



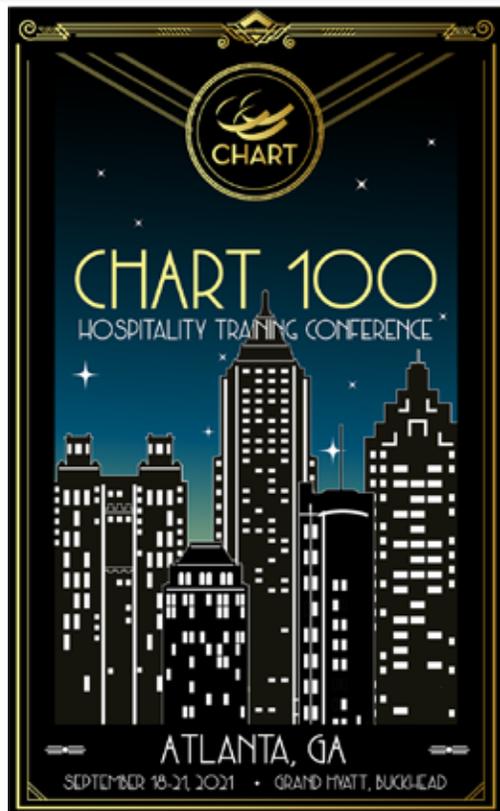
flipCHART

CONNECTING THE CHART MEMBER COMMUNITY



VISIONARY TRAINERS
TRANSFORMING HOSPITALITY

THINGS ARE HEATING UP
JULY 2021



It's time to get back to CHART You've earned it!

CHART 100
September 18-21, 2021
Atlanta, GA
Grand Hyatt, Buckhead

Do you ever tell yourself:

“ I deserve it. **THIS PAST YEAR HAS BEEN HARD.**
I've been through so much. **WHAT AN ACCOMPLISHMENT!** ”

Well, we agree. Even better, you have earned taking some time to invest in yourself and your connections.

You know what you have REALLY earned?

- A warm hug from your CHART friends
- A sore face from smiling so hard during Mark Scharenbroich's keynote
- A cramped hand from taking good notes during an even better breakout session
- A solution to one of your challenges from a supportive colleague
- A feel-good night out at our Commitment to People celebration

Your reward is almost here!
See you in September.

Pulling Out all the Stops with Keynoter Mark Scharenbroich

Making Meaningful Connections to Fuel Growth

Part motivational speaker, part thought-provoker, and pure comedic entertainer – Mark Scharenbroich will inspire, teach, and engage you with *Nice Bike*.

Join us in Atlanta as this Emmy award-winning speaker takes us on a wild ride! You'll learn how to be effective at making meaningful connections in both your professional and personal life. The *Nice Bike* principle is supported by three strong actions: acknowledge, honor, and connect.

These actions of *Nice Bike* act as powerful catalysts to help build stronger, more unified teams by motivating team members to work collaboratively and be fully connected to the organization.



Award-winning Author, Emmy Award® winner for an ABC TV special, National Speakers Association Hall of Fame Inductee, Golden Apple and Silver Screen Film award for his movie, *The Greatest Days of Your Life...* (so far), International film festival award winner // *Twitter: NiceBikeMark*

And...a Dream Team Keynote

Reinventing the Talent Pipeline: How to be Better, Faster, and Stronger

This interactive keynote will focus directly on the number one issue our entire industry is facing - **talent and the talent pipeline**. Learn:

- What works and what doesn't in today's talent pipeline
- How to reinvent the talent pipeline for the digital world
- Best practices from the CHART membership that are producing results



Jamie Griffin
Founder & Growth Strategist
Consult to Grow



Joleen Goronkin
President
People & Performance Strategies



Kathleen Wood
CEO and Founder
Kathleen Wood Partners

Content will be driven by a CHART member survey later in the summer. Stay tuned and please participate!

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

KEEPING YOU CONNECTED

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

FREE Wednesday Webinars Held @ 2:00 PM EST

July 21

Natalie Trzcinski, Jack in the Box
Jeff Carr, Inkling

August 4

Presentation Skills
Braxton Luzier, Blaze Pizza

August 5 (Note time 3:00 PM EST)

How Has Training Changed? Effective
Ways to Engage Your Team in Person
and Online

Jerry Legg, Sonic Drive-In
Rachel Richal, Buffalo Wild Wings

August 25

Free Resources in Food Safety
National Restaurant Association

September 8

Matthew Brown, Schoox

FREE Regional Training Forums (RTFs)

July 15: Chicago

July 15: Minneapolis

Check the online schedule for
dates and times.

2021 Conferences

Hospitality Training LIVE

Featuring virtual competency
workshops!

• October 18-28

CHART 100

Hospitality Training Conference

September 18-21, 2021

Atlanta, GA

Grand Hyatt, Buckhead



Sarah Morrissey

PresidentTalks

*The Long and Winding Road...an unintentional shout out to the
wisdom of The Beatles*

Friends, as my presidency approaches its end, I am seeing a finish line on the horizon that gives me many mixed emotions. It will definitely mark the end of an era defined by change and challenge. Simply stated, it was not the path anyone expected...or could have ever imagined.

A few years ago, I was talking with my therapist about how I hate turbulence in airplanes, and he suggested I find a way to “lean into the bumps” instead of resisting them (this was before “lean in” became buzzworthy). It shifted my mindset and helped me imagine just being in a car on a bumpy road instead of a giant shaking metal tube a mile off the ground.

Who knew I would have a colossal opportunity to LEAN IN to the most turbulent event of my lifetime? After the initial panic wore off a bit, I approached the last year and a half as though I was in a plane. I leaned into “pivoting” and the “new normal” and Zoom meetings instead of resisting. It was a path with which I was so unfamiliar, and it was so much easier to take each turn in the road as an opportunity.

John Lennon said that “life is what happens when you’re busy making other plans.” So while we were leaning into creating new policies around masks and seeking CDC guidance for our operations, life was happening. If you ask me, life was making us more purposeful. We are more compassionate, more focused on what matters, and less likely to take anything for granted. By traveling this long and winding road, we have learned how strong we are, and that crisis is survivable. As an organization, CHART is bigger, better, and more resilient than we ever dreamed.

I’m fairly certain Sir Paul McCartney was not thinking about CHART when he wrote these lyrics:

*“The long and winding road that leads to your door will never disappear.
I’ve seen that road before. It always leads me here.”*

Yet, when I think about where we were in February of 2020 compared to now, I see that I was led to CHART in moments of great despair, monumental challenge and cautious optimism. I leaned into living through these scary times with a vast network of talented professionals surrounding me.

I was not elected to lead CHART for 26 months. You did not choose to hear from me in this column for over 2 years. Yet, you’ve stayed with me on this road, and I’m deeply appreciative.

Lead me to your door,

Congratulations

Competency Track Completers!

It's an important decision to immerse oneself in a path of professional development. These four achievers reached personal milestones in June during Hospitality Training LIVE, where they completed hospitality training competency tracks.

More than 100 CHART members took a virtual competency workshop in June during Hospitality Training LIVE!



Manager Track



Brittany Coudriet



DeAnna Hogan



Instructional Designer



Chip Romp



Executive Track



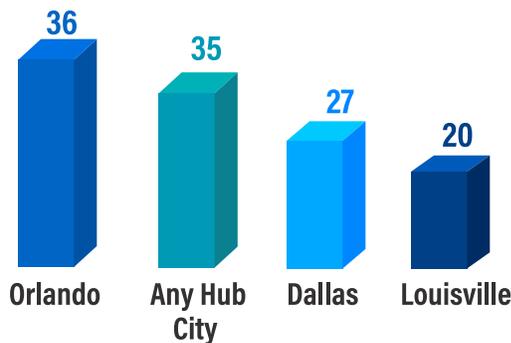
Felicia White

Future Conferences Survey

We recently asked, and 135 of you answered!

61%
of members have it on their calendar to attend **CHART 100 in Atlanta** in September

TOP CITIES



Other cities that got traction: Portland, Seattle, Las Vegas, Chicago, Tahoe, Houston, Washington DC

If you have any other suggestions, please email Tara Davey, tara@chart.org.

Ensure GM access

Create incentives along the way

2

3

4 Find metric-driven wins

1 Proof the content

1

5 Collect feedback

5

6 Build in some "why" content

6

7 Get micro and blended

7

When was the last time you checked out Ask My Peers?

7 Tips for Training Adherence

The **Ask My Peers** discussion forum has some tried-and-true tips from your colleagues. Here is a summary of a reply **Scott McAninley of World Manager** gave in response to a question about how to ensure training adherence for new team members.

Introducing CHART 100

Atlanta's Conference Director:

Braxton Luzier

Senior Manager, Learning & Communication
Blaze Pizza, LLC



Braxton was originally going to be the Conference Director for CHART 100 in Chicago, but we all know what happened in 2020! We are delighted he has once again agreed to take the helm for the "new" CHART 100 in Atlanta in September. *Have fun leading your conference team, Braxton!*

Going Mobile: A Strategic Plan for Driving Adoption

Find out how a 225-location chain leveraged a mobile training and communications app to drive messages directly to employees and improve engagement system-wide. In this informative presentation and live demonstration, you'll learn about the process the Pizza Ranch team used to gain leadership support for the initiative, how they prepared for rollout, and what best practices they uncovered along the way. You'll learn the step-by-step deployment plan Pizza Ranch used, including the importance of leveraging SMEs, and the impressive results they achieved.



Jason Lechner
Director of Training
and Development,
Pizza Ranch



Mike Andrews
Account Manager,
DiscoverLink

REGISTER

Meet Your 2021-2022 Board Candidates

Candidate for President-Elect



Rachel Richal, CHT
Director of Learning
and Team Member
Activation
Buffalo Wild Wings



Damian Hanft
Vice President of Training
Inspire Brands

Candidates for the Board of Directors



Tammy Calhoun, CHT
Director of Learning &
Development
Firebirds Wood Fired Grill



Braxton Luzier
Senior Manager, Learning &
Communications
Blaze Pizza, LLC



Felicia White, MBA, CHT
Vice President, Global
Operations Training and
Development
Church's Chicken



Kelley Wisley, CHT
Assistant Director of
Human Resources
Benchmark Hospitality at
Deloitte University

CHART Board Elections in September (finally!)

Here's the Election Process for 2021

After a year of no in-person events, we will hold CHART board elections at our conference in September. Members who can not attend in person but are eligible to vote will be able to vote by electronic absentee ballot.

As we have many new members who have not yet met each other, we are working to create new ways for you to get to know the board candidates.

- Candidates are featured in the July FlipCHART.
- Candidate statements and bios will be posted on the CHART website in July.
- Voting will take place:
 - > online starting in August
 - > in person at CHART 100 on September 20 in Atlanta
- Voting eligibility:
 - > Any member present at CHART 100 in Atlanta
 - > Any member who attended any one of the past 3 CHART conferences in Albuquerque, Nashville, or Napa
 - > We are working on a way that members can meet the candidates and vote by absentee ballot if they have not attended one of our past three conferences and can not attend CHART 100 in Atlanta.