



# FlipCHART



December 2014

Connecting the CHART Member Community ~ in print

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## Napa T3 Conference

### Learn How to Say Anything to Anyone



Speaking up when we are frustrated is hard and as a result, most of us don't. Instead, we either tell other people or we say nothing and relationships become tense and explode.

Napa Keynote **Shari Harley** will teach you how to establish trust in any relationship, laying the foundation to be able to address issues when they arise.

During her interactive and fun session, you will be given applicable tools and techniques so you become more comfortable communicating.

Shari Harley, MA and Certified Speaking Professional (CSP), is the founder and president of Candid Culture, an international training and consulting firm bringing candor back to the work place, creating a safe haven for employees, managers, and clients to speak honestly. Her previous experience includes selling and facilitating for Dale Carnegie Training, conducting customer service training for American Century Investments, and leading leadership training and successful planning for OppenheimerFunds.

Shari will deliver the perfect closing keynote address that will send you back to the office ready to make a difference and create powerful working relationships that really work.



## Upcoming Events

- December 1**  
San Francisco, CA RTF
- December 5**  
Phoenix, AZ RTF
- December 11**  
Austin, TX RTF
- December 18**  
Atlanta, GA RTF
- January 16, 2015**  
Last Day for Conference  
Early Registration Discount
- January 22, 2015**  
Room Block Expires at  
Embassy Suites, Napa
- January 23, 2015**  
Orlando RTF
- February 21 - 24, 2015**  
T3 Conference #89  
Embassy Suites  
Napa, CA
- July 18 - 21, 2015**  
Conference #90  
Ritz-Carlton  
New Orleans, LA

## 5th Track Features Hot Industry Topics

In addition to our keynote speakers and 12 workshops within our 4 competency-based tracks (**Trainer**, **Instructional Designer**, **Manager**, and **Executive**), #CHARTNapa will also offer attendees additional sessions to address several hot industry issues. Go online to view session descriptions for these hot industry topics.



### *Interviewing that Rocks*

Presenter: **Jim Knight**, Managing Partner/Owner, PeopleForward

### *Put the Power in PowerPoint : Maximizing Techniques to Create Vibrant & Effective Presentations*

Presenters: **Todd Horchner and team**, Legacy Event Productions

### *Brand Under Fire? Effective Crisis Management for Today*

Presenter: **Linda Duke**, President & CEO, Duke Marketing



View Brochure, Agenda, Speaker Bios and Register online at: [www.chart.org](http://www.chart.org)

## PRESIDENTalks

Patrick Yearout



### Napa: A Place That Cultivates Learning



Napa, California, is known for many things. Most people, of course, think of it as the source of the most spectacular wines produced in North America. Its dry, temperate climate and the unique diversity of its soil provide the perfect setting for growing many different varieties of grapes, and as a result the valley has become the home to over 400 different wineries.

In addition, the region has become synonymous with world-class cuisine, as it features a multitude of creative chefs overseeing the menus at highly lauded restaurants. Napa is also famous for its scenic hot-air balloon rides, luxurious spas, numerous outdoor recreation areas, and burgeoning arts scene.

I've been fortunate to visit a half dozen times in the last decade, and for me, **there's one more item I would add to Napa's list: learning.** Each time I've come to this amazing region, I have learned something new. For starters, prior to my first trip back in 2003, about all I could tell you was that some wines were red and some were white. I've now learned all about how the grapes grow, how the soil affects their flavor, and how different varieties are blended together. And although I'm definitely not skilled enough to qualify as a foodie, my culinary adventures in Napa have taught me that truly terrific flavor combinations can be produced when one uses the very best ingredients. I also took my very first photography class in Napa during a weekend visit a few

years ago with some friends, and learned about the history of the downtown area on a guided walking tour during that same trip.

This valley is also where, at a series of CHART Training Summits, I first took the Myers-Briggs test and discovered my personality type (fyi, I'm an INTJ), and where I first came to understand how interjecting graphics into a training program could help visual learners grasp my materials better.

I will always consider the Napa Valley to be a place that cultivates learning because of these experiences, so it feels very appropriate to me that CHART's 89th Hospitality Training Conference will be taking place there next February. Our signature T3 event will feature competency-based tracks that will heighten your knowledge and improve your skills as a trainer, unparalleled networking opportunities with visionary hotel and restaurant professionals, and the return of Ty Bennett, our highest rated CHART keynote speaker, with an all-new presentation titled "*Partnership is the New Leadership.*"

I hope you will register and join me for CHART's Napa conference so you don't miss out on what promises to be a transformative experience for those who attend. **Come for the wine, the food, the camaraderie, that golden California sunshine...and the learning!**

*Patrick A. Yearout*

## Webinar News

If you missed the CHART/DiscoverLink Webinar, *Hospitality E-Learning Deep Dive: Uncovering Opportunities that Make the Biggest Impact for your Training Dollars*, you are in luck as we recorded it. More details at: <http://chart.org/events/webinars/>

## Bloggers Online

Have you checked out the blogs and videos posted on our home page? Lots of great ideas and tips from hospitality leaders. Not to name drop, but ... **Serah Morrissey, Patrick Yearout, Gabe Hosler, Toni Quist, and John Isbell** are just a few recent bloggers.

## Member News



Congrats to **Jim Knight**, People Forward, on the release of his new book, *Culture that Rocks*. Hear Jim as he presents a breakout session in Napa.

## Upcoming Napa Conference

### Conference Team

Lexi Burns



89

**Communications Director**  
Director of Training & Development  
Twin Peaks Restaurants

Complex, structured, with elegant style that keeps you on, or off your toes.

#CHARTNapa

Colby Hutchinson



89

**Activities Co-Director**  
Hospitality Management Trainer  
Best Western International

Full bodied and unbalanced, but in a good way! The pale color and sarcastic notes combine to create a memorable kick.

#CHARTNapa

Craig Forbes



89

**Registration Co-Director**  
Senior Manager  
Operations Services  
McAlister's Deli

Accessible mellow full bodied with a lively citrus kick that will always surprise you.

#CHARTNapa

Kendall Ware



89

**Hospitality Director**  
Director of Training & Development  
Cici's Pizza

A 1987 austere yet refined blend, aged to perfection, that leaves you feeling youthful and vibrant.

#CHARTNapa

Serah Morrissey



89

**Volunteer Co-Director**  
Director, Talent Acquisition  
CSM Corporation

While risky to pair this vintage with seafood, its vibrant personality and lack of shame makes it approachable in most any situation.

#CHARTNapa

Christine San Juan



89

**FTA Co-Director**  
Founder  
CSJ People Solutions

Aging well :-)... Lively with a blend of jammy, spicy, earthy flavors and a touch of intensity. Leaves you with a polished and memorable finish.

#CHARTNapa

## CHART News

### CRAEF, CHART & Others Unite

Did you know that many of our CHART members in California were responsible for writing the training materials for young people to learn valuable life-skills and be better prepared for employment?

We're #CHARTProud. In partnership with the California Restaurant Association Educational Foundation, CHART restaurants members and other restaurant brands in CA, joined together to give back and help the younger generation work force.



Many CA CHART members also participated in the first annual FIT™ (Force In Training) day of service on

October 28 where volunteers visited high school culinary classrooms to teach the FIT training and share personal anecdotes on topics such as professionalism, teamwork, workplace communication and leadership skills to over 2,000 ProStart students.

Well done CHART.

### Giving the Conference Experience



Professional development for promising hospitality trainers.

Every CHART member has the opportunity to pay it forward with the Learning Legacy Fund. Simply nominate someone who shows potential and passion for the profession, but who lacks the sufficient budget to attend a CHART conference.

Several members have donated funds so that a promising hospitality trainer can experience, learn and grow from attending a CHART conference.

Nomination forms at: [http://chart.org/membership/learning\\_legacy\\_fund/](http://chart.org/membership/learning_legacy_fund/)

### What's Trending in Hospitality Training?



2014 Trends in Hospitality Training and Development Study

Download Infographic and full report online: [www.chart.org/resources/research/](http://www.chart.org/resources/research/)

# Recent CHART Member Sightings



Some of our Board Members at October Pre-Conference/Wine Tasting Board Meeting in Napa  
Not pictured: Donna Herbel



CHART/AHLA Reception at IHMR Show in NYC



S. CA Regional Training Forum



Chicago Regional Training Forum



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**Submission**

**Deadline:** 15th of the month for next month's issue

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

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