

REGISTER BY JULY 2 TO SAVE \$150!



CHART 106 CHICAGO • HOSPITALITY TRAINING CONFERENCE
AUGUST 11-14, 2024 • PALMER HOUSE, CHICAGO, IL
Expanding Perspectives. Leading Change.

Keynotes

**The TA-DA of Change:
Leading Teams During Change
with Passion and Success**



Joel Zeff
Speaker, Humorist, Author,
Joel Zeff Creative

**Perspectives from Your
Peers: A Dynamic Group
Coaching Experience**



Christy Uffelman, MHCS, BCC
Entrepreneur, Speaker, Author,
Connection and Belonging Expert,
CEO, Edge Leadership

**Leading Out of
the Red Zone**



Elizabeth Lombardo, Ph.D.
Speaker and Peak
Performance Consultant,
President, EleVive

**Game On! Tapping Into Fun
and Competition to Drive
Results and Engagement**



Rachel Richal, CHT
Vice President, Training,
Buffalo Wild Wings

Highlights of the Chicago Conference

- **BREAKOUTS:** Thought-leadership experts lend fresh perspectives designed to help you do your job better
- **CHART TALKS:** Quick-hit big ideas will expand your mind
- **COMMITMENT TO PEOPLE:** The best and brightest in hospitality are celebrated at the awards dinner
- **SILENT AUCTION:** A fun way to be a part of supporting our college scholarship program and the future of hospitality
- **POST-CONFERENCE WORKSHOPS:** These advanced sessions add even more value to your conference experience

The Things That Make ALL CHART Conferences Great

- **NETWORKING:** Numerous opportunities are incorporated right into the agenda to build high-quality connections
- **KEYNOTES:** Nationally recognized speakers bring the spark and energy to general session
- **RESOURCE GALLERY:** Member-recommended vendors fast-track your introduction to trusted solutions
- **SERVICE EVENT:** An impactful way to support the host community and work side-by-side with others
- **HOSPITALITY SUITES:** Nightly informal gathering to strengthen the bonds that will last throughout your career

Register Now!

Hospitality-specific Content *by* Hospitality Trainers for Hospitality Trainers

5 Rounds of Breakouts in Key Topics

- Technology & Artificial Intelligence
- Training Skills & Certifications
- Effective Instructional Design
- Authoring Tools
- High-performing Teams
- Interpersonal Communication
- Diversity, Equity & Inclusion
- Leadership & Culture
- Retention & Engagement Strategies
- Talent Acquisition & Onboarding
- Upskilling & Career Pathing
- Change Management & Agility

Including these, and more!

The Chicago conference will feature more than 18 breakout sessions on industry-specific hot topics. See the most up-to-date list of breakouts and their descriptions on the Chicago Conference website.

For session descriptions and more details, go to chart.org and click on the banner photo. Or just follow this QR Code to go directly to the Chicago Agenda.



Application of Agile Principles for Your Learning Organization

Christopher Auteberry, Director, Commercial Learning and Development, Hyatt

Artificial Intelligence vs. Instructional Designers

Andre Campbell, CHE, MsED, E-learning and Learning Technology Manager, Sandals Resorts International



Leveraging AI Technology with Proven Learning Theories

Jennifer Belk White, Ed.D., SPHR, SHRM-SCP, CHT, Leadership and Learning Consultant, JBW Consulting
Jesse Boehm, Senior Learning Architect, Buffalo Wild Wings, Inspire Brands

My Pleasure! Remarkable Customer Service

Nicholas Lawrence, Vice President of Human Resources, Midwest Region, Chick-fil-A

Slowing Down to Speed Up: How to Rethink Engagement and Learning to Fuel Success

Evan Melick, Vice President of Product, Wisetail

Effective Instructional Design: Make Learning Stick

Todd Schlender, Senior Instructional Designer, National Restaurant Association (*not pictured*)
Clay Hosh, Principal Instructional Designer, ServSafe, National Restaurant Association

Power Up Your PowerPoint: Bring Your Own Laptop

Jody Huls, CHT, Director, Talent Development, Buffalo Wild Wings, Inspire Brands
Kelly McCutcheon, Group Director of Training & Development, Whataburger

Leadership and Culture

Rebecca Berry, Sr. Sales Manager, National Restaurant Association, ServSuccess

Experiential Learning: Not Just Learning By Doing

Jennifer Belk White, Ed.D., SPHR, SHRM-SCP, CHT, Leadership and Learning Consultant, JBW Consulting



Pre- and Post-conference Workshops

Get even more out of your CHART conference experience by adding on one of these sessions. You can sign up for them at the same time as you register for the conference. If you have already registered and would like to add one of these sessions, please email Susan@chart.org.

PRE-CONFERENCE WORKSHOPS: August 11
Certified Hospitality Trainer Review & Exam
Pre-conference Competency Certificate Workshops:

- Trainer Track: On-the-Job Training
- Manager Track: Operational Knowledge

POST-CONFERENCE WORKSHOPS: August 14
Hospitality Training Competency MasterClass - Executive Track
Additional Post-conference activities TBA

See the agenda and session descriptions at chart.org > Upcoming Conferences