flipCHART

CONNECTING THE CHART MEMBER COMMUNITY

VISIONARY TRAINERS
TRANSFORMING HOSPITALITY

FALLing INTO GREAT NEWS
OCTOBER 2017

Papel Picado – a hand-made piece of art, kind of like, well…you!

Educational Programming for T3 San Antonio – Hand-crafted by Trainers for Trainers

Dates: February 10-13, 2018
Hotel: The Westin Riverwalk

The T3: Training Competencies Conference is the foundation for your own professional development and an excellent way to make sure you are at the top of your field. All 12 workshops, developed by hospitality trainers for hospitality trainers, in all four roles will be featured *(see page 3 for how the rounds will be offered so you can begin to plan your experience),* along with new capstone courses for the Instructional Designer and Trainer tracks. And as always, we will have a 5th track of hot topic industry breakouts, inspiring keynotes, and lots of time for extensive networking and relationship building with your peers.

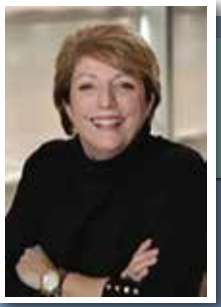
Many of you are well on your way through the Hospitality Training Competencies certificate program. And, some of you are taking full advantage of our new Learning Management System (LMS), developed by our partner DiscoverLink, to track your progress and print your certificates on-demand. If you are not up and running on this yet, contact the CHART office for instruction.

Join us in San Antonio for three days of self discovery, idea exploration, and the celebration of personal and professional development.

Registration is now open at chart.org – Trainer Development & Events.

Leadership Lessons from the Eye of the Storm

With great spirit, the Red Lobster team in Florida provides Endless Shrimp and helps hurricane victims too.
Photo provided by member Jennifer Johnston of Red Lobster.



Kathleen Wood

As so many are reeling from the effects of the recent hurricanes, fires, and other natural disasters, CHART wants to connect our community with helpful practices to help lead us on the road to recovery. Kathleen Wood, one of our past Presidents and long-time CHART member, was President and COO of Raising Cane's Chicken Fingers during Hurricane Katrina in 2005. We asked Kathleen to once again share her real-life solutions with us in a new blog. She has provided us with an inspiring post, and we hope many of you will take the time to read it!

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Kathleen will be presenting this topic as a webinar! October 11, 1 pm EST. Go to chart.org – Trainer Development & Events – Webinars.

RTFs Continue to Break Records

Chicago RTF

Bottleneck Management hosted a record-breaking crowd of 45 hotel and restaurant trainers at the Chicago CHART Regional Training forum on September 14th at Howells & Hood in downtown Chicago. Bart Vivian, Director of Training and Development for Bottleneck Management, led a presentation on managing millennials, and Serah Morrissey, Complex Director, Human Resources for WB Hotel Group, presented on experiential interviewing. Afterwards, the group was treated to drinks, appetizers and some spectacular views of the city at the Crown, atop the Chicago Tribune building.

UPCOMING OPPORTUNITIES

FREE 2nd Wednesday Webinars
Register at chart.org – Trainer Development & Events – Webinars

Wednesday, October 11
1:00 PM EST
Lessons in Leadership After the Storm
Kathleen Wood, Kathleen Wood Partners, Suzy's Swirl

Wednesday, December 6
1:00 PM EST
(Note date moved to 1st Wednesday of the month)
Using Incentives to Reinforce Training!
TJ Schier, SMART Restaurant Group,
Which Wich Franchisee

Wednesday, February 21
1:00 PM EST
Multiunit Leadership 2018: the 10 Best Practices of Above-Restaurant Leaders & Franchisees
Jim Sullivan, Sullivision

FREE RTFs
Details at chart.org – Trainer Development & Events – Regional Training Forums

October 12: Seattle, WA
October 20: Nashville, TN
November 8: Boston, MA

Conferences
Details at chart.org – Trainer Development & Events – Upcoming Conferences

February 10-13, 2018
CHART 95
T3: Training Competencies Conference
The Westin Riverwalk
San Antonio, TX

July 28-31, 2018
CHART 96
Hospitality Training Conference
Boca Raton Resort & Club
Boca Raton, FL

PRESIDENTalks

Natural Disasters Don't Plan Ahead, But You Can

Michele Lange

Who would have thought the month of September would turn out to be such a trying time for many of our team members, families, and CHART friends. Hurricanes Harvey, Irma, Jose, and Maria, as well as other natural disasters, have left a trail of destruction. And just days ago, a deadly earthquake rocked Mexico. I followed our CHART friends on social media checking to make sure those in the affected areas were safe.

I work for a west coast-based company with restaurants now along the east coast and we were not as prepared as we could have been to handle Hurricane Irma. I'm not sure if anyone is ever 100% prepared. Through our home office and field teams and reaching out to our insurance company and subject matter experts, we came up with a solid plan. In the end, we were lucky; our team members and stores made it through. My question to you is, "Do you have a crisis management plan in place should a natural disaster occur?" I have to guess for many, the answer is no. This is a serious question to ask yourself and to discuss with your operations and senior leadership teams. The training department can take a leadership role by creating training materials and helping to put together a crisis management plan.

In doing some research, I found out the month of **September is National Preparedness Month**. The website, www.ready.gov, is a great resource to help you get started to create your own plan. This not only applies to your hotels and restaurants, but also to you personally (and your pets). The website provides information to help you prepare and handle situations beyond natural disasters such as active shooters, cyber security, and pandemics. There are checklists, toolkits, and lists of resources available. Many of us think "this will never happen to me." Natural disasters don't plan ahead, but you can.

On behalf of the Board and myself, our hearts go out to our CHART family, many who had severe damage to their personal property and also their hotels and restaurants. In this trying time and on the road of recovery ahead, know that your CHART family is here for you.

Ask My Peers – Your Private Social Network

Are you swimming in information yet starving for solutions? Ask My Peers, CHART's members-only online discussion forum is one of your most important member benefits. You can trust your peers to provide practical solutions to whatever is keeping you up at night. So go ahead and ask!

Recent discussion topics include:

- Virtual Reality Training in Foodservice/Lodging
- Regional Director Training
- MIT Training Revamp
- Service Recovery
- Customer Tracking Software
- Uniform Policies
- OSHA and Knife Safety
- *and much more!*

Meet your CHART 95 San Antonio Conference Team

We were curious. Since we are headed south to the Lone Star State, we asked them: "What is the southernmost point on earth you've visited?" Here is what we found out...

First Time Attendee Co-Director

Christina Briggs

Director of Training, Pei Wei Asian Diner

"The southernmost point on earth I have visited is Honduras. I'm excited to welcome first time attendees, learn new competencies, and network with great trainers when we go south to San Antonio!"

Registration Co-Director

Patrick Yearout

Director of Recruiting and Training, Ivar's & Kidd Valley Restaurants

"The southernmost point I have been to is American Samoa (just one month ago!)."

First Time Attendee Co-Director

Rachel Richal

Director of Training, TooJay's Restaurant & Deli

"The farthest south I have been in the world was when I traveled in Melbourne, Australia. While there, I drove the coast on the Great Ocean Road, saw the 12 Apostles and visited the wineries in Yarra Valley."

Registration Co-Director

Erin Williams

Director of New Initiatives, Dickey's Barbecue Restaurant, Inc.

"Cancun for my senior trip, and I had never been on an airplane. Did not fly again for 15 years until I attended CHART as an FTA in NOLA, summer of 2015...impactful and unforgettable!"

Plan Your T3 San Antonio Experience Early!

Hospitality Training Competencies
CERTIFICATE PROGRAM

SATURDAY FEB 10

Capstone: Instructional Design Track
(invitation only)

SUNDAY FEB 11

Competency Workshops
(Round 1 in the morning and continued in the afternoon)

Trainer: On-the-Job Training

Instructional Designer: Instructional Design Fundamentals (formerly Program Design)

Manager: Operational Knowledge

Executive: Business Acumen

Capstone: Trainer Track (invitation only)

MONDAY FEB 12

Competency Workshops (Round 2 in the morning)

Trainer: Presentation Effectiveness

Instructional Designer: Effective Learning Design (formerly Technical Knowledge)

Manager: Coaching & Development

Executive: Communication & Influence

Competency Workshops (Round 3 in the afternoon and continuing on to Tuesday morning)

Trainer: Participant Management

Instructional Designer: Training Evaluation (formerly Process Improvement)

Manager: Project Management

Executive: Strategic Planning

TUESDAY FEB 13

Competency Workshops
(Round 3 continued from Monday afternoon)

More Competency Presenters Confirmed!

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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

Leadership Lessons from the Eye of the Storm

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On August 29, 2005 Hurricane Katrina hit Louisiana with what was called one of our nation's greatest natural disasters. At the time I was President and COO of Raising Cane's Chicken Fingers, where one of my primary responsibilities was risk/crisis management. Before, during, and after Katrina, the Raising Cane's team did an amazing job of managing unprecedented circumstances while building a platform for explosive growth. Within two years following Katrina, Raising Cane's Chicken grew from 24 locations to 68, improved $25 million in revenue to $100 million, and expanded its national footprint.

In 2006, I was asked by CHART to present the leadership lessons from Hurricane Katrina. My presentation was entitled, "Leadership Lessons from the Eye of the Storm." Given the events of the past few weeks, CHART once again asked if I could share those learnings with our amazing and giving CHART community. The leadership lessons from Katrina are still leadership lessons I use and teach in my consulting practice with teams today.

We all know that crises can bring out both the best and worst in humanity. As leaders, our responsibility, no matter our personal circumstances, is to lead people with confidence, courage, and consistency. In a crisis our greatest asset is our leadership!

The following are what I call the "High Cs of Crisis Leadership:" *Read the full blog at chart.org – Training Tools & Resources – Member Blog for specific actions that can be taken in a crisis to remain Calm, Contain the Crazy, be Consistent in Communication, lead with Confidence and Compassion, and Celebrate milestones.*

More Competency Presenters for T3 San Antonio!

Discover your true potential with these masters at CHART 95 in San Antonio

Jessie Bray	Matt Kubarek	Chris Shand
Matthew Brown	Jason Lyon	Jaime Metzger Weeks