



FlipCHART



May 2012

Connecting the CHART Member Community ~ in print

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Upcoming Chicago Conference

Keynoter Scharenbroich to Connect You on Road of Life



Get ready to start your engines! The Chicago conference kicks-off in high gear as author and business speaker, **Mark Scharenbroich**, takes you on a ride to building stronger and more meaningful connections in your personal and professional lives. Mix thousands of black leather, bandana wearing Harley-Davidson riders, one

100th year anniversary celebration and a beige Ford Taurus and you get the Nice Bike principle in action.

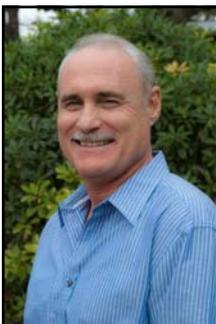
84TH HOSPITALITY TRAINING CONFERENCE



RADISSON BLU AQUA HOTEL CHICAGO, ILLINOIS • JULY 21-24, 2012

Mark will inspire you, motivate you, and validate the importance of recognizing people to improve employee and team performance. Whether you are a team of one, or a team of one hundred, you will walk away from this keynote with a reinvigorated spirit for what you do as well as an appreciation of what the other team members around you do.

Keynote Speaker Hayden Explores Conscious Choosing



There are many options or directions we can take. How to choose the right way can sometimes be difficult. Conscious Choosing is about making choices and being aware of why we make them.

Hayden Hayden, Chief Visionary and Co-Founder of MyDriving4Life, LLC, will help you make the best choices both personally and professionally.

Learn the human components that drive people's behavior in order to obtain easier, faster and more effective results. Hayden will share his four-step process to demonstrate how we consciously choose the choices that will get the desired results. Each step makes distinctions that are critical to our behavior and results. Some of the distinctions are:

- facts vs. stories
- needs vs. strategies
- feelings as GPS or GAS, and
- choosing our stories instead of stories on cruise control

Make the right choice now and register today for the Chicago conference and Rise Above the Rest.

The online brochure and conference details are at: www.chart.org

Upcoming Dates

May 6

CHART Reception at NRA Show in Chicago

May 23

Detroit RTF

June 1

CHART Board Applications and Spirit of CHART Nominations Due

June 11

Atlanta RTF

June 21

Nashville RTF

June 22

Last Day for Early Registration Discount

June 28

Room Block Expires at Radisson Blu Aqua

July 21-24

84th CHART Conference
Radisson Blu Aqua Hotel
Chicago, IL

Inside on Page 3: Details on Pre-Conference Workshops

CHART Board

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PRESIDENTalks

Jen Swan



The Power of Pinterest...Who Can You Trust?

I was a Pinterest fan before the social site became popular. It's true. For those of you who aren't familiar with the hottest social platform on the web, Pinterest now drives more referral traffic than Google+, YouTube and LinkedIn combined. In short, it is a network where members capture recipes, craft projects, home décor, books - you name it – into a digital scrapbook of their favorites.



You "follow" people on Pinterest when you trust their opinions. The idea of trust, reminds me of CHART. CHART is a network of like-minded trainers. Our organization exists because we share opinions in the art of learning and development. I personally trust my CHART colleagues without reservations!

CHART groups on LinkedIn, Facebook and Ask My Peers have quickly become a network of sharing; a way to solicit ideas or contribute to topics on speaker selection, program design, upcoming Regional Training Forums and much, much, more. Our @CHARTtrainer on Twitter provides another opportunity for you to share and keep connected.

I encourage you to join a CHART online network as a trusted source of information and inspiration. Oh, and follow me on Pinterest!

Jen Swan

CHART News

Member Seeks Help with Hiring Practices Survey

PhD student and CHART member **Amir Durrani**, Norms Restaurants, is conducting a study to explore the experiences of restaurant industry applicants during the hiring process and compare those to the beliefs of human resources professionals to determine if fair and ethical hiring practices are being employed.

Interested CHART members are asked to take a short, web-based survey. In return, you'll not only be entered to win eight \$25 Amazon gift cards; but also have access to the findings.

The information gained in this study will benefit the industry by helping identify fair and ethical hiring practices and helping the human resources community develop strategies and policies to improve the hiring process, worker diversity, and organizational productivity.

Can you please take a few moments to take this survey? Thank you.

<http://humansciences.hiringpractices.sqizmo.com/s3/>

Upcoming Chicago Conference

Conference Team

Team members were asked, "How has CHART helped you "Rise Above The Rest" in your career?"



Conference Team Director
Jeff Drozdowski, Little Caesar

"Not only has CHART given me great content to take back to my day job regarding everyday training, it has helped me build skills as an organizer and leader. One example is being part of this great conference team!"



First Time Attendee Co-Director
Alie Gaffan, Pacifica Hotel Company

"As an industry professional, it's critical to stay on top of trends and forecasts. CHART has helped me rise above the rest by providing easy access to the latest and greatest hospitality training resources."



First Time Attendee Co-Director
Mark Williams, Coakley & Williams

"CHART has helped me rise above the rest through the provision of exceptional tools and resources that have expanded my training capabilities."



Volunteer Co-Director
Bill McDermott, Papa Johns International

"I have been able to bring something new and useful back to my job from EVERY CHART conference I have attended - one of the many reasons my boss is an enthusiastic supporter of my membership!"



Communications/Social Media Director
Kristin Burk, Wood Ranch BBQ & Grill

"My involvement with CHART has given me immeasurable knowledge that has been paramount to my growth and success. It has enabled me to mentor and be mentored by the best in our industry."

Become Certified in Chicago

If you are ready to upgrade your career, there is no better sign of a pro than the **Certified Hospitality Trainer (CHT)** achievement. **Emily Ellis**, American Hotel and Lodging Association Educational Institute, will facilitate the review class at our Chicago conference. You must sign up directly with them by June 22 and use code "CHART" to get the AHLAEI Member rate.



Contact the Educational Institute at 888.575.8726 or visit their website at: www.ahlei.org

Donations Sought for Auction



In Chicago, we will host our **annual silent auction** to raise money for student scholarships. Please contact Kate Shehan kshehan@LEGALSEAFOODS.com to offer an item ... perhaps a restaurant or hotel certificate, consultant session, book or a few of your (or Oprah's) favorite things!

Come Early for Extra Learning

Arrive in Chicago in time to attend one or two of the pre-conference workshops and get a jump start on learning! Great choices offered and taught by some very smart and knowledgeable CHART members!

Manager
3 Competencies
Operational Knowledge
Project Management
Coaching / Development

Trainer
3 Competencies
Presentation Effectiveness
Participant Management
Evaluation / Assessment

Instructional Designer
3 Competencies
Technical Knowledge
Program Design
Process Improvement

Executive/Leader
3 Competencies
Communication / Influence
Business Acumen
Strategic Planning

Manager Role:

Operational Knowledge
Jennifer Swan, Director of Learning & Development, CSM Lodging

Trainer Role: Evaluation and Assessment
Curt Archambault, Vice President, People and Performance Strategies

Instructional Designer Role: Process Improvement
Monique Donahue, CHT, MHS, Vice President, Research & Development, American Hotel & Lodging Educational Institute

Executive/Leader Role: Strategic Planning
Mike Hampton, Ed.D., Dean of the School of Hospitality & Tourism Management, Florida International University



Sign up for one of the pre-conference workshops when you register today at www.chart.org.

Workshop descriptions online



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Contact Us



Innovation. Inspiration. Impact.
 Register today for Chicago at www.chart.org

FlipCHART

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Please send content to:

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Deadline for submissions:

1st of the month for next month's issue

Back issues: visit www.chart.org

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 CHART Sr. Director of Marketing

Regional Training Forums (RTFs)



Pizza & More in Washington

The RTF attendees were all smiles after a terrific forum in Washington in late March. Not only did they take home some great ideas for training, but also a new pizza cutter! Thanks to Papa Murphy's for hosting the event.



Learning in Orlando

Orlando RTF attendees completed an activity during their January summit to help prepare them for the new Federal Nutritional Regulations as well as learn more about allergen and gluten training.

Make plans to attend a RTF in 2012!

<http://chart.org/events/schedule/>