



# FlipCHART



November 2012

Connecting the CHART Member Community ~ in print

## Inside this issue:

Learning Legacy Fund	2
Training & Politics: Should it be Part of Your Job?	2
Learning Legacy Fund Recipient	2
San Diego Agenda	3
Regional Training Forums	3
Member News	4
Online Now: New Home Page Blogs	4

## Upcoming San Diego Conference

FEBRUARY 23 - 26, 2013 • WESTIN SAN DIEGO • SAN DIEGO, CA

**Trainers Transforming Training**  
the learning forum for **hospitality training**

an exciting, new conference format that will immerse you in the competencies necessary to be a

- better **TRAINER**
- faster **INSTRUCTIONAL DESIGNER**
- stronger **MANAGER**
- greater **EXECUTIVE**

## The Next Generation CHART Conference

Join us in San Diego as we introduce an exciting, re-invented conference format that will immerse you in competency-based tracks of learning and development. We are breaking out of the norm to improve your abilities, increase your confidence, and impact you and your organization in significant new ways.

We've listened to your feedback and kept all the most valued features from previous CHART conferences, such as the team-building service event, legendary hospitality suite, exceptional keynote speakers, participative sharing time, and unparalleled relationship building while adding the tangible educational content from our trainer competencies.

Come spend time networking and sharing information with more than 150 of your peers and return to your desk as a better trainer, faster instructional designer, stronger manager, and greater executive. You will be transformed in San Diego!

Our winter conferences will now feature this competency-based agenda while our summer conferences will keep our tried-and-true program for hospitality training leadership.

**Details about the new agenda are on page 3** as well as on our website.

## Competency Focus

We're excited to unveil CHART's new brandmark and look for our hospitality training competency tracks. These workshops are designed to provide you with the tools and resources so you can **rise above the rest!**



**Hospitality Training Competencies**  
Trainer ■ Instructional Designer ■ Manager ■ Executive

For more details visit: [http://chart.org/resources/trainer\\_competencies/](http://chart.org/resources/trainer_competencies/)

## Upcoming Dates

### October 29

Online Registration Open for San Diego Conference

### November 1

Bettendorf, IA RTF

### November 6

Southern CA RTF

### 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

## Learning Legacy

It is Business and ...  
It is Personal



Think of the relationships you have - both personal and professional. It's probably safe to

say that for many, CHART is one of the longest standing relationships you have. CHART is like family ... **it is personal!**

CHART established the Learning Legacy Fund for the development of promising trainers who may not otherwise have the opportunity to attend a CHART conference.

Please consider a gift to give back and help future trainers experience the CHART family. Founding Donors will be accepted through the end of 2012. For more details, contact the CHART office or visit: [http://chart.org/membership/learning\\_legacy\\_fund/](http://chart.org/membership/learning_legacy_fund/)

**Founding Donors a/o Oct 2012:**  
Mike Amos, Monique Donahue, Joleen Goronkin, John Kelley, Lisa and James Marovec, Chip Romp, and Jim Sullivan

### Thank you Monique - our newest Founding Donor

"CHART feels like home, and I'm so thrilled to be able to help others gain access to that same experience of unequalled learning, sharing, growing, and caring. CHART has been an important career resource for me for a number of reasons—the opportunities for professional development and growth, the ability to learn from some of the smartest and friendliest minds in hospitality training, and the personal connections and friendships I've made over the years."



~ **Monique Donahue**, CHT, CMHS, AHLEI

## PRESIDENTalks

John Kelley



Training & Politics: Should it be  
Part of Your Job?: Part 2 of 2

The taboo topic of politics is back. In last month's FlipCHART, I talked about my frustration with negative political ads and the importance of staying positive and seeking the truth.

At the recent MUFSSO Conference, one of the breakout sessions centered around government relations and the upcoming elections and the decisions each major candidate may make if elected. The issue was that as a private sector employer, the restaurant industry is the second largest employer (behind health care) and that if we could mobilize our people we could have quite the impact on our government at all levels. The question was asked, "**How many chains present in the room (about 25-30 were represented) actively teach their employees about the political issues and candidates and how their decisions impact our companies?**" No one raised their hand. This topic is one I have struggled with as I know that at White Castle the views would vary based on the issue.

My one question to you:

As those responsible for teaching employees everything about our companies, should we teach them about the issues and how the decisions made by our elected officials impact our companies and therefore potentially the work lives of our employees?



**Text your vote/code now to 22333.** You can view the results at: [www.polleverywhere.com/multiple\\_choice\\_polls/MTAzMjk3NDcy](http://www.polleverywhere.com/multiple_choice_polls/MTAzMjk3NDcy)

**183168** No, it is not something that any company should take on.

**759176** Yes, but not through the Training Department - another department should do it.

**759177** Yes, the Training Department should teach issues & their impact.

Ultimately, I would like to remind everyone that there have been many who have given the ultimate sacrifice defending our right to exercise our power to vote for our leaders and I encourage you to vote on November 6th.

**John**

## Learning Legacy Fund Recipient

Opportunity to Experience CHART in Chicago



**Sharon McCullough**, Training Manager, Flying Star Café and Satellite Coffee, was our first recipient of the Learning Legacy Grant. Here is what she had to say about her experience.

"My experience at the CHART Summer Conference was amazing! I am using bits and pieces I learned in each of the sessions I attended. My favorite moment was meeting my grantor, Mike Amos, in the elevator on the way down to the Gala Dinner—it's a shame he's so shy! I hope to attend many CHART conferences in years to come so that I have more opportunities for Learning, Sharing, Growing and Caring. **Thank you, CHART!**"

# Upcoming San Diego Conference

## Agenda at a Glance

	SUNDAY	MONDAY	TUESDAY
<b>MORNING</b>	Pre-Con FTA Brunch	Full Breakfast Competency Tracks 3+ Hour Workshop	Lite Breakfast Competency Tracks 3+ Hour Workshop
<b>AFTERNOON</b>	Opening Keynote Competency Tracks 3+ Hour Workshop	Lunch Keynote LIVE Ask my Peers	View full agenda and conference details on our website at: <a href="http://www.chart.org">www.chart.org</a>
<b>EVENING</b>	Optional Local Event Hospitality Suite	Resource Gallery Dinner Event Hospitality Suite	

## Regional Training Forum (RTF) News

### Small but Mighty RTF in Minneapolis

Photo and Recap courtesy of **Nikki Fuchs de Calderon**, Buffalo Wild Wings



A "small but mighty" RTF was held in Minneapolis on September 12. The team at The Depot hosted a breakfast event which included **Ask My Peers** and a presentation from **Erica Smith**, Buffalo Wild Wings, entitled, "Moving from a Program Delivery to Performance Improvement Culture." Hands-on exercises to apply a six-box model allowed the group to identify effective performance improvement solutions, beyond creation of training programs. It was a great learning and networking event.

### Record Numbers in Orlando

Photo and Recap courtesy of **Barbara Latimer, Sonny BBQ**



The September 28th Orlando RTF was well attended by a group of 40+ diverse professional trainers and educators as shown in the left picture. The session, "A Leader's Mind: How Great Leaders Think", was led by **Dave Mitchell**, Leadership Difference. He helped us understand that great leaders are made,



not born and great leaders develop a way of thinking that uniquely positions them for leadership.

**Jim Knight**, Hospitality on Point, led a great discussion about the importance of the fundraiser, *Share our Strength*, that many national restaurants participated in. Afterwards, several of us (photo on left) went to lunch at Macaroni Grill to support their efforts for No Kids Hungry and continue networking.

Check out RTF dates at: <http://chart.org/events/schedule/>



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**Deadline for submissions:**

1st of the month for next month's issue

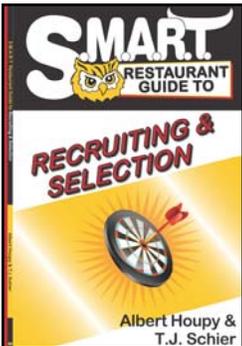
**Back issues:** visit [www.chart.org](http://www.chart.org)

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**Happy Thanksgiving to our members and partners!**

CHART is grateful for you and the positive impact you're making in the hospitality industry.

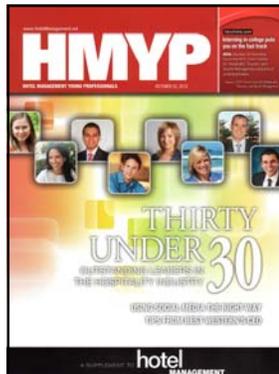
## CHART Member News



Congratulations to **TJ Schier** on the release of his new book. This book is focused on teaching restaurant managers and franchisees how to hire more effectively by creating manpower plans, hiring profiles, and conducting effective interviews to enhance the success of their hiring decisions. TJ is offering you **25% off** on this book if you order by 12/31 and use coupon code CHART.

[www.hospitalitytrainingvideos.com](http://www.hospitalitytrainingvideos.com)

Congratulations to **Mark Williams, Coakley & Williams Hotel Mgmt**, who was recently named by Hotel Management for **30 under 30: Outstanding Leader in the Hospitality Industry**.



Best Wishes to **Adam Huddleston** who has changed pizza chains and is now Director of Operations Training & Support at Domino's Pizza.

## Online Now - New Home Page Blogs

Visit our home page regularly to access the latest member blogs on key issues facing our industry as well as insightful conference session recaps. These blogs are not only educational, but quite entertaining.

bership Events Resources Partnerships News Room Career Cente

**Develop People. Improve Performance.**

**The Latest in Hospitality Training**

**Why Not Go Out On A Limb? That's Where The Fruit Is.**  
 Posted October 11, 2012 in Member Blog  
 How many little decisions do you make in a day? A dozen? A hundred? Most of the time these little decisions pass us by with nary an afterthought because it really doesn't matter if we wear the black pants or the navy blue pants, or if we go to the bank before or after we go to the post office. But sometimes these little decisions do matter – a yes versus a no can take our lives in completely different directions, even if we don't realize it at the time. .... Read More

**Re-Branding Your Training Dept.**  
 Posted October 8, 2012 in Member Blog  
 Hello everyone - the following post is a re-cap of a breakout I recently presented at the CHART Conference in Chicago. Its a little longer than most of my blogs but packed full of information I believe necessary for re-creating and branding your training dept within your company. Enjoy! What is a brand? A brand is a "name, term, design, symbol or any other feature that identifies one seller's goods or services as distinct from those of other sellers," according to The..... Read More

**Listening For Success - Key Takeaways from CHART Chicago**  
 Posted October 3, 2012 in Member Blog  
 Tim Hast of Encore Life Skills gave one of the most popular presentations at the recent CHART Chicago conference. This article summarizes the key takeaways for those lucky attendees at the session. Enjoy!..... Have you ever had one of those guests? You know, where everything is wrong and anything you suggest makes the situation more wrong. Perhaps, the situation escalates to a point where you, yes you, become just like them?