JTAs: Designing Training for the Learner

Presented by Janet Benoit and Clay Hosh



New Employee Orientation: How to Engage from the Start

Presented by Lisa Oyler, CHT, CTA



Happy New Year!

Be CHART Strong.

Review the online brochure and **register today** at: www.chart.org

CHART Board

2011 - 2012 CHART

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PRESIDENTTalks

Jen Swan Michaud



2012: Dealing with Uncertainties

Each New Year, I wonder what the future holds. Will I be successful? Will my company continue to value my knowledge and experience? As trainers, we live in a world with some ambiguity. Our society is changing fast. As leaders in hospitality, we have to keep innovating, or hungry competitors will overtake us.

How well do you cope with change? Are you able to 'shift gears' comfortably, and decide and act without having the complete picture? Or do you need to finish things before moving on? Are you able to deal with risk and uncertainty?

Many situations we face are not clear. The problems are sometimes fuzzy, and the solutions are certainly not evident! The higher you go, the more ambiguous the scenarios become. You may lack information, time, and precedents. Some seem to be working on his or her personal agenda.

I just read the book, *How to Measure Anything: Finding the Value of Intangibles in Business*. The author, Douglas Hubbard, makes the argument that **knowledge is the reduction of uncertainty**. While it's simply not possible to eliminate uncertainty; it doesn't take too much effort to *reduce* it. This really hit home for me, especially as a trainer and developer of people.

Here are a few ways to reduce uncertainty:

1. **Learn new things.** Stuck with what you know? Practice in your own personal life. Go to an ethnic or themed restaurant you know nothing about. Vacation in places without doing a lot of research. Live a little!
2. **Better define the problem.** Get as firm a handle as possible on the problem. Figure out what causes it. Keep asking why. This increases the chance of a better solution because you can see more connections.
3. **Reduce Stress.** Some get stressed with increased ambiguity and uncertainty. What brings out your emotional response? Write down why you get anxious – perhaps you don't know what to do; don't want to make a mistake; afraid of the unknown consequences; don't have the confidence to act. When you get emotional, drop the problem for awhile. Go do something else. Come back to it when you are under better control.
4. **Become an incrementalist.** Make a series of smaller decisions, get instant feedback, correct the course, get a little more data, and move forward a little more, until the bigger problem is under control.

Thankfully, with CHART, we are not alone. There are others who have faced or are facing similar uncertainties and are willing to share their knowledge.

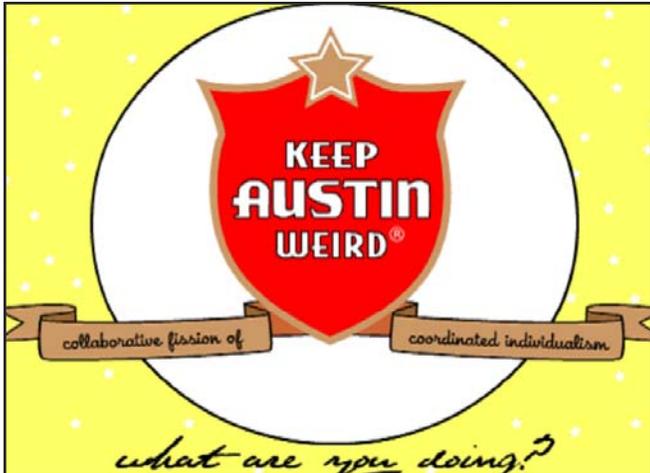
Here's to 2012!

Jen Swan Michaud

Upcoming Austin Conference

'Weirdness' of Conference Team

A few additional conference team members have shared something weird about themselves; keeping with the theme.



First Time Attendees Co-Director
Joleen Goronkin, President, People and Performance Strategies

'Weirdness': Joleen has appeared in 72% of photos taken at CHART events since 2004. Although she says she is slipping a little in the last year or so, she wants to raise her % in 2012!. Watch out photographers!



Volunteer Co-Director
Curt Archambault, VP, People and Performance Strategies

'Weirdness': Curt has an unhealthy relationship with the Food Network and HGTV and he can't stand eating left over spaghetti.



83RD HOSPITALITY TRAINING CONFERENCE
 MARCH 3-6, 2012
 RENAISSANCE AUSTIN HOTEL • AUSTIN, TEXAS

Early Registration Discount Ends February 2. Register Today!
WWW.CHART.ORG

CHART News

Learn at Your Desk - Free Webcast

Free Webcast Playing On-Demand

CHART 40th Anniversary Conference Training with Authenticity - How to Deliver Exceptional Training by Unleashing your True Self
 John Isbell, Curt Archambault, & Josh Davies

Watch It Now!

As featured in latest ...
TRAINING FLASH
An eNewsletter Featuring Training Ideas That Work

View/Hear the wisdom of three Past CHART Presidents as they present best practices and tips on how to train others and speak in public while not losing the most important part of the presentation ... your audience!

View all webcasts at:
www.chart.org/resources/educational_webcasts/

Industry News

CHART members **save \$475.00** off the standard rate on the only conference with HR guidance tailored to the needs of your organization. Register by 2/13 with **Promo Code FCHART** to get this special member discount. www.HRinHospitality.com



Summer 2012

Stand Up, Stand Out, Stand Strong in Chicago

84th CHART Conference

July 21-24, 2012

Radisson Blu

Aqua Hotel

Chicago, IL





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Back issues: visit www.chart.org

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Register for Austin Today ... www.chart.org

Regional Training Forum (RTF)

Tulsa Trains

Twenty-two enthusiastic trainers, representing 13 different companies, converged on the US Beef (Arby's Franchise) Training Center in Tulsa, Oklahoma, for a dynamic day of sharing and networking. Leslie Paffe, NRA, shared insights on the programs and materials they offer trainers to facilitate learning and development. CHART member **Donna Rynda** kept the crowd totally engaged with a fast paced presentation entitled ***How to***

Improve Performance, Productivity, and Profits by Getting It Right The First Time! Another CHARTer, **John Alexander**, presented an abbreviated version of ***Heart Centered Leadership*** that was well received by the group. The day ended with an "Ask My Peers" session on a variety of topics that allowed for a robust sharing of ideas. Special thanks to CHART member **Andrew Arvay** for being such a gracious host to the day's activities.

By **John Kidwell**, *Mazzio's*; photo courtesy of **Eric Bartlett**, *Rib Crib*



Make it one of your new year's resolutions to attend at least one RTF in 2012.

<http://www.chart.org/events/schedule>