



flipCHART

CONNECTING THE CHART
MEMBER COMMUNITY



**VISIONARY TRAINERS
TRANSFORMING HOSPITALITY**

**SPRINGING FRESH CHART NEWS
FEB/MARCH 2020**



Hot Industry Topics to Chew On

*Satisfy your appetite for new ideas
and fresh perspectives*

In addition to the four competency workshop tracks in the T3 conference format, we have a meaty lineup of 5th-track Hot Industry Topic breakouts. This is one of the biggest benefits of T3 – you can mix and match your conference workshops à la carte-style, gaining valuable exposure to different tracks and the most pressing issues facing hospitality trainers today.



Using Emotional Intelligence to Drive Performance, Engagement, and Connection

Simone Bowe, MSc, SPHRi
*Assistant Director, Human Resources,
Bahamas Ministry of Tourism*



Experiential Learning with Wine Training

Colby Hutchinson, OCEM, ACI, CHA
*Director, Customer Experience &
Brand Management Administration,
Best Western Hotels & Resorts*

Kirstie Johnson
*Chief Experience Officer,
Enlighteneer Enterprises*



The Positivity Principle: Teach Your Team to Succeed Through Happiness

Kelly McCutcheon
Director of Training, Hopdoddy Burger Bar



Training Mastermind: Hacks of Training Pros

JoEtta Barnes
*Director of Field Training & New Store Openings,
Palo Alto Inc./Alvarado Concepts*



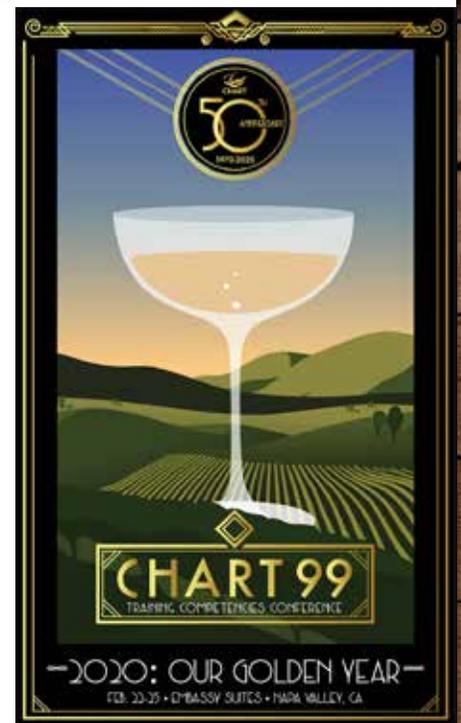
High Performing Teams Start with YOU!

Curt Archambault
*Vice President, People & Performance
Strategies*



Driving Results with Learning in the Flow at Work

Kevin Kirkwood
Senior Enterprise Account Executive, Inklings
Ryan Addison
Enterprise Account Executive, Inklings



Wine and Spirit Education Trust (WSET) Is New CHART Alliance Partner

Offers CHART members deeply discounted Level 1 Award in Wine Certification

Alcohol sales in the hospitality industry are booming, and beverage programs that include wine and spirits drive a major percentage of profits. The most successful programs are driven by staff training, social responsibility, and being on top of current customer demands.

CHART is pleased to announce a new partnership with WSET, adding another certification opportunity to help you stand out from the crowd. WSET provides globally recognized, best-in-class education to inspire and empower the world's wine and spirits professionals and enthusiasts. This will be the qualification you need to bring the training back to your organization and help your team suggestively sell and better serve your guests.



WSET Level 1 Award in Wine Course February 22, 2020

As part of the launch, we are offering this course to a limited number of attendees at the CHART 99 Napa conference at a **SIGNIFICANTLY REDUCED RATE of \$50** (normally \$300!).



For more information and mental health resources, please visit www.nami.org and www.nimh.nih.gov

Mental Wellness in (and out of) the Workplace

Workplace stress results in lower employee engagement, higher turnover, and lost revenue due to attendance and job performance issues. But workplace issues impact employees' mental wellness outside of work as well. The "Mind the Workplace" survey by Mental Health America (2018, 2019) reports that 66% of respondents say that workplace stress negatively impacts their sleep. Of those surveyed, 50% admit to engaging in unhealthy behaviors like substance abuse or lashing out at others to cope. Furthermore, 81% report that work stress "sometimes, often or always" impacts their relationships with family and friends.

In all three years of the "Mind the Workplace" study (2017, 2018, 2019), Food & Beverage industries were found to be among the least healthy workplaces.

UPCOMING OPPORTUNITIES

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

FREE Wednesday Webinars

Now held EVERY month
@ 1:00 PM EST

2020 Dates

February 12
March 18 – Adaptive Learning
April 15
May 13
June 10
July 8
August 12
September 16
October 14
November 11
December 9

FREE Regional Training Forums (RTFs)

Check online as the spring RTF schedule shapes up.

Upcoming Conferences

February 22-25, 2020

CHART 99

T3: Training Competencies Conference

Embassy Suites
Napa Valley, CA

July 25-28, 2020

CHART 100

Hospitality Training Conference

Westin Michigan Avenue
Chicago, IL

PresidenTalks

A Message from the Heart

As Valentine's Day approaches, I find myself thinking about the heart. Not the physical one that beats in our chest, but the emotional one that enables us to love and give and feel and express. Sometimes our heart guides us to action, and for me that means talking with you about something near and dear to my heart: mental health and mental illness.



Sarah Morrissey

I have personally lived with diagnoses of Post-traumatic Stress Disorder (PTSD) and Generalized Anxiety Disorder (GAD) for over 20 years. Thanks to a long list of incredible medical providers and a stellar support system, I have learned how to integrate my conditions into everyday life. As I often say, my mental illness is but one layer of a really beautiful life. I am loud and disruptive about the stigmatization of mental illness because it can no longer hide in the shadows like an outdated training manual covered in dust.

I love what I do, and I love the hospitality industry as we all do or we wouldn't be trainers and leaders in our field. Loving what we do, though, is often not enough to compensate for the alarming realities according to the National Alliance on Mental Illness (NAMI) and the American Journal of Epidemiology:

1 in 5 U.S. adults experience mental illness each year



1 in 25 U.S. adults experience **SERIOUS** mental illness each year



SERVICE WORKERS who rely on tips are at greater risk for depression, sleep problems, and stress compared with employees who work in non-tipped positions.

I believe we can step up and do more to serve the people of our industry by being guiding lights on mental health and wellness. It's time for us to talk about it, and as your President, I am inviting you to join in the conversation and help CHART incorporate these important topics into our personal and professional development content.

At our conference later this month in Napa, I will be leading a roundtable discussion about mental illness as it relates to training. How do we ensure we're noticing when our team members show signs of compromised mental health? What industry-specific resources are out there? Where do we turn if WE are experiencing symptoms? We will talk about it because we can no longer afford not to.

Our industry is disparately affected by mental illness, which gives us a giant but often uncrowded platform to talk about it. Now is the time.

During Valentine season and always, my heart is full of pride, love, and gratitude every time I think of you and the power of CHART to change the world. If not us, then who? If not now, then when?

I'm loving it.

Danielle Dally is now with Inspire Brands as a Training Manager for Buffalo Wild Wings.



We are delighted to make this announcement!

Braxton had an eventful 2019. He landed an amazing job of Manager, Training & Development at Live Nation, moved to California, and finally went to the Ellen Show (on his bucket list for years!). And now, with his role as Conference Director for CHART's 100th Conference and 50th Anniversary celebration in Chicago in July – 2020 promises to be a milestone year as well. *Have fun leading your conference team, Braxton!*

Introducing CHART 100

Chicago's Conference Director:

Braxton Luzier



Meet Your CHART 99

Napa Conference Team

To get to know our team a little better, we asked them to share their best tip or trick to make things

better **easier** or to **speed up**

the traveling process.



Conference Director

Kelley Wisley, *BENCHMARK, A Global Hospitality Company*

"Download the Moovit app; it's a great way to find the best way to travel in the area. Also, planes are so dry and stuffy that I use a combination of essential oils to help prevent congestion and allergy issues. I put peppermint, lemon, and lavender oils together and rub them into my neck for a peaceful and refreshing flight. It makes the packed plane feel like a vacation."



Service Event Co-Director

Richard Miller, *Rosewood Mansion on Turtle Creek*

"When traveling, keeping in contact with family and close friends is always important. While there are social media sites to help you stay connected, one of my favorite messaging apps to stay connected both domestically and internationally is Whatsapp. It not only allows for regular messaging, but sharing of videos, pictures, and stories with your phone's contacts. Plus, it is easy to use/set-up and allows for group chats."



First Time Attendee Co-Director

Calvin Banks, *BENCHMARK, A Global Hospitality Company*

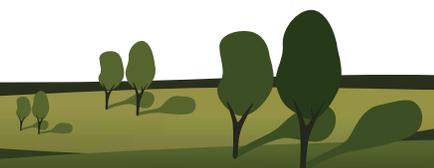
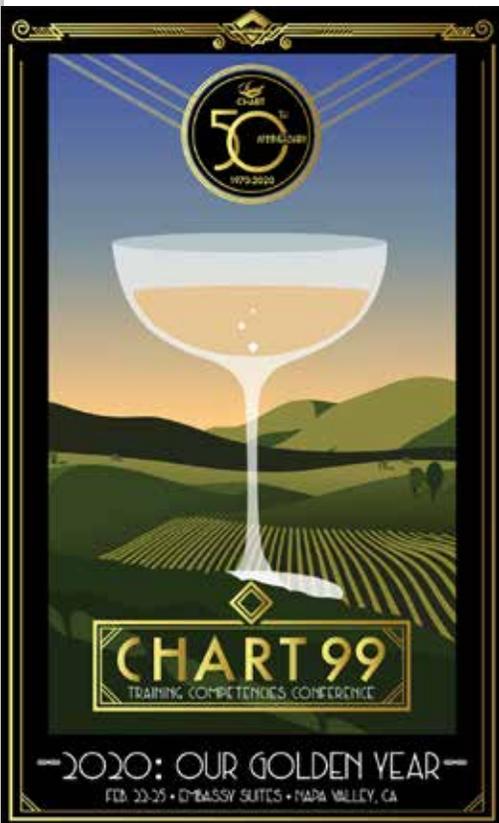
"My favorite traveling tip I learned from CHART's John Kelley. I always travel with a power strip. No matter if I'm traveling for business or for pleasure, I have a power strip to ensure I can charge all of my devices in a central location."



Volunteer Co-Director

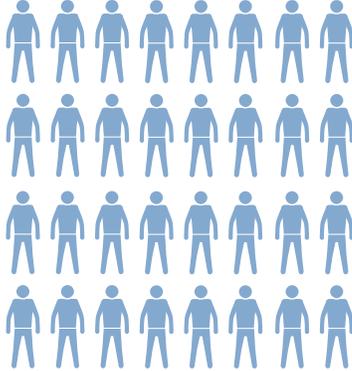
Brittany Coudriet, *Best Western Hotels and Resorts*

"If you are traveling more than a few times a year, I recommend TSA pre-check. It has been such a time saver with not having to pull out my laptop and makes getting through the airport much quicker for me. I keep my laptop case stocked with extra batteries, chargers etc. so it's ready to go. I have a separate set of amenities that stay in my carry-on case. I started carrying a reusable water bottle to keep tea in, as the paper straws that many hotels use get soggy after prolonged contact with liquids. A portable battery pack is great too. You never know when you may have to use your mobile hot spot and need to charge your phone."





2019 By the Numbers



49 YEARS
LEARNING
SHARING
GROWING
& CARING



169 Attendees
ALBUQUERQUE
CONFERENCE



130 NEW
MEMBERS



99 QUESTIONS
Posted on Ask My Peers

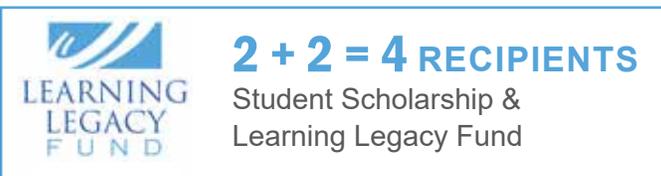


32 Most Replies

for any Question on Ask My Peers



29 Member Blogs Posted
12,881 Member Blog Views



250 Attendees
at the CHART/IFBTA
NRA Show Reception

27 Unique Resource Gallery Participants

600 Webinar Attendees

13 Regional Training Forums

CIA at Copia Optional Activity Added!



The History of Napa Valley in 8 Glasses
Sunday, February 23, 2020, 6:30pm

Up your wine game by learning the rich history of the influential Napa Valley wine industry, tasting your way through the wines of notable pioneers, and discussing winemaking challenges. (fee \$60)

Check out the agenda and session descriptions. There is still time to join us!

**Don't miss this,
and all of the other
content-rich sessions
of CHART 99 Napa.**

