



flipCHART

CONNECTING THE CHART MEMBER COMMUNITY

VISIONARY TRAINERS
TRANSFORMING HOSPITALITY

Making All Things New
APRIL 2021

On To the Next!

Hospitality Training LIVE

Series 2 – June 2021

Hospitality Training Competencies – Certificate Workshops

2:00 pm – 4:00 pm EST

June 7 & 14: Trainer Track: Presentation Effectiveness

June 8 & 15: Instructional Designer Track: Effective Learning Design

June 9 & 16: Manager Track: Operational Knowledge

June 10 & 17: Executive Track: Business Acumen



CHART.org – HT LIVE

KEYNOTE Mini Con — Tuesday, June 22

Ramping Up for the Roaring Recovery: Going from YOU Management to THEM Management



Bob Anderson
President
Star Performance, Inc.

Taking what we learned about managing ourselves from Colette Carlson at the March Mini Con to what we need to know to lead our teams.

Many experts believe that there is a growing level of pent-up demand in many markets. Some have said that this demand will be a steady increase, and others suggest that it might be more like a dam bursting! Either way, businesses will have to be ready to ramp up our teams at a faster pace than ever before.

Attend and learn how to:

- Expedite the on-boarding timeframe from a two-week process to a three-day sprint
- Re-engage returning team members, and motivate the current team members who helped you through the chaos of Covid
- Build the new "bullpen" with a team that has different skills, attitudes, and experiences
- Face the real-world realities of expected hurdles, obstacles, and challenges; how to address them, embrace them, and prepare for them
- Create a new personal and professional mindset by breaking the old rules, trying new ideas, and creating new habits
- Ramp-up "Rock Management:" identifying your 'three now, six soon, and nine later' focus actions

Plan to Join Us

at the June Mini Con!

Tuesday, June 22
2:00 pm – 4:30 pm EST

Here is what your peers had to say about the March Mini Con:

Content of Sessions =



4.63 out of 5.0

Raves

"I like being able to hear presentations that are geared specifically for hospitality trainers."

"I think CHART is keeping us learning, sharing, growing, and caring effectively while still balancing the digital burnout we all have from multiple Zoom meetings daily!"

"I liked that there were three workshops to choose from and that the recordings will be available for the other workshops that I could not attend."

"I really like having the personal development since we are usually the ones giving the development. These topics were great."

Suggestions

"Add small group breakout discussions like a single LAMP question between the keynote and the breakout. Or do a small group icebreaker at the beginning."

"I would like to see a topic on techniques on becoming tech savvy using the new virtual learning platforms."

"There are some interactive tech tools that may be more effective than the chat for future iterations."



KEEPING YOU CONNECTED

Details and registration at chart.org – Trainer Development & Events

See CHART's Events Calendar for all programming in one place.

FREE Virtual Discussion Groups

AFFINITY GROUPS

April 6: Young Professionals
May 4: LGBTQ in Hospitality

FREE Wednesday Webinars Held @ 2:00 PM EST

March 31: Unconscious Bias—Awareness that Makes a Difference

April 21: Navigating Difficult Conversations During the Covid-19 & Racial Equality Era

April 21: Finding a Health and Wellness Balance in 2021 (Note 3PM EST, CHART + NRA Show To Go)

April 28: 10 Steps to Boost Off-Premises Sales (Note 3PM EST, CHART + NRA Show To Go)

May 12: Multiunit Leadership 2021: The 5 Essential Best Practices of Above-Store Leaders

June 2: Forgotten Fundamentals: Rediscovering Training Basics

June 30: Going Mobile: A Strategic Plan for Driving Adoption

FREE Regional Training Forums (RTFs)

March 31: Atlanta, GA
April 15: Minneapolis, MN
June 3: Chicago

Check the online schedule for more.

FREE Virtual Hospitality Suite

April 29
Kentucky Derby Bourbon-themed!

2021 Conferences

Hospitality Training Live
Featuring virtual competency workshops!

- June 7-22
- September 18
- October 18-21

Hospitality Training Conference
Planning for in-person!
September 2021

>>> Boston Regional Training Forum (RTF)
February 17, 2021



President Talks

Blind Faith

One of my favorite songs in high school was “Blind Faith” by Warrant (a sadly underrated hair band that everyone should google). My friend Jeff included it on a mix tape, and I listened to it until it was eaten by the stereo in my mom’s car. Though the song was certainly not intended to be a life lesson, I went forward thinking about what ‘blind faith’ meant in my life.



Sarah Morrissey

It happened again last week. The elevator door was about to close, so I stuck my arm in the narrow opening to keep it from closing. I do this all the time...in fact, it usually takes someone in the elevator to comment before I even realize I’ve put one of my limbs in harm’s way. I don’t focus on the risk...I just proceed with blind faith that by taking action, I can affect change. In the elevator, it’s trivial change (until I lose an arm), but the next set of doors may be closing in on something bigger...a dream, a movement, a difference...and if I don’t stop them from closing, who will?

And so it goes with leadership. As I reflect on the great leaders I’ve known, I can immediately think of so many times when they faithfully stuck their arms in the closing doors because action simply HAD to be taken. No time to stop and think, no time to put on protective gear, and no time to wait for the next car going up. There simply comes a time when someone has to leap – blindly – into the narrow windows of space and time in order to move the world forward. Sometimes that means speaking up when disrespectful things are being said...even if the person saying them ‘outranks’ you. Other times, it means stopping to re-evaluate a project that you had previously championed because it’s causing more harm than good. When blind faith takes over, it doesn’t matter that the doors are closing because you know for certain that you are doing the right thing. The doors may try to close in on you, but the threat of letting them slam shut is often far more frightening and we end up ‘should-ing’ on ourselves. “I should have...”

So I ask you...what happens when the doors are closing in your life? Do you always step back and wait for the next car because you’re concerned about how others will react to your actions? Because you don’t want to make waves or disrupt the process, or you don’t want to stick your arm in where somebody else’s belongs? Without question, there are times and places in which it is appropriate to step back and wait... just make sure you’re not stuck in the lobby.

Blind faith is what happens when we are committed to our core values, including that of Hospitality. Yours might be the voice that ends a stalemate or moves a process forward. Believe in your convictions and confidently stick your arm in the closing door. We need you.

Boldly stopping elevators for decades,



As an added perk, you will be given a free assessment and receive a personalized profile from People and Performance Strategies!



Curt Archambault
Vice President
People & Performance
Strategies

Unconscious Bias—Awareness that Makes a Difference

Wednesday, March 31, 2021

2:00 PM EST

Develop skills that last! A wide range of organizational damage stems from unconscious bias, but the tools being used are more often designed to treat the symptom behaviors, not the root cause. The results can be short-lived. In this session, you will be introduced to Unconscious Bias Powered by Agile EQ, which builds unwavering connectivity among teams and leadership groups by equipping a person to strengthen the very foundation of their emotional intelligence in order to better understand and evolve biased thinking habits, as well as other self-sabotaging habits.

#12in21 Success Story

John Krahn: "All it took was a little creativity and a friend in IT!"

With the completion of the Project Management competency workshop on March 10, John Krahn has accomplished the entire program! He also receives his Lifetime Member recognition this year as a 20-year CHART member. So, 2021 is a BIG year for John!

We couldn't wait to talk to John about his thoughts on hospitality training!

Interview: John Krahn, Senior Manager of Training, Cousins Subs

Q: What is your favorite training hack?

A: Must be the old Boy Scout in me, but "Be Prepared" is my favorite training hack. My training sessions are always better when they are well-planned out and I am comfortable with the material being presented.

Q: What is your most cringe-worthy training moment?

A: I was going through a Zenger-Miller certification program in the 1990s, and the topic I choose to present to the class (employee POS training) was so boring that people started to zone out fast. And this was before cell phones were in everyone's hands!

Q: What's your "Meet Cute" CHART story?

A: It was love at first sight! Even after 16 hours of winter travel from Milwaukee to Seattle (I arrived in Seattle at 3 am), the opening keynote (Bob Farrell's Give 'em the Pickle) sold me on the motivational power of CHART conferences.

Q: What has been the best moment in your training career so far?

A: Creating CousinsU, our company's e-learning platform, in 2012 with a zero-dollar budget. All it took was a little creativity and a friend in IT!

Q: What is the one skill you use regularly that you learned through the Hospitality Training Competencies program?

A: I regularly fall back on the skills I learned as part of the Participation Management module. The different personalities who attend my workshops include people who will not voluntarily speak, those who will not stop speaking, and every personality in between.

Q: What would you have missed if you had never known CHART?

A: Without CHART, I would have missed the heart-warming nourishment gained from like-minded trainers.

Q: What advice do you have for a new trainer?

A: My advice for a new trainer would be to stay positive, be open to tackling projects outside of your comfort zone, maintain brand standards, and always care about your learners.



Q: What is your favorite piece of CHART swag?

A: My CHART scarf came in incredibly handy during this past Wisconsin winter.

In 2021, CHART is offering all 12 of the Hospitality Training Workshops over the course of the year through the Hospitality Training LIVE virtual series. Be like John and write the next chapter of your success!

Our Partners are Ready to Talk Solutions with You

Researching and finding trusted resources takes time and can be hard. Our vendor partners are tried-and-true, and recommended from your CHART peers. We encourage you to reach out to them to find out what they can do for you.

PLATINUM



National Restaurant Association/ ServSafe/ServSuccess

Leslie Miyamoto Teague
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American Hotel & Lodging Association (AHLA)

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SILVER



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Wine & Spirit Education Trust (WSET)

americas@wsetglobal.com

ALLIANCE

Children of Restaurant Employees (CORE)

Sheila Bennett
sheila@coregives.org

HR in Hospitality

Erica Heim
erh72@cornell.edu

No Kid Hungry

info@strength.org
(800) 969-4767

Multicultural Foodservice & Hospitality Alliance (MFHA)

Laurie Fitz
LFitz@mfha.net
(401) 461-6342

International Food and Beverage Technology Association (IFBTA)

Lauren Selman
lauren.selman@ifbta.org
(800) 277-2017

Now is the Time to Run for the CHART Board

- ✓ Form deeper connections within the CHART community!
- ✓ Step out of your comfort zone and grow!
- ✓ Build your resume!
- ✓ Fall more in love with CHART!
- ✓ Make a difference and give back!
- ✓ Have fun and frolics!

Email Monique Donahue at monique.donahue@gmail.com if interested. We welcome any and all inquiries! Elections will be held in September at the in-person conference.

CHART AWARDS & SCHOLARSHIPS

Spring Nomination Deadlines



Celebrate the Good

Due
August
1

Spirit of CHART Award

Recognize a member who exemplifies CHART's guiding principles of Learning, Sharing, Growing, and Caring.

Commitment to People Award

Shine a spotlight on your stellar CEO or President who has shown an outstanding commitment to the development of people in your organization.

Due
July 1

Training High 5

Due
July
15

Share your sometimes obvious and always brilliant training tip, game, or solution with your peers so they can learn from your success!

BE the Good for Rising Stars



Be part of the success story!

Learning Legacy Fund

Nominate an up-and-coming trainer for a grant to attend the CHART conference for FREE.

Due
July
15

Jan-
April

Scholarships for College Students

Current students in hospitality programs can qualify for a \$5,000 scholarship to help them realize their dreams. Presented by CHART, NRAEF, AHLEI.

Now
for Sept

Silent Auction to Fund Scholarships

Donations of any kind are welcome in the silent auction to help fund our scholarship program! Hotel stays, gift cards, gift baskets... the only limit is your imagination! Donate now for CHART 100 in September! Contact chart@chart.org

Nominations are quick and easy!

CHART.org - Membership & Community - Awards & Scholarships



WOMEN WE AND ADMIRE

Celebrating our women Presidents on International Women's Day 2021!



Serah Morrissey
Current President
'19-'21



Monique Donahue
President-Elect
'21-'22



Michele Lange
'18-'19



Donna Herbel
'17-18



Jen Swan
'12-'13



Kate Shehan
'10-'11



Joleen Goronkin
'05-'06



Lisa Schweickert
'04-'05



Kathleen Taylor-Gadsby
'02-'03



Janet Hoffmann
'01-'02



Toni Quist
'00-'01



Susan Steinbrecher
'99-'00



Kathleen Wood
'97-'98



Tami Kaiser
'96-'97



Roz Mallet
'94-'95



Betty Rae Camarillo
'92-'94



Sandi Spivey
'90-'92



Jodie Reeder
'87-'88



CHART Marketplace is an all-new way for hospitality trainers to find the trusted resources needed now!

The changing world of hospitality has sparked new priorities, and new necessities for trainers and leaders in the field. As you evaluate your systems and processes, you may find yourself looking for new solutions. But with all of the possibilities out there, it can be difficult to know where to turn and who to trust. Enter CHART Marketplace! Partner resources that have been recommended, utilized, and trusted by your CHART peers, are all gathered in one place for you.

You can use the drop-down at the top of the page to quickly find the resources you're interested in. Choose from categories like LMS, Technology Tools, Food Safety Training, Business Consumer Data, and more.

[Go to CHART Marketplace](#)



TALENT FOR HIRE

Connecting Hospitality Trainers with Fresh Opportunities
Connecting Recruiters with Top Talent

TRAINERS

Post your qualifications, along with the types of opportunities you're interested in, and let the recruiters come to you!

CHART is your hub for professional connections.

RECRUITERS

View a list of talented trainers seeking full-time, part-time or contract work.

Target your recruiting and reach qualified candidates quickly and easily.

[Go to Talent for Hire](#)