



HOSPITALITY TRAINING COMPETENCIES CONFERENCE

CHART 103 • SEATTLE, WA • MARCH 4-7, 2023

PATH TO EVERYWHERE



EVENT PROGRAM

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WELCOME EMBARK ON YOUR PATH TO EVERYWHERE

Experience three life-changing days with top hospitality training professionals, discover best training practices, and connect with your peers at CHART 103 Hospitality Training Competencies Conference, March 4-7, 2023 in Seattle, WA.

Mastering the professional skills necessary for success across a variety of roles in hospitality training can take your career anywhere you want to go. The world of hospitality training opens up for you when you invest in your personal and professional growth! Set out on your Path to Everywhere, and join us for three days of immersive competency-based training, high-quality connections, and the celebration of personal and professional development. It is sure to be an impactful life- and career-changing experience and a whole lot of fun, besides!

Your CHART Board of Directors



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CONFERENCE AGENDA AT-A-GLANCE

SATURDAY, MARCH 4

10:00 AM - 2:00 PM	Service Event with Immanuel Community Services
2:00 PM - 5:30 PM	Conference Registration
3:00 PM - 4:15 PM	First Time Attendee Meeting
4:30 PM - 4:45 PM	Conference Opening
4:45 PM - 5:30 PM	Opening Keynote: Alaska Airlines - Empowering Care: Remarkable Service Starts with Personal Well-Being
5:30 PM - 7:00 PM	Welcome Reception
7:00 PM - 9:30 PM	Common Table Optional Dinner Groups
9:30 PM - 11:30 PM	Hospitality Suite

SUNDAY, MARCH 5

7:00 AM	Conference Registration Opens
7:00 AM - 8:00 AM	Continental Breakfast
8:00 AM - 12:00 PM	Hospitality Training Competency Workshops Round 1 Participant Management , Instructional Design Fundamentals , Project Management , Business Acumen
8:00 AM - 12:00 PM	Alternate Breakouts 8:00-9:00 Better to Best 9:15-10:30 MS Teams 10:45-12:00 More Than a Feeling
9:45 AM - 10:15 AM	Coffee Break
12:30 PM - 2:00 PM	Lunch Keynote: Donna Herbel - Whose AI Is It Anyway?
2:00 PM - 4:00 PM	Hospitality Training Competency Workshops Round 2 (part 1) Presentation Effectiveness , Effective Learning Design , Coaching & Development , Communication & Influence
2:00 PM - 4:00 PM	Alternate Breakouts 2:00-2:50 Mindset Matters 3:00-4:00 Happy Work
4:00 PM - 6:00 PM	Resource Gallery & Reception
6:30 PM - 9:00 PM	Offsite Dinner/Networking Event (included)
9:00 PM - 11:30 PM	Hospitality Suite

MONDAY, MARCH 6

7:00 AM	Conference Registration
7:00 AM - 8:00 AM	Continental Breakfast
8:00 AM - 10:00 AM	Hospitality Training Competency Workshops Round 2 (part 2) Presentation Effectiveness , Effective Learning Design , Coaching & Development , Communication & Influence

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CONFERENCE AGENDA (CONTINUED)

MONDAY, MARCH 6 Continued

8:00 AM - 10:00 AM	Alternate Breakouts 8:00-8:50 Turn Training Into an EVENT 9:00-9:50 Break Your Training
10:00 AM - 10:15 AM	Coffee Break
10:15 AM - 12:15 PM	Hospitality Training Competency Workshops Round 3 (part 1) On-the-Job Training , Training Evaluation , Operational Knowledge , Strategic Planning
10:15 AM - 12:15 PM	Alternate Breakout Trauma-informed Supervision
12:15 PM - 1:30 PM	Lunch on your own
1:30 PM - 3:30 PM	Hospitality Training Competency Workshops Round 3 (part 2) On-the-Job Training , Training Evaluation , Operational Knowledge , Strategic Planning
1:30 PM - 3:30 PM	Alternate Breakouts 1:30-2:20 Diversity Matters 2:30-3:30 Designing Training that Sticks
3:30 PM - 3:45 PM	Break
3:45 PM - 5:15 PM	Keynote: Dave Mitchell - The Power of Understanding People
5:30 PM - 5:45 PM	Conference Closing
6:30 PM - 9:30 PM	Celebration Dinner/Reception
9:30 PM - 11:30 PM	Hospitality Suite

TUESDAY, MARCH 7

7:00 AM - 8:00 AM	Coffee
8:00 AM - 11:00 AM	Agile EQ: Maximize the Effectiveness of your Workplace Interactions (optional)
8:00 AM - 12:00 PM	Hospitality Training Competency MasterClass Workshops: Trainer MasterClass (optional) Instructional Designer MasterClass (optional)



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KEYNOTE SESSIONS

Empowering Care: Remarkable Service Starts with Personal Well-Being



Tiffany DeHaan, Managing Director, Culture, Learning & Inclusion, Alaska Airlines

Alaska's culture is built around 5 values: own safety, do the right thing, be kind-hearted, deliver performance, and be remarkable. Each employee is empowered to live these values through a service framework guiding behaviors and decision making. Learn how Alaska Airlines puts personal well-being at the center of this framework to deliver the best care in the air — and not just for guests, but employees, too.

Whose AI Is It Anyway?



Donna Herbel, FMP, SPHR, SHRM-SCP, Learning Strategist, Blue Phoenix Learning

Join us for this highly interactive, collaborative learning session designed to enkindle curiosity and showcase examples of Artificial Intelligence (AI) platforms in rapid content design.

Are you interested and now exploring the latest generation of AI resources? See the process of generating content from live prompts in nearly real time. **Are you already exploring and putting enhancements to work?** Share your resources and examples in the session back channel. **Not sure what all the buzz is about?** Bring an open mind and a willingness to engage, participate, and check it out!

The Power of Understanding People



Dave Mitchell, Speaker & Author, The Leadership Difference

Based on his book (with the same name), Dave will teach us how to connect to different personalities in our personal and professional lives. This will be a thought-provoking session on work and life shared through humor and wit. Through his engaging style of enter-**train**-ment, Dave will provide attendees with high-impact:

- Insight into behavior cues and questions to ask to better understand someone's interactive preferences
- Strategies for creating a high-performing work environment
- Strategies for conflict resolution, including how to effectively work out differences within a team, between work units, with customers, and even in your personal life





HOSPITALITY TRAINING COMPETENCIES PROGRAM

The CHART training competencies are the professional skills necessary for helping trainers to grow and provide greater value to their respective organizations. This program defines the competencies necessary for success across a variety of roles in hospitality training—executive, manager, instructional designer and trainer.

CHART HOSPITALITY TRAINING COMPETENCY TRACKS AND WORKSHOPS

TRAINER	INSTRUCTIONAL DESIGNER	MANAGER	EXECUTIVE
On-the-Job Training	Instructional Design Fundamentals	Project Management	Strategic Planning
Presentation Effectiveness	Effective Learning Design	Operational Knowledge	Business Acumen
Participant Management	Training Evaluation	Coaching & Development	Communication & Influence

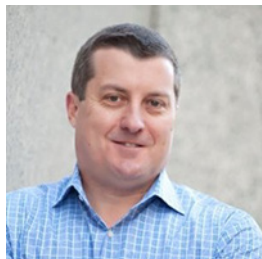
How the **CHART Hospitality Training Competency Certificate Program** works:

	Each track consists of three, four-hour workshops. Choose to complete a track by attending all three workshops in that track (does not have to be at the same conference), or pick and choose among any workshops in any track (you may repeat workshops as often as you wish).
	Earn a certificate and pin for the completion of each track.
	Complete all four of the tracks to receive a Certificate of Completion for the Hospitality Training Competencies program.
	Track your progress at chart.discoverlink.com .

HOSPITALITY TRAINING COMPETENCY WORKSHOPS

TRAINER TRACK

Presentation Effectiveness



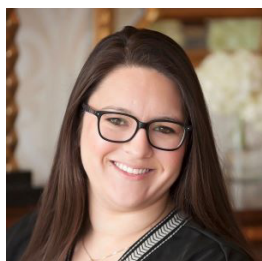
TJ Schier
Chief Operating Officer
BigShots Golf



Kristie Edmunds
Talent Development
Manager
Flatbread Company

Discover the behaviors that will enhance your ability to prepare and make a quality presentation that will more effectively drive your company's sales and build profits. Learn to make a great first impression and immediately capture your audience's attention.

Participant Management



Danielle Dally, CHT
Learning & Development
Manager
Buffalo Wild Wings



Lindsey Moon
Director of Organizational
Development
The HUB

Sharpen and improve your training sessions by learning to better convey your ideas, motivate and respond to your audience, and effectively use presentation tools — so that attendees walk away from your training sessions having truly absorbed the material. You will learn about different learning styles, group facilitation, and more.

On-the-Job Training



Patrick Yearout, FMP, CHT
Director of Innovation,
Recruiting, and Training
Ivar's & Kidd Valley
Restaurants



James Ledbetter
Corporate Field Trainer
Weinerschnitzel/Galardi
Group

Learn how to accomplish this task consistently and successfully in the sometimes chaotic work environments of hospitality organizations. You'll discover principles of adult learning in field-based education, how to overcome obstacles to learning, effective training for new hires, and using OJT for new product rollouts and new store openings.

HOSPITALITY TRAINING COMPETENCY WORKSHOPS

INSTRUCTIONAL DESIGNER TRACK

Instructional Design Fundamentals



Jesse Boehm
Sr. Learning Architect
Buffalo Wild Wings



Rachel Mundwiller
Manager of Content
Development
Slim Chickens

Learn to shape raw information into easily digestible, relevant training programs that are directly linked to your company's mission and business goals. Everything you need to know about training program design and how to get started.

Effective Learning Design



James Lee
Manager of Multimedia
Design
Del Taco



Kimberly Johnston
Senior Instructional
Designer,
Golden Corral
Corporation

Gain the knowledge and skills you need to be able to understand and clearly present complex issues. Review adult learning principles, learn the necessary skills for program development, and hear how to work with subject matter experts for course content.

Training Evaluation



Monique Donahue
Director, Commercial
Learning
Hilton



Matt Nelson
Founder and CEO
Modern Training

Get the tools you need to properly evaluate programs to ensure they are meeting objectives and adapting to changes in the operational environment. Learn to make use of the feedback given by executive management, respond to changing stakeholder needs, align training to strategy, and monitor, evaluate, and update programs for effectiveness.

HOSPITALITY TRAINING COMPETENCY WORKSHOPS

MANAGER TRACK

Coaching & Development



Matthew Brown
Chief People & Culture
Officer
Schoox



Angelina Sabatini,
Director of Training &
Development
Ford's Garage

Learn to develop your staff by becoming aware of their strengths and weaknesses, using feedback to increase their performance, delegating appropriately, and encouraging team members' ongoing education and training.

Operational Knowledge



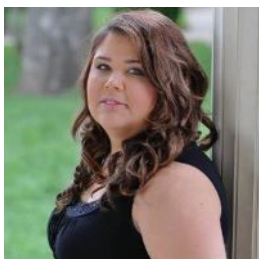
Curt Archambault
Partner Consultant
People & Performance
Strategies



Tara O'Neill
Vice President of Training
and Experience
Ciccio Restaurant Group

Get a clearer picture of how your team relates to others and fits into the company's overall organizational structure and strategy so that you can achieve operational excellence. Learn to distinguish between training solutions and operational roadblocks.

Project Management



Stacy Whitmore
Learning and
Development Specialist
Inspire Brands



Adriana Nunez
Director of Learning &
Development
WKS Restaurant Group

Learn to prioritize training projects by assessing those that provide the best return on investment and ensure training is developed on time and within budget.

HOSPITALITY TRAINING COMPETENCY WORKSHOPS

EXECUTIVE TRACK

Business Acumen



Jennifer Belk White
Human Resources Director
Lumina Foods



Kelly McCutcheon
Group Director of Training
Whataburger



Chip Romp
Sr. Director, Workforce Development
and Business Services
National Restaurant
Association/ServSuccess

Hone your ability to make profitable business decisions and secure executive buy-in for your programs. Become a valuable partner in your company's business strategy by learning to better speak the language of business, understand financial and HR metrics, succession planning, talent development, and strategic partnerships.

Communication & Influence



Donna Herbel, FMP,
SPHR, SHRM-SCP
Learning Strategist
Blue Phoenix Learning



Jason Lyon
President & COO
Flatbread Company

Become a more effective communicator and motivator. Develop active listening and negotiation skills and other tools that will help you be viewed as the corporate expert and champion on all aspects of training.

Strategic Planning



Sara Nickel
Vice President, Workforce
and Business
Development
National Restaurant
Association



Felicia White, CHT, MBA
Director, Franchise
Training
Scooter's Coffee

Solidify your seat at the strategic table by learning to develop corporate plans and quantify results. While you're at it, enhance your skills and techniques in effective cross-departmental communication and become a closer business partner with leaders in your organization.

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BREAKOUT SESSIONS

Trauma-informed Leadership



Jennifer Belk White
Human Resources
Director
Lumina Foods



Matthew Brown
Chief People & Culture
Officer
Schoox

Trauma can take a toll on all of us, and sometimes this can have huge impacts in the workplace. Join us for a discussion that dives into the topic of trauma from multiple perspectives. We don't all perceive trauma in the same way, and as a result we can make some unintentional missteps that can trigger others. When we are able to use our knowledge and awareness of trauma to inform how we interact with one another, great things can happen.

MS Teams: One Application to Train Them All



Bobby Underwood
Director of Training, Company Operations
Little Caesar Enterprises Inc.

Only using MS Teams for messaging is like using your smart phone for just text messages. Crazy right? Especially because there is so much dynamic power in this single application. This session will add some much-needed knowledge sprinkles to your MS Teams cupcake. Learn how to use Teams as a remote classroom, project management hub, resource library, and more. Bring your laptop or mobile device and come join the robust discussion!

Designing Training that Sticks! Using Action Mapping in Instructional Design



Miranda Lee
Senior Manager of Training
Jack in the Box

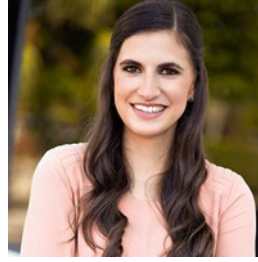
Is training really the answer? Are you certain that the training will get you closer to the business goal or closer to solving the performance problem? Action mapping includes needs analysis, not just organization of content. It's a highly collaborative process tied to goals, which leads to a more purposeful design for training. Join this session to get hands-on with some tools to accelerate your needs analysis and elevate your training design.

BREAKOUT SESSIONS

Turn Training Into an EVENT!



Kelly McCutcheon
Group Director of Training
Whataburger



Rachel Richal
Vice President, Training
Buffalo Wild Wings,
Inspire Brands

Want your training to feel more like an event? Set the stage, dim the lights, and cue the music! Join conference planning experts Kelly and Rachel as they show you how to add pizzazz to your presentation to create an experience. You will explore ways you can pump up your presentation before, during, and after your training event. These techniques will have your team eagerly anticipating and networking before your event, coming to the event more prepared and open to your content, and leaving with stronger and deeper takeaways.

From Better to Best: A Proactive Approach to Creating Exceptional Experiences



Ali Knapp
President
Wisetail

Checklists have long been considered a standard tool for managing processes and completing required tasks. However, to create a culture of safety, modify behaviors, and empower employees, learning and development within checklists must coexist. This session will breakdown how technology puts trainers into the driver's seat – to create a proactive relationship between daily operational tasks and learning, and to ultimately transform your company.

More Than a Feeling: Measuring Your Culture and Learning from Your Team Member Experience Journey



Damian Hanft
VP, Culture & Brand
Ambassador
Inspire Brands



Jody Huls
Team Member
Experience Influencer
Buffalo Wild Wings,
Inspire Brands

Your guest experience will never exceed that of your team member experience. Great culture is not accidental, it is intentional based on numerous drivers. But, how do you measure and assess what great culture looks like? In this interactive session, you'll explore what great culture is and how to assess and measure it. Participants will have the opportunity to determine how to measure culture in your organization while enhancing the team member experience journey.

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BREAKOUT SESSIONS

Happy Work: Leaders Creating an Engaging Work Culture as a New Normal



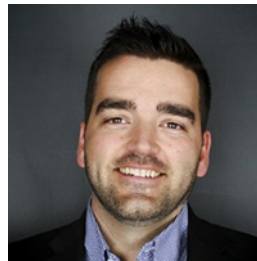
Simonne L. Bowe,
Leadership Strategist & Coach
The Limitless Life Coaching Company

Quiet Quitting. Quiet Firing. The Great Resignation. Work From Anywhere. Remote Work. Psychological Safety. The world of work has changed dramatically, and these conditions represent how some of today's talent are interacting with their workplaces. Business leaders and people leaders have had to pivot quickly and continue to find ways to engage employees who appear disconnected, disengaged, burned out, and generally overwhelmed. This session will explore current employee engagement challenges, and participants will create strategies that today's leaders can use to create and nurture an engaging work culture through leadership development and accountability.

Break Your Training! Immediate Changes with Big Impact



Christina Briggs
Director of Training and
Development
Shipley Do-Nuts



Matt Nelson
CEO
Modern Training

This session is all about using the power of disruption to change and improve your current training programs or build new ones. You'll learn four ways to reconfigure your content and learning paths to make onboarding faster (the field will love you!) and keep people learning. Hear some of the best practices developed through work with multiple brands that are relevant for people at any level in Learning and Development, with takeaways for instructional designers, managers, and leaders involved in strategic planning.

Mindset Matters



Nadine Willems-Antersijn, CHO, CLT
Corporate Trainer
Gianni's Group, Aruba

This workshop starts off by going back to the days where things were simpler. You'll examine what has changed and how it has changed our behaviors. You'll think about the things that make your heart happy, and you'll walk away with tips for how to focus on happiness and your well-being. You'll conclude with a commitment to yourself of what you definitely want to continue doing in the new normal. The goal and intention is to create a positive behavior that will influence leadership behavior and will contribute to a positive corporate culture. But it does start with YOU!

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BREAKOUT SESSIONS

Diversity Matters to your Employees. Does it Matter to You?



Sue Crystal-Mansour, Ph.D.

Vice President Program Impact

National Restaurant Association Educational Foundation (NRAEF)

The NRAEF, in partnership with Cornell University, the Multicultural Foodservice & Hospitality Alliance (MFHA), and the National Restaurant Association, conducted a landmark research study in 2022 on Diversity, Equity, Inclusion, and Accessibility (DEIA) beliefs, policies, and practices in the restaurant and foodservice industry. Hear first-hand how this study revealed a major gap between how diverse and inclusive businesses think they are, versus what employees actually experience on the job. The report reinforces how important effective DEIA policies are in driving engagement and retention within the restaurant industry. Genuine DEIA culture and climate matter.

POST-CONFERENCE WORKSHOPS

Agile EQ: Maximize the Effectiveness of Your Workplace Interactions



Joleen Goronkin

President, People & Performance Strategies



Kelly McCutcheon

Group Director of Training, Whataburger

Add even more value to your CHART Conference experience with this session sponsored by CHART and People & Performance Strategies. Everything DiSC® Agile EQ* is a personalized learning experience that teaches you to read the emotional and interpersonal needs of a situation and respond accordingly. EQ, or emotional quotient, is really a way to solve problems that are inherently emotional or social. By combining the personalized insights of DiSC®* with active emotional intelligence development, you will discover an agile approach to workplace interactions and learn to navigate outside your comfort zone, empowering you to meet the demands of any situation.

Our experts will facilitate this 3-hour interactive training at no additional cost to attendees other than the retail cost of the assessment tool, discounted to \$99 from the \$135 price.

*DiSC is a behavioral assessment tool designed to help you better understand the strengths and preferences of yourself and others. This workshop will include a brief overview of the DiSC model and will build on it. It is great for those experienced with DiSC looking for a deeper understanding as well as those brand-new to the DiSC model.

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POST-CONFERENCE WORKSHOPS

HOSPITALITY TRAINING COMPETENCY MASTERCLASSES

Trainer Track Masterclass



Patrick Yearout, FMP, CHT
Director of Innovation,
Recruiting, and Training
Ivar's & Kidd Valley
Restaurants



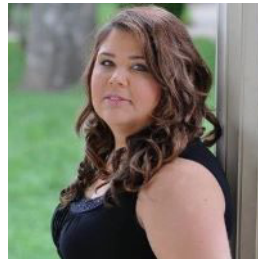
Serah Morrissey, SPHR
Employee Experience
and Advocacy Partner
Schoox

Designed for those who have completed all three of the workshops within the trainer role, this in-depth, interactive masterclass will help you further hone your skills in a group setting where you practice and get feedback from your peers. Please complete the application if you plan to attend, to help facilitators prepare for this workshop.

Instructional Designer Track Masterclass



Jesse Boehm
Sr. Learning Architect
Buffalo Wild Wings



Stacy Whitmore
Learning and
Development Specialist
Inspire Brands

Designed for those who have completed all three of the workshops within the instructional designer role, this in-depth, interactive masterclass will help you further hone your skills in a group setting where you practice and get feedback from your peers. Please complete the application if you plan to attend, to help facilitators prepare for this workshop.