



Training High Five,

created in 2013, is a recognition program for innovative and particularly effective training solutions implemented by CHART members. The five winners of the High Five are showcased at the summer CHART conference and become part of an annual compilation of ideas. This collection features solutions that have helped training be delivered more efficiently, allowed trainees to more quickly achieve their learning objectives, and/or improved the overall performance of employees. Please explore this anthology of ideas, and perhaps you can copy, transform, and combine these sparks into your own successful solution.

Will You Share Your Success?

If you have a training solution that has really worked for you, please consider demonstrating our guiding principles of Learning, Sharing, Growing, and Caring and send it to CHART for the betterment of everyone in the organization. It doesn't matter if it's a simple training game or a complex rollout strategy; as long as it moved the needle in some way at your company and isn't proprietary, we would love to hear about it.

Submit Your Ideas

for CHART's Training High Five before June 1. Visit the CHART website (Membership & Community – Awards & Scholarships) for more details and the quick and easy online nomination form. The CHART Board will review ideas for originality, impact, and relevance. The top five ideas submitted each year will be highlighted at the summer conference and then posted on the CHART website for members to see and use. The High Five winners will be contacted in late June and you can look forward to seeing your ideas in another year-end compilation.

2020 Winners

Click! Kits

Submitted by Brandi Williams & Joy Dyer,
Oklahoma City Thunder

Hospitality for Everyone

Submitted by Patrick Yearout,
Ivar's & Kidd Valley Restaurants

Work from Home Webinar Series

Submitted by Braxtion Luzier,
Live Nation Entertainment

Menu Launch Gamification

Submitted by Laura Lidyard, Cracker Barrel

Rapid Prototyping from Live, Instructor-led to Virtual

Submitted by Travis Smith &
Colby Hutchinson,
Best Western Hotels & Resorts



CLICK! Kits

Submitted by: Brandi Williams,
Guest Relations Training and Development Coordinator
and
Joy Dyer, Director, Guest Relations,
Oklahoma City Thunder

Objective

Our "CLICK! With Your Guests" customer service program was founded in 2001 with a laminated card (similar to a game-day credential) with service values on one side and a writing space on the other to utilize in a goal-setting team training exercise. To continue this legacy, our team sought to evolve and update the exercise in a way that could be presented as a treasured resource. A talented in-house graphic designer developed a way to house the card and related resources in a fresh and fun way that reflects our organization's current branding and serves as a fresh new takeaway.

A treasured resource to
"click" with guests



How it Works

CLICK! is an acronym for our service values: Communicate Courteously, Listen to Learn, Initiate Immediately, Create Connections, and Know Your Stuff. The CLICK! Kit training materials consist of a laminated card, branded Sharpie, CLICK! Mints, and a wristband imprinted with the year's theme. Each component of the kit was introduced with carefully measured intent relating to the implementation of our service values.



Results

The kit has increased the fun-factor and presentation value at training, organized training materials, and provided employees with a keepsake they can collect season after season. The kits are revealed at the end of the training and hand-delivered to each employee. Our employees are excited as they receive their kits and look at the updated designs for the season. The CLICK! Kits help our employees experience their own surprise and delight, which are the types of memorable moments we would like for them to create for our guests. An added bonus is that many team members have discovered the box itself serves as a great place to keep their game-day accessories, such as name badges, lanyards, and credentials.



Hospitality for Everyone

Submitted by: Patrick Yearout, FMP, CHT,
 Director of Innovation, Recruiting, and
 Training, Ivar's and Kidd Valley Restaurants

Objective

We are in the hospitality business, which exists to make people feel welcome and included. Statistics show that the concept of gender is expanding beyond male and female, so we need to adapt to make sure all new genders feel welcome and included.

12 Ways

Creating a more gender-inclusive workplace

- 1 OFFER TRAINING
- 2 SHARE PRONOUNS
- 3 STRIKE THE GENDER QUESTION FROM YOUR APPLICATIONS
- 4 REVIEW YOUR BENEFITS PAPERWORK
- 5 GO THROUGH YOUR EMPLOYEE HANDBOOK
- 6 REMOVE GENDER-BASED LANGUAGE FROM YOUR DRESS CODE
- 7 CELEBRATE YOUR GENDER DIVERSE EMPLOYEES
- 8 MAKE SINGLE-USE RESTROOMS GENDER NEUTRAL
- 9 INVITE GENDER DIVERSE STAFF TO PARTICIPATE IN MEETINGS ON THE TOPIC
- 10 MAKE GENDER IDENTITY CHANGES SIMPLE
- 11 REVIEW YOUR VENDOR SYSTEMS AND PROGRAMS
- 12 OFFER COUNSELING AND SERVICES



Gender Identity By Age Group				
	18-34	35-51	52-71	72+
Cisgender	88%	94%	97%	97%
Gender Diverse	12%	6%	3%	3%

GLAAD's Accelerating Acceptance Report from 2017

Results

This is a big idea with various options. Some of these have been implemented at Ivar's, but the pandemic has made it difficult to measure. Ivar's is committed to this effort because they think it is the right thing to do. For more specific information about each of these steps, visit Hospitality Training Magazine Issue 2 for a more extensive article by Patrick Yearout.



Work From Home Webinar Series

Submitted by: Braxton Luzier,
Manager, Training & Development, Live Nation

From 100 to 10,000+ viewers in 25 shows

Objective

To create something new during the pandemic that helped take employees' minds off the pandemic, but yet still encouraged

them to work, be involved, and move the needle forward in our organization. With many unknowns, such as how long live music would be affected and when we might actually be going back to in-office work, we knew we needed to determine how to keep employees engaged while everyone was working from home, and how to keep them coming back to learn more.

How it Works

So was born the "The Morning Show," which we called "The Work From Home Webinar Series." Format of the show: (Total run time: 30 Mins LIVE, never pre-recorded, registration through Zoom)

Before Show Start	Show Start - 5 min	During Show - 25 min	Wrap Show - 5 min
<ul style="list-style-type: none"> • 15 mins prior to going live, we played music from a featured artist for that call so that people could listen to it when they logged in • 2 mins after the start time we played our Intro Video • We wanted to keep it light, fun, and cheesy. So we posed as a 90s news show 	<ul style="list-style-type: none"> • We start off with banter between the co-hosts • During each show, we review our Mission Statement and Core Values • We show the playlist of what we are discussing on the call 	<ul style="list-style-type: none"> • Every show consisted of a different topic that related to training and personal development • We also had guest speakers from different departments that presented information • The call was interactive, with viewers at home being engaged in the chat box, running polls, and un-muting their mic for responses or to ask questions 	<ul style="list-style-type: none"> • We always left time for Q&A • We signed off by reminding them where they could find us and we would do a song request to someone on the call

Results

Our audience was any person in our division that was still on payroll. Since it was not mandatory, individuals who were furloughed had the option to join or not to join. We started our audience with about 100 attendees, and after doing 25 shows we had 10,000+ attendees on our calls! We have people who are obsessed with the show, and it's how they start every morning. This has been so successful we will continue even after the pandemic. Our employees are staying engaged, learning new skills, and revisiting some older skills they forgot they were even using!





Menu Launch Gamification

Submitted by: Laura Lidyard,
Sr. Director Employee Training, Cracker Barrel
Old Country Store

Objective

The goal of the revised dinner menu was to add more craveable, home-style options for our dinner guests at the great value that we are known for, and to drive frequency of visit. To create an updated menu launch with maximum learning and engagement, we worked collaboratively among departments to develop a multi-media, interactive, blended training approach.



How it Works

A late-night style show was created to communicate and reinforce key messages and training points. Short, gamified LMS courses were developed for store teams to support menu, recipe, and point-of-sale knowledge prior to hands-on training. "Easter Eggs" were hidden throughout the courses with specific words for each skill position with the end goal of having employees put the words together as a team, take pictures, and upload to the employee communication channel. The phrase "Homestyle is our style" was also introduced during the show, as a precursor to the activity. Hands-on training consisted of interactive games, such as "Order Up" - a play on the game "Heads Up," role-plays, and video training.

Collaboration among departments results in a delicious take on blended learning



Results

While training is currently ongoing for this launch, the sustainment plan is equally as robust with ongoing gamification and engagement that ultimately will result in points on a leaderboard for each store, with the top stores being featured live on the "Second Shift with Doug Hise!" show. In addition, regional training support is being allocated for any supplemental support that individual stores may need to successfully execute.



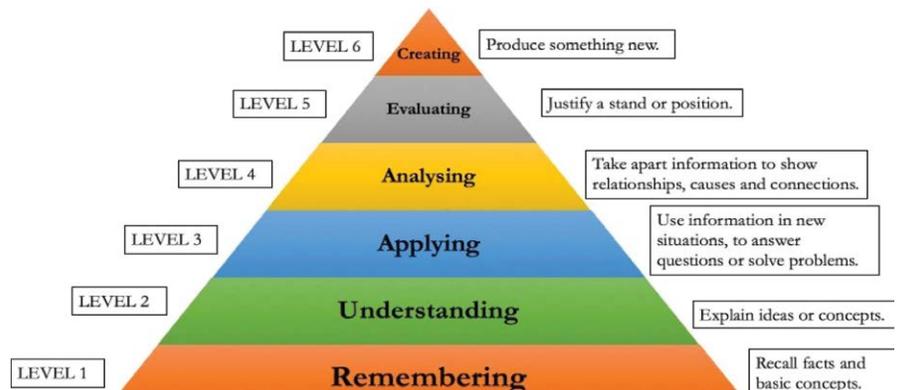
Rapid Prototyping from Live, Instructor-led to Virtual

Continued...

How it Works

The Content Development Planner was designed to assist SMEs build their virtual content from the ground up using a micro-learning concept. Each section of content is identified along with the level of learning it is designed for, helping SMEs establish exactly what they want attendees to do with a chunk of content. SMEs were able to easily plan the delivery method for each section of their content selecting from many options that included self-paced e-learning, live virtual presentations, narrated content, and production video, among others. The Content Planner also let SMEs actively reinforce learning objectives, promote best practice sharing, and conduct knowledge checks by planning virtual engagement tools like polls, chapter quizzes, discussion boards, and case studies. The training team introduced the Content Planner via webinar, highlighting Blooms Taxonomy and the training goals each SME should be considering for each section of their content. For some, it was their first opportunity to look at their content using this method. After the rollout, the training team conducted collaborative one-on-one sessions with each SME, using the Content Planner to help them uncover their true training objectives, and leverage new technology to design highly interactive micro-learning sessions for the virtual environment.

Bloom's Taxonomy on Levels of Learning and Engagement



Results

The Content Development Planner allowed Best Western Hotels & Resorts to quickly develop new General Manager training specifically designed for the virtual environment. The Training team was able to collaborate with SMEs in new and innovative ways which facilitated a better understanding of learning objectives and new virtual delivery methods for training. The Content Planners helped create Best Western's new virtual General Manager training from the ground up by combining content from over a dozen SMEs into an outcome-based program that leverages interactive engagement tools and virtual training best practices.