



FlipCHART



January 2013

Connecting the CHART Member Community ~ in print

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Upcoming San Diego Conference

Keynote Featuring Dynamic Speaking Duo of Talent Anarchy

By *Monique Donahue, CHT, CMHS, AHLEI*

As CHART members, we well know the value of professional relationships. But are we really harnessing the power of that social capital to fuel our success and the success of our organizations?

'Sage consultant' **Joe Gerstandt** and 'reformed corporate guy' **Jason Lauritsen** of Talent Anarchy will make a stop at #CHARTSanDiego on their Social Gravity "World Tour" to teach us how to grow and capitalize on our network of



relationships. This engaging and comical duo will share the *Six Laws of Social Gravity* and leave us with actionable steps for using our connections to enhance our personal and professional success.

Jason and Joe draw from a combined background of military and corporate life, consulting, and community-building to help organizations with challenges such as diversity, innovation, and talent and leadership development.

Join these "anarchists" and your CHART peers for an exciting session that's sure to broaden your understanding of the value of your networks and provide insights into how those relationships form and endure. **Register today!**

More details about Talent Anarchy's keynote is on our conference site at: <http://bit.ly/T3CHART>



Upcoming Dates

January 15, 2013

Twitter Tuesday

January 18, 2013

Early Registration discount ends for San Diego

January 22, 2013

Room Block expires at The Westin San Diego

January 25, 2013

Orlando RTF/Summit

February 23-26, 2013

Winter Conference #85 San Diego, CA

July 20-23, 2013

Summer Conference #86 Miami, FL

Bonus Learning Sessions - Pre and Post Conference

We've added extra sessions to the already jam-packed agenda to expand your learning opportunities. Be sure to register now to take advantage of these additional workshops.

Pre Conference Session - Sunday a.m.

The Art of Awareness

Jennifer Whitman and Jessica Langer
Professional Performance Consultants



Most people exhibit behavior or habits they don't even know they have. This session will help you concentrate on becoming aware of exactly what we are doing in the moment to ensure that our intention matches the outward perception.



Post Conference Session - Tuesday p.m.

Communication & Top 10 Team Building Ideas

Joleen Goronkin and Curt Archambault
People and Performance Strategies



Through a variety of exercises, discussions, and real life scenarios, you will receive powerful tools and an improved understanding of yourself and others; barriers to, and actions to use in improving communication and the conflict resolution process within your work group and organization.



CHART Board

2012 - 2013 CHART

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PRESIDENTTalks

John Kelley



Reaching our 2013 Goals Together

2012 is over – and it has flown by! I'm sure by now many are finalizing plans and budgets for the next year, and in the process I hope you are taking a little time to celebrate any triumphs you may have had either personally or professionally. It is important to celebrate, be grateful for and recognize the wins and accomplishments whether they were initially planned or not.

A quick internet search reveals many lists of the top ten new-year's resolutions. Of the top ten, four revolve around fitness, health and otherwise quitting bad habits; three more are centered on enjoying life more, spending time with family and learning new things. The last two are taming personal debt and helping others. The same article discusses how many resolutions are abandoned through frustration within weeks.

Post your 2013 goals (personal and/or professional) on my blog on the home page at www.chart.org

My resolutions are usually centered on the top four and this past year I felt as though I've done a little better than previous years. After several false starts, mid-summer I purchased a bike, encouraged by the success of several CHART members and have been riding more. This illustrates the positive influence of our members!

Like most other programs we create every day at work, **we experience more success when we plan more, set smart goals, tell others about our goals, and reward ourselves when we meet our goals.** Sounds like every project management/goal setting class I've ever taught or attended!

So ... share your goals with your CHART friends. We have created a discussion thread on my blog (*located on home page at www.chart.org*) to post your thoughts, resolutions and goals, plus any tips. Let's make it a great 2013 for all of us and in just a quick 12 months we will all be looking back and celebrating a year full of accomplishments!

Here's to a happy and prosperous new year!

John

Learning Legacy Fund

Seeking Nominations



Do you know a trainer who shows potential and passion for the profession, but who lacks the sufficient budget to attend the CHART conference? The Learning Legacy Fund provides a need-based professional development grant for such trainers. **Nominations are due by January 15.** Visit http://chart.org/membership/learning_legacy_fund/



We are excited to announce that **Janet Hoffmann**, Hoffmann & Associates, has joined as a Gold Level Founding Donor of the Learning Legacy Fund. It is people like her that make these grants possible. Janet commented, *"Almost twenty years ago, I never imagined how fulfilling the journey I started with CHART would be. I have had the opportunity to learn from the best in the industry, share experiences with talented colleagues, grow as a leader and be a member of a caring community of individuals; many of whom have become lifelong friends. Contributing to the Learning Legacy Fund has provided me with a way to pay it forward. I am honored to be able to help someone benefit from the unique experience that is CHART -- it is like no other!"*

Upcoming San Diego Conference

Conference Team

Team members were asked ...

What is one practical tip you've learned at CHART that has transformed your training?



Volunteer Co-Director **Claudia Carr**, CC & Company

"I credit CHART for most of my professional successes. One in particular was incorporating the new member mentor program into my new staff training procedure. It removed the training 'anxiety' for the trainees so they were more open to learning and turned the trainer into a real coach. It was a big WIN for everyone!"



Hospitality Co-Director **Trista Kimber**, Hooter's of America

"In a world where we are on information overload, your training materials have to visually entice and keep your trainees attention. It helps sell your brand to the trainee by reassuring them they made the right choice in working there."



Activities Co-Director **Gabe Hosler**, Rubio's

"Internal Branding – Our Team Members are like our customers. We need to sell the concepts of training to them the same way we sell a product to customers. It can be as simple as aligning the fonts and coloring in your materials with those your Marketing team uses. Regardless of your size or budget you can make little tweaks here and there to be creative and make your materials more interesting."



Communications Director **Monique Donahue**, American Hotel & Lodging Educational Institute

"Some of my most enduring takeaways from CHART have been related to creating opportunities for interactive and engaging classroom participation. As an instructional designer with very little facilitation experience when I first came to CHART, this was a revelation to me which changed how I design courses for other facilitators to deliver."



Service Event Director **Patrick Yearout**, Ivar's Restaurants

"One very effective tip I received from a CHART member was to read the book, "Transfer of Training," by Mary Broad and John Newstrom. It's an amazing source of strategies for getting my training to stick with employees and make a difference in the workplace."

Competency Workshops



Hospitality Training Competencies

Trainer ■ Instructional Designer ■ Manager ■ Executive

T3: Trainers
Transforming
Training
REGISTER
TODAY
www.chart.org



Workshops #1 - Sunday afternoon Feb 24

Trainer: Presentation Effectiveness
TJ Schier, Incentivize Solutions

Instructional Designer: Program Design
Patrick Yearout, Ivar's Restaurants

Manager: Project Management

Curt Archambault, People and Performance Strategies

Executive: Communication & Influence

Joleen Goronkin, People & Performance Strategies

Workshops #2 - Monday morning Feb 25

Trainer: Participant Management

Jennifer Johnston, Darden Learning Center

Instructional Designer: Technical Knowledge
Monique Donahue, CHT, CMHS, AH&LEI

Manager: Operational Knowledge

Jennifer Swan, Hospitality on Point

Executive: Business Acumen

Janet Hoffmann, Hoffmann & Associates

Workshops #3 - Tuesday morning Feb 26

Trainer: Evaluation and Assessment

Curt Archambault, People and Performance Strategies

Instructional Designer: Process Improvement
Donna Rynda, Make it Matter!

Manager: Coaching and Development

Lisa Oyler, CHT, CTA, St. Regis Deer Valley

Executive: Strategic Planning

Mike Hampton, Ed.D., Florida International University

TN Regional Training Forum (RTF)



A large group gathered for learning and networking at the TN Regional Training Forum in October.

Make one of your 2013 goals to attend at least one RTF *and* bring a colleague!

Partner News



Best practices in HR and employment law are evolving, and as a training professional you need to keep up on it all. Only **HR in Hospitality**, March 11-13, 2013 in Las Vegas, gives you complete details on the changes and how they affect you and your organization.

CHART members **save \$475.00** off the standard rate with **Promo Code CHTEM**.

www.HRinHospitality.com

Home Page Blogs

Have you read Patrick Yearout's latest blog (*he has written several*) sharing his reasons you should attend the San Diego conference? Very insightful and relevant. Take a look now at: <http://chart.org/blog/view/id/117/>

Many of you may have missed (coincided with Hurricane Sandy) the request by John Kelley in his article last month for you to vote concerning whether issues and how the decisions made by our elected officials should be part of the trainer's responsibility. **Your vote still matters!** View the blog at: <http://chart.org/blog/view/id/109/> and text your vote.

CHART Member News

- Best Wishes to **Michele Lange** who is now working at The Habit Burger Grill as Director of Training and Development and to **Wade Chancellor** who left Hooter's and is now the Director of Training for Marlow's Tavern.
- **Richard Fletcher**, Zaxby's, is now Vice President of Talent Management and **John Isbell**, O'Charley's, has a new title of Senior Director of Training. Congratulations gentlemen on your promotions.
- Opportunities to Earn and Save Money
 - Recommend a vendor to participate in the CHART Resource Gallery, and if they do, you will get a \$50 gift card. It's a win-win-win.
 - For each referral to CHART, you will earn a key to the stash of cash box. If your key opens the box, you win \$300 at the next conference.
 - If 3 or more employees from same CHART company attends a conference, all of you just pay the member rate.

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1st of the month for next month's issue

Back issues: visit www.chart.org

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