



# FlipCHART



December 2008

Connecting the CHART Member Community ~ *in print*

## CHART to Make History

### State of T&D in the Hospitality Industry Study

CHART has partnered with Maritz Research to conduct a groundbreaking **State of Training and Development in the Hospitality Industry Study** that focuses specifically on restaurant and lodging companies. For the first time, learning professionals and business leaders will be able to benchmark their training and development practices against substantial data in the areas of learning investments, learning hours per employee type, delivery methods, instructional design, content areas, and internal versus external resources.

This is a huge undertaking, but one that will help CHART members become closer business partners with leaders in their organizations. So that we get enough data for significant results, **every member is important!** We are asking for 100% eligible member participation in filling out the online, fifteen minute survey. To be eligible, you must be working for an operation, and not a consulting, educational or sponsor organization.

**You will be receiving a request via email early December to complete the survey,** and we thank you in advance for your response! A summary of the report will be presented by CHART President **John Isbell**, IHOP, and **Dr. Rick Garlick** (photo on right), Maritz Research, during the Portland Conference Business Meeting Luncheon on Sunday, March 8, 2009.



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### Upcoming Dates:

#### December 3

Webinar by Maritz

#### December 15

Due date to submit speaker proposal for Cleveland conference.

#### January 14

Webinar with **Teresa Siriani**, People Report

#### February 3

Last day for hotel room block and early registration discount.

**Save money and make your reservations NOW for Portland conference.**

#### February 11

Webinar with **Josh Davies**, Sage Hospitality

## Upcoming Portland Conference Promise

By *Kacy Oden*, People Report

### Recession Proof Your Training by Keeping it Relevant and Engaging

Shrinking margins, slower growth, and wary consumers are all contributing to making 2008 the worst year for the food service industry since 1991. There are no easy solutions for navigating the current economy, but we know that the best place to start is by leveraging your most valuable assets – you and your people. This year at CHART we are focusing on “Engagement,” surviving the downturn and preparing to thrive on the other side.

The Portland agenda is packed with amazing General Session speakers, real solutions from trainers and operators and even some crazy new ideas, **and for the first time ever**, CHART is offering 3 Certificate Competency Workshops on Saturday, March 7. These free, four-hour workshops are such an easy way to increase your conference ROI – a return on the investment of your time and your company’s financial support of your attendance.

### Coaching and Development - Manager Role

**Kim Rivera Beattie**, Owner and President, Catapult People Solutions, LLC



A successful training manager demonstrates an awareness of associates’ strengths and weaknesses, improves the skill set of their team, gives feedback, places a high value on development, and delegates effectively. Come and learn how to lead your team through the strategic planning process to identify specific goals and objectives for their respective areas. Kim will delve into using the Coaching Method to develop your skills in these areas and encourage deeper learning. You’ll walk away with greater confidence, ownership and the ability to achieve peak performance.

*Continued on page 4.*



## Working for You

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## Cleveland Conference

### Member Breakout Speakers Wanted

CHART is seeking interested breakout speakers for our 2009 summer conference in Cleveland, OH. Have you created a new service program or implemented an e-learning system that you'd love to share with your peers? Have you initiated a certified training location program or become an expert on the generational gap? If yes, there is a good chance that you have an amazing technique or best practice to reveal. We welcome those who have never presented at a CHART conference. **We also love new ideas and topics!**

If you are interested in presenting at the conference, please visit our CHART website and click on the link to upcoming conferences. Under Cleveland, you will find the **Speaker Proposal Form**. Email your completed form to me at [jmichaud@csmlodging.net](mailto:jmichaud@csmlodging.net) by **December 15, 2008** or contact me if you have any questions.

I look forward to planning a memorable curriculum for our summer conference!

**Jen Michaud**

CHART Board Member - Education, Cleveland Conference

## PRESIDENTalks

John Isbell



### Tis the Season!

Have you ever noticed that December is the time of year that no matter your religious or cultural beliefs, you just seem to give more. Whether it be of your time, your money, your patience, or all the above, you dig a little deeper and give a little more. Wouldn't it be nice if somebody gave to you for a change?

Well – you're in luck because that is exactly what's about to happen! As you may already know, CHART is conducting a **State of Training and Development in the Hospitality Industry** study. The first-of-its-kind, groundbreaking results will uncover trends in workplace learning, provide insights into training expenditures, training delivery methods used, content covered, and many other topics relating to training in the hospitality industry. The best part is – you, as a CHART Member, will have complete access to the results of this amazing study.

There is one more piece of giving that we will ask of you though in order to make this study as comprehensive as it needs to be. **We are asking for 100% member participation** once the survey is posted. I challenge each and every one of you to make this the most statistically significant study of its kind by taking the survey and giving your complete and accurate answers.

We will unveil these results at our Portland Conference and then involve them in some fashion at our Cleveland Conference as well. I look forward to sharing the information with you and thank you in advance for your participation. This was another fantastic year for CHART – thank you for allowing me to be a part of it.

Happy Holidays

John

## Industry News

### Remembering Ray



The hospitality industry lost one of its own on October 9, 2008 as Ray Kavanaugh passed away after a long and very courageous battle with cancer. Ray was simply an elegant man and great friend of CHART.

Ray was professor and head of the department of hospitality and tourism at Purdue University for the past 11 years. His academic experiences prior to Purdue included the University of Central Florida, Florida State University and professor and director of the School of Hotel and Restaurant Administration at Oklahoma State University. Earlier in his career, he served as director of human resources for Red Lobster, and later vice president of product development with the Educational Institute of American Hotel and Lodging Association. For more on Ray and his valuable contributions to our industry, visit <http://www.jconline.com/article/20081011/OBITS/810110319>, or read some personal remarks from two of your colleagues:

*"Ever since I first met him when he was on the faculty at Oklahoma State, I have referred to him as Dr. Hospitality. He loved teaching, training and sharing. He will be missed greatly by all of us at CHART and our industry."*

**Lanny N. Okonek**, FMP  
Fun-Nominal Training & Consulting  
CHART Lifetime Member

*"Ray was an educator at heart and a true advocate of our great industry. The NRAEF honored Ray this year with the Michael E. Hurst Lifetime Achievement in Education Award. This was just one of the many, many awards that Ray received during his life. We mourn the loss of a great friend, great leader, great educator, great motivator, truly great person and a rabid Indianapolis Colts fan. We shall miss him—he made the world a better place."*

**Mary M. Adolf**, EVP  
Product & Services Group  
National Restaurant Association Solutions, LLC

Condolences may be sent to:

Judy Rechberger Kavanaugh  
1201 Wiley Drive  
West Lafayette, IN 47906

## Regional Training Forums

The photo on the right is the Denver RTF group sporting some disco glasses courtesy of **David Serrano**, Taco Johns. Hosted by Xanterra and Red Robin, the meeting included a presentation by **Matt Smith**, People Report. More RTF's are planned, visit [www.chart.org](http://www.chart.org) for schedule.

## CHART News

### Learn without Leaving your Desk

Your CHART membership is now even more valuable. Online at [www.chart.org](http://www.chart.org) you can view and listen to some of the great sessions from the DC conference either again or for the first time. Under Resources, go to Educational Webcasts and learn from the experts without getting up from your chair. The current offerings include:



**Susan Steinbrecher**, "Roadmap to Success - A Coach's Perspective"

This was one of the top-rated sessions at the D.C. Conference and is well worth taking the time to watch! *Approx 66 minutes.*



**Mary Adolf**, EVP, National Restaurant Association Solutions, "Future Trends in Commercial Foodservice"

Watch and listen to what we should expect to see in this industry. *Approx 25 minutes.*



**Teresa Siriani**, President of People Report, "Beyond Best Practices"

A great session from D.C. on thinking outside the box, creating new solutions to respond to the future. *Approx 25 minutes.*

### Dial in for Interactive Webinars

Yes, CHART offers even more to learn from the comfort of your office. Mark your calendars for some great webinars.

**Wednesday, December 3 at 1:00 p.m. EST**, **Dr. Rick Garlick** and **Michael W. Fisher**, both from Maritz will offer a 30-45 minute webinar on "Leveraging Your Most Important Asset: An Updated Look at Employee Engagement in the Hospitality Industry".

**Wednesday, January 14 at 1:00 p.m. EST**, **Teresa Siriani**, People Report, will present "Beyond Best Practices".

**Wednesday, February 11 at 1:00 p.m. EST**, **Josh Davies**, Sage Hospitality, will share his thoughts on "The Next Generation: Developing Millennial Leaders".



# Upcoming Portland Conference Promise

## Strategic Planning - Executive/Leader Role

*Continued from page 1.*

**Dr. Mike Hampton**, Ed.D. Dean, College of Hospitality Management, Lynn University



A strong executive/leader demonstrates a strategic understanding of the role of training within an organization and keeps senior management and operations updated on projects and key training initiatives. This workshop will enhance your skills and techniques in effective cross-departmental communication regarding key training initiatives and proactively demonstrating training's value to the organization. You've earned a seat at the strategic table—this workshop will help you become a closer business partner with leaders in your organization.

## Program Design - Instructional Designer Role

**Monique Donahue**, CHT, Vice President, Research & Development American Hotel & Lodging Educational Institute



Taking raw content and shaping it into easily digestible, relevant learning that links to your company's big picture takes skill. Come and get it! This workshop encompasses training program design including obtaining input from stakeholders, utilizing project management techniques, establishing objectives, and piloting test programs. This workshop will help you link training priorities to your company's strategic plan, use the ADDIE model to create accurate and credible training, and effectively manage the development of training programs.

Borrowing from CHART president, **John Isbell**, normal might not be coming back, but if we are armed and ready – we will make a new “normal” while showing our strength and value in the industry together. These Certificate Competency Workshops will help you be armed and ready! See you in Portland!

Visit the conference website at: <http://chart.org/conference.php> for further details on speakers, break-out sessions, registration, hotel information and much more.



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### Highlights of [www.chart.org](http://www.chart.org)

Conference Information, Educational Webcasts, RTF and Webinar schedules, Recommended Resources and more.

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1st of the month for next month's issue

**Back issues:** visit [www.chart.org](http://www.chart.org)

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