

Fresh Perspectives on MIT Best Practices from CHART's First Time Attendees

At our recent Hospitality Training Conference, CHART 98 in Nashville, we welcomed more than 100 First Time Attendees, and invited them to weigh in on a variety of topics. Here are some tips they shared around development of Managers in Training.



What are your best practices around MIT training?

What activities are most impactful after the initial training phase?

- Tell, show, do & review
- Hand outs
- Spec wars
- Surveys
- 30/60/90 touch base
- Graduation – celebrate
- “What would you do?” – situational training
- Practice projects
- LMS
- Starts with orientation – revisit
- Above the store leaders
- Testing – LMS, verbal, written
- Empathy training/power skills. Use role playing
- All around training – make personal
- Leading by core values – identify behaviors that demonstrate values
- 1 on 1 meeting with GM on how to get to next level – coaching conversations
- 1 day shadow & interview with senior leader
- Home store transition
- Development program with goals
- Manager development day – make all about them
- Culture day right after onboarding – get to be a guest and learn about culture
- Day at home office to connect
- Mentorship program – sticks 90-120 day
- 360 reviews ½ way through and at completion. Helps training store
- Corporate university
- What to work on and details from training store to home store
- Training GM's doing weekly progress report
- Pre-mid-post coaching with trainer and trainee
- 30/60/90 done by GM or for franchisees manager of training
- Weekly validation – look from trainee standpoint/ manager/ how to train someone new
- Weekly calls – Training manager, MIT, RM; review guest concerns, opportunities
- First time manager calls – 4 to 8 over 8 months (a.k.a book club)
- Department webinar videos – most current information
- Test monthly
- Self-guided individual plan – 3, 6, 8, 12 months
- Regional Manager – 1 week side by side; 6-8 months corporate office time
- Face to face connection
- Post Training – mentor program
- Weekly follow up calls during and post training
- Post training bonus
- Activity badges – digital
- More manager focus (less position training)
- Stretch projects – incumbent skills – push further
- One week in-house (corp office)
- Experience toolkit (post training)
- Kickstart program, post training with experienced manager

