

Happy NEW YEAR

from your CHART family



Dear CHART members,
 We look forward to a wonderful 2017 with you!
 peace & joy

A GREAT YEAR FOR GOOD NEWS
JANUARY 2017



Dave Mitchell, Founder/President
 The Leadership Difference, Inc.
theleadershipdifference.com

The Power of Understanding People

Dave Mitchell's style is best described by a term he coined – enter-train-ment. As a speaker and organizational expert, Dave takes great pride in using proven principles in applied performance and cognitive psychology to deliver a high-impact training experience that is also incredibly entertaining.

During his keynote in Colorado Springs, you will acquire tools to understand your own unique communication style. After completing an interactive styles assessment, you will learn about the 12 fundamental interactive styles as Dave relates each style to characters from internationally-known motion pictures.

You will discover your own distinctive interaction style and learn practical strategies to communicate more successfully with those with a different interactive style.

Registration is now open. chart.org



High 5 2016 Now Online!

Borrow Easy-to-Implement Training Ideas from Peers

The best idea is one that has been tested and proven to be successful by a trusted friend. And of course, one that you can just 'borrow' for yourself! Each year, CHART members are asked to share a training idea which is positively impacting their team and company. CHART selects the top five to be recognized at our summer conference. An e-book of the winning ideas is created and posted online. Take time to review the 2016 winners (and other years) and feel free to implement these ideas.

..... 2016 High Five Winners



Michele Lange Dan Walker Patrick Yearout David Myers Connie Sadler



View e-Books now at chart.org - Training-Tools-and-Resources - Trainer-High-5-eBook



Blog: Unless your training budget is unlimited, check out the blog, *You Get What You (Don't) Pay For*. Patrick Yearout provides an array of training resources you should utilize that are free!



Facebook: Are you familiar with the popular #MannequinChallenge? Attendees at the Dallas RTF took the challenge and did an awesome job. View their video that we've posted on our Facebook page to determine who should win an Oscar.



Ask My Peers: This is a great resource which we encourage everyone to utilize from both the aspect of posting questions and also responses. CHART is all about sharing of ideas. Improvements to this forum have been made recently which provide additional details on those posting. **Be sure to update your AMP profile; including adding your photo.**



Donna Herbel

PRESIDENTalks

CHART Where You Are!

Happy New Year! The change of a calendar year invites celebration, reflection, and big plans for the year ahead. Recently, at the CHART Regional Training Forum (RTF) in Minneapolis, our guest speaker Vikas Narula, Creator and Co-Founder of Keyhubs, spoke on the power of networks on success in change initiatives and influence. As a result, one of my personal New Year's resolutions is to be intentional about further expanding my networks, seeking diversity of thought, and synergy in ideas. 2017 is an opportunity to embrace a year of learning and professional development by exchanging big ideas, thought leadership, and best practices.

CHART continues to provide a format for these energizing exchanges, and this year is no exception!

- The workshop-focused format of the T3 Competencies Conference, now in its 5th year, is a hands-on deep-dive into critical skill and application for hospitality training professionals at every level. In March, the T3 at the Broadmoor in Colorado Springs features competency-based education in four separate tracks. For individuals who have completed competency tracks, this year's event features a new Capstone offering designed to apply key competencies to a project in progress. There will also be several breakout sessions on hot industry topics
- Our summer Hospitality Training Conference, hosted this July in sunny San Diego, is a resource for best practices, big ideas, and networking. CHART members showcase innovation and problem solving in hospitality training through breakout sessions. Whether participating as a learner or a facilitator, the Hospitality Training Conference offers opportunities for skill advancement for training professionals in our industry. Embracing trends in technology and social media, San Diego promises some surprises from CHART members' wish lists!

Training teams may be comprised of a mighty team or a department of one. Though alignment and roles in organizational structure vary, serving in a support position, role, or department usually means that there are few experts internally in the organization to draw from. Teams rely on trainers to keep ourselves current with trends, and bring strategy and execution to the table. While conferences are an important way to connect and learn, CHART has expanded educational offerings where we work as well.

- Attendance at RTFs across the U.S. has been increasing year over year, and the year ahead promises to keep pace. RTF Directors have done amazing work organizing and coordinating open and free RTFs. In addition to national networks, the recent RTF in my home area of Minneapolis attracted over 30 professionals, which offered a great chance to meet local training professionals!
- CHART continues to offer educational webinars every other month, with increasing attendance and viewership. While this is a valuable learn-at-your-desk tool for our members, it is also good for the CHART brand as these webinars are a go-to resource for learning and idea sharing.
- Ask My Peers is a valuable forum for posing questions and taking advantage of CHART members' amazing commitment to Learning, Sharing, Growing, and Caring. I am also challenging myself in 2017 is to use this forum more frequently! CHART members have shared questions, ideas, and suggestions that have been invaluable during major projects and initiatives, and I am committed to paying it forward to share and assist where I can as well.

Whatever your goals for the year ahead, you are sure to find continued success when you take advantage of CHART where you are!

In service,

UPCOMING OPPORTUNITIES

FREE 2nd Wednesday Webinars

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

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

Visit our website for the latest schedule

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

Nominations Due for Learning Legacy Fund

Send a deserving trainer to CO Springs or San Diego for free!

Pay it forward and nominate a peer who would otherwise be unable to attend one of our 2017 conferences. Thanks to generous donors, this fund provides a need-based professional development grant for trainers who have shown potential and passion for the profession, but who lack sufficient budget to attend a CHART conference.

Details at chart.org – Membership & Community – Awards & Scholarships



Sharing & Learning

are two important values of CHART. In this issue and the next, we are sharing some 'fun facts' about our host hotel and our amazing conference team so we can all learn a bit more and feel even more connected.



The Broadmoor

Fun Fact: The West Building of our resort features PLAY, a dining and activity venue that offers six lanes of bowling and a variety of games including shuffle board, pool, foosball, and game monitors.



Conference Director

JoEtta Barnes
Director of Field Training and Development

Perkins & Marie Callender's

Fun Fact: My new favorite show to binge watch is Shameless. I am part of the Gallagher family – I know it.



Communication Co-Director

Lolita Walker
Training Manager, Biscuitville

Fun Fact: One of my favorite pastimes is line dancing. I love watching old westerns (black & white), especially The Rifleman, and I am currently looking for some really cool cowboy boots!



Volunteer Co-Director

Jessica Prince
Training Manager

Jim 'n Nick's Bar-B-Q

Fun Fact: I was a cheerleader in college.



Activities Co-Director

Tanya Edmunds
Director of Training, Shake Shack

Fun Fact: My boss secretly filmed me 'tap dancing' at our office in a pair of Converse and then entered me in a company-wide Funny Video contest. I won!



FTA Co-Director

Kirstie Johnson
Founder/Chief Experience Officer
enlightener enterprises

Fun Fact: I was an extra in Ferris Bueller's Day Off (parts of it) and The Breakfast Club was filmed at my high school.



Hospitality Co-Director

Matthew Brown
Leader, Business Development - Talent Solutions, HotSchedules

Fun Fact: I have a very large collection of Mr. Potato Heads. I never met anyone who didn't walk into my office or home and not smile from ear to ear when they see a Potato Head!



FTA Co-Director

Colby Hutchinson
Hospitality Management Trainer
Best Western Hotels & Resorts

Fun Fact: My work travels have taken me to every state except four, which are on my bucket list: Delaware, West Virginia, Maine, and Nebraska. In 2016, Best Western sent me to Thailand, Germany, Ireland, and Scotland.



Registration Co-Director

Lorena Toland
Director of Human Resources
The Brown Palace Hotel

Fun Fact: I'm 100% Hispanic (Mexican), and I do not like spicy food. Not even black pepper.



FTA Co-Director

Devin Games
Director – Operations Training
Domino's Pizza

Fun Fact: Cosmo Magazine did an article online last year about Domino's and how to get a job and they used my picture.

It's More Than Just 3 Letters



Take your learning to the next level with the Certified Hospitality Trainer Certification. Our partner, American Hotel and Lodging Association Educational Institute (AHLEI), will be offering the review course and exam on Saturday, March 4 at CHART 93. In order to attend this session, you must register directly with AHLEI by January 30, 2017. Attendees qualify for the discounted member rate.



#TeamCHART Raises \$2400 for No Kid Hungry

CHART members and friends demonstrated their caring and giving spirit on #GivingTuesday. We are proud to report that over \$2400 was donated by 31 members of #TeamCHART to support No Kid Hungry and their efforts to end childhood hunger.

Member News

Best Wishes to **Christin Bell**, CHT, in her new role as Director of Culture and Team Engagement at The Bernstein Companies Hotel Division.

Congratulations to **Kendall Ware**, Orange Leaf Yogurt, who was honored by iON Oklahoma Magazine with the NextGen Under 30 Award. Each year they recognize the next generation of innovative, creative, and inspiring individuals who push the boundaries in various categories of endeavor.

Industry News

Stronger as one. Two of our partners, the National Restaurant Association and the American Hotel & Lodging Educational Institute have combined forces. AHLEI will be run as a separate business under the NRA's Training & Certification division.

Regional Training Forum Recaps



Minneapolis RTF: A group of 34 attendees exchanged ideas during LIVE Ask My Peers, learned about the power of connections from Vikas Narula, Creator and Co-Founder of Keyhubs, and heard from CHART President Donna Herbel about the core values of CHART.



Boston RTF: Attended by 20 people, it was our highest-attended RTF yet. Jeff Drozdowski, Little Caesars, spoke about adapting to diversity and being inspired by it. He was followed by Cindy Poulos, from our sponsor DiscoverLink, who shared why e-learning is a great solution for diversity training.



Dallas RTF: The focus of this RTF was technology. Jesse Maxson, from our sponsor World Manager, presented a session on creating training videos. One of the fun activities was creating a video based on the #MannequinChallenge. View this video on CHART's Facebook page.