



flip CHART

CONNECTING THE CHART
MEMBER COMMUNITY

VISIONARY TRAINERS
TRANSFORMING HOSPITALITY

GET READY FOR IT...LIVE TIME!!
AUGUST 2020



A Dynamic Virtual Event

Here is what you can expect from CHART's upcoming September Live Learning Series:

GREAT SPEAKERS. The three featured here are renowned in-person keynotes, but guess what...they have mad skills online too. And even better, they will teach you the skills you need to be more effective now.

FOCUSED CONTENT. Virtual breakouts by hospitality trainers for hospitality trainers...solutions, fresh perspectives, and new tools for your toolbox that you can't find anywhere else.

INTERACTIVITY. CHART is committed to make this series as valuable and engaging as possible given the realities of virtual events. Breakout sessions will be held as meetings instead of webinars to encourage discussion and participation. We will also be attempting a Live Ask My Peers session!

RECOMMENDED RESOURCES. Member-recommended Partner companies have the resources, technology, and support you are looking for.

We can't wait to gather together again in person, but for now, virtual gives us the chance to keep the Learning, Sharing, Growing, and Caring going strong!

HOSPITALITY TRAINING



inspiration & innovation

SEPTEMBER 16, 23, & 30
1:00 - 3:30 PM EST



SEPT
16

Systemized Time: Developing Daily Systems for Personal Productivity

Neen James, CSP

Speaker | Leadership Coach | Author | Aussie



SEPT
23

Build the Focused and Connected Team of the Future (in the Age of Zoom)

Curt Steinhorst

Bestselling Author | Forbes Leadership Columnist | Speaker | Founder of Focuswise



SEPT
30

Captivate on Camera: How to Create Virtual Trainings + Presentations that Engage + Educate

Mike Ganino

Author | Speaker | Host: The Mike Drop Moment

Zoom Fatigue?

These 3 Will WAKE You Up!



Details are at [CHART.org](https://www.chart.org)



Have You Added CHART to Your LinkedIn "Experience" Section?

If you are looking to beef-up your LinkedIn profile, adding your CHART membership is a great way to do it. It looks valuable to a current or future employer, plus it also makes it quicker for others to easily identify you as part of the CHART community. If you are looking for good examples of how to do this, take a look at Colby Hutchinson, Rachel Richal, and Alie Gaffan's LinkedIn profiles. Don't forget to add any volunteer roles!

Free Webinar Wednesday, August 12 @ 1:00 PM EST

The future of enterprise learning is rooted in Artificial Intelligence (AI) and its truly boundless potential. We've entered a new generation of learning – one in which technology transforms learning from a cost center to a profit center. AI is the key to transforming learning into your organization's new competitive advantage.

Join Gilmore Global and Docebo to learn:

- > Why over 80% of business executives believe AI will allow their companies to obtain or sustain a competitive advantage
- > The answers to questions on AI in L&D you might not have even thought to ask
- > Practical applications for AI in L&D that are already available
- > And what the future of AI in L&D might look like

UPCOMING OPPORTUNITIES

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

September Learning Series

Hospitality Training Live
September 16, 23, & 30
1:00 PM – 3:30 PM EST

FREE Wednesday Webinars Held @ 1:00 PM EST

Wednesday, August 12
The Impact of AI on Learning & Development
Gilmore Global and Docebo

FREE Regional Training Forums (RTFs)

Since these are being held virtually for the time being, check the schedule often, as it is updated regularly.

August 20: Raleigh-Durham, NC
August 26: Atlanta, GA
September 2: Boston, MA
October 15: Minneapolis, MN
October 22: Raleigh-Durham, NC
October 22: Chicago, IL
November 4: Boston, MA
November 4: Atlanta, GA

FREE Virtual Roundtable Discussions

Lodging's Most Pressing Issues
Wednesday, August 19, 2020
1:00 PM EST

PresidenTalks | Now What?



Sarah Morrissey

As I remember writing my first PresidenTalks one year ago, I can't believe how much has changed. Never in my wildest thoughts could I have imagined the way our world looks today. Your CHART Board has committed to extending our terms until the time is right for an election, and we are all committed to serving you with consistency and care.

In June, we shared with you our written position and commitment to doing a better job of recognizing and amplifying the diverse voices of our membership. I want to update you on what we have done and what we aspire to do as we continue to work on being impactful allies who take meaningful action.

We are so grateful to our members who stepped up to lead very important virtual discussions. Damian Hanft inspired us with how he started Business Resource Groups at Inspire Brands to create a more inclusive work environment. Calvin Banks led a conversation on how we as trainers can better amplify unheard voices and consciously elevate individuals. The session on Unconscious Bias delved into how we can work on our own biases and impact our business policies, hiring practices, and standards for guest interactions.

VIRTUAL ROUNDTABLE DISCUSSIONS

If you are a newer member to CHART, you may have noticed that as part of the membership application, we now ask if there are any affinity groups that interest you. In addition to professional interest groups (Human Resources, Technology, Instructional Design, and more), we are also seeking members to be part of our LGBTQ, People of Color, and Women's groups. We had just begun this work at our Napa board meeting and will continue to get a clearer picture of what these groups look like when our CHART Board meets in late July.

AFFINITY GROUPS
(A.K.A. Business Resource Groups)

Perhaps most importantly, we are listening. We know that our membership does not fully represent the diversity of our industry, and we are seeking to understand the systematic reasons why. Please continue to share with us and reach out with your ideas and insights.

LISTENING

I look forward to connecting with you next month, after our board meeting, when I can share our visions and work plan for the foreseeable future. In the midst of chaos, CHART continues to be a beacon of light for me, and a safe place of learning, sharing, growing, and caring for all of us.

Together, we will continue to push forward. Thank you for being an incredible group of professionals and friends.

The Party was ON(line)!

More than 120 CHART members gathered together on July 29 to raise a glass to 50 years of CHART! It was a wonderful live celebration where we toasted our legendary yesterday and our hope for a brilliant tomorrow, full of opportunity, promise, and leadership for hospitality trainers!



Sandi Spivey Received the First-ever Lifetime Achievement Award from CHART!

It was a heartfelt tribute to a person who truly embodies our guiding principles of Learning, Sharing, Growing, and Caring. To read more about Sandi and her impact, visit chart.org – About CHART – News.



CHART/NRAEF/AHLEI Scholarship Recipients



Christina Zemencik
Kansas State University

Hotel & Lodging Management

"Receiving a scholarship to go towards my education will allow me to further focus on running my business, without as much financial stress. I am in a very crucial growing point in my business, with it being right about two years old, and I have to balance everything I do. The majority of what I pay myself from my business goes directly towards my tuition and books, so there is often not much left for other necessities. My ultimate goal is to be able to open up my own store front, and I feel that having a solid education behind me, paired with the experience I received while working in the industry and now with running my own business, is helping to set me up to achieve that goal. With my degree, I am also getting a business minor, and see all of my business classes as assets as well."



Eliezer Carreon De La Rosa
University of Houston

Hotel & Lodging Management

"This scholarship, above everything else means freedom to me. It means freedom to keep attending the University of Houston, which has been my dream school since I decided that I wanted to major in the hospitality field and work in the hospitality industry. This scholarship also means having the freedom to focus on what I want to focus on, such as school, extracurricular activities and not having to spend my free time scrambling to earn an extra couple of dollars to pay for my education and for food. More than anything else, however, winning this scholarship will give me freedom after graduation to do what I want to do with my degree and not have to solely focus on paying off student debt for the next few decades. This scholarship will give me the freedom to do what is truly in my heart, which is to move from country to country freely while working in the hospitality industry, and not having to worry constantly about getting the job that pays the most in order to pay off student loans."





An Association of Hospitality Trainers

Council of Hotel and Restaurant Trainers
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Please send content to flipCHART Managing Editor | Lisa Marovec, lisa@chart.org
Deadline is 1st of the month for the next month's issue | Back issues: chart.org

CHART Members Continue to Stay Connected

Virtual Hospitality Suite



More than 35 had a really great time peeling off into teams and working together on some fun trivia questions. Bragging rights goes to team "And then Allison Showed Up," followed closely by "The Ken Jennings Team." Stay tuned for the next virtual Hospitality Suite game night!



Virtual Regional Training Forum (vRTF)
>>> Minneapolis | 7.16.20



For 20 trainers, the vRTF session began with an expert panel discussion on resources, approaches, and insights related to current industry challenges. Panelists were: Mike Andrews, Toni Quist, and TJ Schier. Following the panel, trainers entered zoom breakout rooms for small-group Live Ask My Peers (LAMP) roundtable discussions. Based on those smiling faces, it was another successful vRTF!

Past Presidents of CHART

enjoy some camaraderie and reminiscing.



Member News

Lael Garner-Weadock is now Senior Director of Learning & Development for Equity LifeStyle Properties, the leading owner/operator of Manufactured Home Communities, RV Resorts & Campgrounds in North America.

