

EVENT PROGRAM

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WELCOME

They say that everything is bigger in Texas! At the CHART Austin Hospitality Training Conference, you will experience the BIG ideas that will have a BIG impact on your career and in your organization. Level up your performance in three life-changing days with top hospitality training professionals, learn best training practices, and connect with your peers July 31 - August 3, 2022 in the vibrant city of Austin, TX.

If you are a hospitality training and development or human resources professional looking for answers to improve the performance of your training programs, team members, and your organization as a whole, you have come to the right place. At CHART, fast track your access to current hospitality training trends, the most effective training practices, world-class programs that work, innovative and fresh perspectives, and best of all – a trusted network of contacts that you can call on any time for ideas, advice, or feedback. At CHART, gain industry-specific tools and resources to help you do your job better and solve your biggest challenges at work.

CHART is a professional association whose mission is to develop hospitality trainers through access to networks, education, and resources. Join us at CHART Austin and make your mark on the world of hospitality training.



CONFERENCE AGENDA

SUNDAY, JULY 31

Service Event with Foundation Communities - 9:00 am - 12:00 pm

PRE-CONFERENCE WORKSHOPS

Certified Hospitality Trainer Review & Exam 8:00 am - 5:00 pm

Competency Certificate Workshops:

Instructional Designer Track: Effective Learning Design 8:00 am - 12:00 pm

Executive Track: Strategic Planning 1:00 pm - 5:00 pm

Conference Registration 12:00 pm - 6:30 pm

First Time Attendee Meeting 4:45 pm - 6:00 pm

Opening Reception (sponsored by ServSuccess) 6:00 pm - 7:30 pm

Common Table Dinner Groups 7:30 pm - 9:30 pm

Lodging Trainer Reception (sponsored by AHLEI - attendance by invitation only) 7:30 pm - 9:00 pm

Hospitality Suite 9:00 pm - 11:00 pm

MONDAY, AUGUST 1

Registration 7:00 am - 8:30 am

Light Continental Breakfast 7:00 am - 8:00 am

Conference Opening 8:00 am - 8:10 am

Keynote: Root - Don't Leave Change to Chance 8:15 am - 9:15 am

Break 9:15 am - 9:30 am

First Round of Breakout Sessions 9:30 am - 10:45 am

Break the Ice with Creative Icebreakers | Launching a Health & Wellbeing Program | Worst. Training. Ever. | Train the Future: Attracting and Upskilling Your Top Talent | Master the Shot: A 2-part Hands-on Video Production Experience (pt 1)

Break 10:45 am - 11:00 am

Second Round of Breakout Sessions 11:15 am - 12:15 pm

Compliance Training: From "Checking the Box" to Engaging Learning Experiences | Reducing Bias in Training Courses and Workshops | Design Thinking for Learning & Development: Moving from Intention to Action | Training Data Analytics: Measuring the Bottom Line Impact of a Good Company Culture | Increasing Restaurant-level Engagement

Celebration Lunch and Candidate Speeches 12:30 pm - 2:00 pm

Third Round of Breakout Sessions 2:00 pm - 3:15 pm

Game On! Tapping into Competition to Drive Results and Engagement | Trauma-informed Supervision | A Menu for Change: How to Build an Inclusive & Productive Workplace for ALL | Master the Shot: A 2-part Hands-on Video Production Experience (pt 2) | Culture Reset: Strengthening Your Business from the Inside Out

Resource Gallery Vendor Fair and Reception 3:15 pm - 5:45 pm

Monday Evening Networking and Social Event at Speakeasy Austin 6:30 pm - 8:30 pm

Corner Bar Meet-up 9:00 pm - 11:30 pm

CONFERENCE AGENDA (CONTINUED)

TUESDAY, AUGUST 2

Member Breakfast, Business Meeting, and Elections 8:00 am - 8:45 am

Conference Announcements 8:50 am - 9:00 am

Keynote: Joel Zeff - The Spirit of Ta-Da: Watch What Happens When Work Becomes Play 9:00 am - 10:00 am

Training High Five 10:00am - 10:30 am

Starbucks Coffee Break (sponsored by Opus) 10:30 am - 10:45 am

Fourth Round of Breakout Sessions 10:45 am - 12:00 pm

One Common Goal That All Leaders Should Establish With Franchisees | Training Content Formats and How to Start Authoring eLearning Courses | Reducing Bias in Training Courses and Workshops | Design Thinking for Learning & Development: Moving from Intention to Action | Training Data Analytics: Measuring the Bottom Line Impact of a Good Company Culture

Lunch on Your Own 12:00 pm - 1:30 pm

Fifth Round of Breakout Sessions 1:30 pm - 2:45 pm

Leveraging Strategic Vendor Partnerships to Accelerate Results | Organizations Don't Change. People Do. | Microlearning for Maximum Performance: Rethinking Your Content Strategy | Increasing Restaurant-level Engagement | Culture Reset: Strengthening Your Business from the Inside Out

Break 2:45 pm - 3:00 pm

General Session: Live Ask My Peers (LAMP) Best Practice Sharing Session 3:00 pm - 4:30 pm

Ten Year Member Reception 5:30 pm - 6:30 pm

Reception and Silent Auction 6:00 pm - 7:00 pm

Commitment to People Awards Celebration Dinner 7:00 pm - 9:30 pm

Hospitality Suite 9:30 pm - Midnight

WEDNESDAY, AUGUST 3

Light Continental Breakfast 7:30 am - 8:30 am

Conference Announcements, Volunteer Recognition 8:30 am - 8:45 am

Hackathons: Crowdsourcing Innovative Ideas from Your Own Teams 8:45 am - 10:15 am

Break 10:15 am - 10:30 am

Keynote: View From Above: A discussion with 3 COOs who started their careers in training 10:30 am - 11:30 am

CHART Talks: Brief Blasts of Brilliance 11:30 am - 12:15 pm

Conference Take-Home and Closing 12:15 pm - 12:30 pm



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PRE-CONFERENCE WORKSHOPS

Certified Hospitality Trainer (CHT) Review and Exam

Sunday, July 31, 8:00am - 5:00pm

In this review session, you will learn how to: assess training needs, apply training tools and techniques, design instruction, measure and evaluate training, develop supervisory and management personnel, and outsource. Then, take the exam with the new knowledge and confidence to succeed!

Competency Certificate Workshop - Instructional Designer Track: Effective Learning Design

Sunday, July 31, 8:00 am - 12:00 pm

Jesse Boehm, Sr. Learning Architect, Buffalo Wild Wings

James Lee, Manager of Multimedia Design, Del Taco

Trainers and instructional designers have to not only understand sometimes complex issues, but also how to clearly explain it to others using the best tools. Shaping raw information into easily digestible, relevant training programs that succeed in transferring learning to the job is a tricky feat. This information-packed workshop will help you do just that.

Competency Certificate Workshop - Executive Track: Strategic Planning

Sunday, July 31, 12:30 pm - 4:30 pm

Damian Hanft, Vice President, Brand & Culture Ambassador, Inspire Brands

Gabe Hosler, Vice President, Operations Support & Training, Del Taco

You've earned a seat at the strategic table, and this workshop will help you become a closer business partner with leaders in your organization.

SERVICE EVENT

CHART Austin Service Event with Foundation Communities

Sunday, July 31, 9:00am - noon

Help fight hunger and build community by sharing meals with low-income residents. We are partnering with Foundation Communities, an Austin nonprofit committed to providing long-term, affordable housing and supportive services to low-income and formerly unhoused individuals and families. Foundation community properties offer a number of supportive services, as well as community events like Supper Clubs! For our service event, CHART volunteers will be packing meals to share with the individuals who live at one of the Foundation Communities Properties.

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KEYNOTE SESSIONS

The Spirit of Ta-Da: Watch What Happens When Work Becomes Play



Joel Zeff

Speaker, Humorist, Author, Joel Zeff Creative

And, watch what happens when a presentation becomes play!

In this hilarious and very interactive keynote, Joel invites members of the audience to participate in improvisational exercises to help illustrate how organizations and individuals can celebrate every day successes to increase collaboration, productivity, and innovation.

We are very excited to have national speaker, author, humorist, and creativity coach Joel Zeff join us in Austin to share seven lessons you can take away to better create a positive work environment, manage stress, and lead change. Fun at work is a BIG idea, and he will show you how to deliver!

Don't Leave Change to Chance



Aubrey McCarthy

VP Strategic Growth,
Root, a Part of
Accenture



Lanier Zimmer

Manager, Talent &
Human Potential, Root,
a Part of Accenture

Rapidly responding to our changing world helps ensure we are delivering high-quality experiences for our employees and our customers. In this interactive discussion, you'll learn a tangible framework to drive behavior adoption, tactical best practices to support people through a change journey, and how leaders can cut through the noise for their people and support rapid behavior change. Saying that the past two years has seen a lot of change is an understatement, and it makes the case for why leaders can't leave change to chance.

KEYNOTE SESSIONS

Hackathon



Jamie Murdock
Managing Vice
President, Sales, Maritz
Global Events



Jennifer O'Grady
Sr. Director, Experience
Design, Maritz Global
Events

Experience this exciting new format for crowdsourcing ideas from your own team to brainstorm innovative solutions to a challenging problem. Participate in a micro hackathon to experience firsthand how this interactive process works. Learn how to implement a hackathon and create a safe environment for honest communication, collaborative conversations, and idea generation that will help you tap into the collective wisdom of your own team. Hackathons can create a library of solutions and potential content that can be utilized throughout the year.

View From Above: A Discussion with 3 COOs who Started Their Careers in Training



TJ Schier
COO of BigShots Golf



Jason Lyon
President and COO of
Flatbread Pizza



Kendall Ware
COO of In-Shape, former
President of Cinnabon

As trainers we know that team member education and engagement is at the core of any successful brand and a necessity for a successful operation. Join us for a discussion with 3 Chief Operating Officers who not only see training as an integral part of their strategy but also started their own careers as trainers. Jason Lyon, TJ Schier, and Kendall Ware will discuss topics such as aligning training to strategic initiatives, gaining buy-in from the C-Suite, connecting to operators and training ROI. In addition, they will share stories of how they navigated their careers in training towards leading brand operations.

BREAKOUT SESSIONS



Master the Shot: A 2-part Hands-on Video Production Experience

Jesse Maxson, Video Production Expert, WorldManager

You won't want to miss this hands-on tutorial that will teach you how to capture high-quality video, edit, and create animated text. This practical demo will guide users through an end-to-end workflow using Adobe Rush and a mobile device. You will walk away with new confidence on shot composition and framing, importing and exporting, adding animated graphics and titles, and adding music, filters, and effects.

Compliance Training: From “Checking the Box” to Engaging Learning Experiences



Bob Duprey, Founder, Restaurant Playbooks



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

Compliance training is often about satisfying a legal requirement, or just “checking the box.” But what we really want is for compliance topics to be meaningful and relevant to employees so they will support a mentally and physically safe work environment.

This interactive session will provide a simple but effective framework for designing and delivering compliance training via engaging and effective eLearning experiences. Attend and identify learning experiences that support your company's culture and values, and that your employees will enjoy and practice.



Culture Reset: Strengthening Your Business From the Inside Out

Braxton Luzier, Senior Manager, Learning & Communication, Blaze Pizza

Workplace culture is often overlooked in the hospitality industry, but now it's loud and clear that having a healthy and clearly defined culture is an important factor in hiring and retaining staff long-term. Not only is culture important for your staff, but it also impacts your brand image, your customers, and your bottom line. With the current state of the industry and wider societal shifts, hospitality leaders have a unique opportunity right now to reset their cultures for the better. Learn successful strategies to define and immerse your business in a purpose-driven workplace culture that will help strengthen your business from the inside out.

BREAKOUT SESSIONS



Reducing Bias in Training Courses and Workshops

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

Learners in the workplace are made up of a variety of language, cultural, and social backgrounds, so it is important to create learning environments where everyone feels included. Reducing bias in training courses and workshops will help create inclusive training environments that support learning comprehension and lead to lasting behavioral change. This session will address how to identify common bias types and categories of diversity, how to use gender references, how to utilize a variety of content types to incorporate customization, and how to make accommodations for individuals with disabilities.

Design Thinking for Learning & Development: Moving from intention to Action



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



Kirstie Johnson, Founder & Chief Experience Officer,
Enlighteneer Enterprises

Design Thinking is a human-centered approach to learning design, which explores the use of empathy, discovery, and innovation to define desirable, intended actions and outcomes. All members of an L&D team can benefit from this process as it helps them experience and understand challenges by stepping into the end-user's shoes. Designing from this space will help you create solutions that are viable, desirable, and feasible for individuals and delivers impact to your organization's business results.

Increasing Restaurant-level Engagement

Galardi Group, Weinerschnitzel Training Team



David Kreitlow,
Director of Training



Matthew Steele,
Training Manager



Paul Miramontes,
Senior Training Specialist



James Ledbetter,
Corporate Field Trainer

If keeping restaurant-level management engaged is like running a 5K, then keeping hourly employees engaged is like climbing Mount Everest! Come and hear a lively, real-life case about motivating all levels of the restaurant, including ways the pandemic has made this group adapt on the fly. You'll take away ideas the Wienerschnitzel training team has implemented with little budget that can make a big impact at your organization.

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BREAKOUT SESSIONS



Game On! Tapping into Competition to Drive Results and Engagement

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

In today's world where people are craving connection and camaraderie, having fun in the restaurant is key to recruiting and retaining team members. If the team is having fun, the guest experience wins too, and what's more fun than a little friendly competition? Attend and learn how the spirit of competition connected teams while driving important business metrics. Hear about the launch of an award-winning training program that proved how a culture of learning, accountability, and recognition creates lower turnover, increased sales, stronger guest metrics, higher staffing levels, more employee referrals, and ignites knowledgeable team members.

Leveraging Strategic Vendor Partnerships to Accelerate Results



Bill Story
Vice President of
Training, Landry's



John Poulos
CrunchTime



Tara O'Neill
VP of Training and
Experience, Ciccio
Restaurant Group



Jason Lechner
Director of Training &
Development, Pizza
Ranch

Collaborative vendor relationships can help you achieve better, faster operational results by working together as true strategic partners. Learn how to set mutually beneficial goals that address short-term needs while developing a long-term focus, leverage an ROI model to drive initial adoption from the top down, and use vendor expertise and experience to help sell up the chain as well as down the chain. When you achieve this level of teamwork with your vendors, a whole new world of opportunity to maximize your investment becomes apparent.

BREAKOUT SESSIONS



One Common Goal That All Leaders Should Establish With Franchisees

Kendall Ware, CFE, CHT, Former President of Cinnabon & Carvel, Chief Operating Officer, In-Shape Health Clubs

Learn how hospitality trainers can establish clarity around the most important common goal that all franchisors have with their franchisees. You will take away a new understanding of the ever-changing franchise relationship to drive higher adoption and engagement while minimizing resistance. Trainers will walk away with the knowledge and playbook on how to align with franchisees on the common goal that will lead to a more collaborative relationship.



A Menu for Change: How to Build an Inclusive & Productive Workplace for ALL

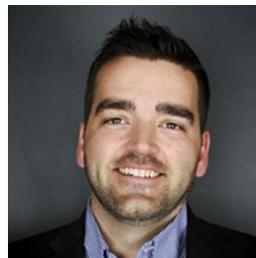
Gerald (Gerry) Fernandez, President & Founder, Multicultural Foodservice & Hospitality Alliance (MFHA)

This session will provide a menu for change as you prepare for the DEI journey. You will walk away with a DEI framework that goes far beyond “checking the boxes.” Learn how to evaluate your company’s starting point and gaps, determine where you want to go and who will come along, identify key milestones and strategies, and establish a framework of priorities and success measures. These actionable components and compelling presenter will send you back to the office ready to lead this charge!

Training Content Formats and How to Start Authoring eLearning Courses



Brad Stutzman, Partnerships, Growth, and Strategy, PlayerLync



Matt Nelson, Founder and CEO, Modern Training

Learn, share, and discuss how to decide when to use static or interactive content formats. Leave empowered to begin leveraging authoring platforms like Articulate Rise and Storyline to start migrating appropriate use cases to more interactive, engaging, and trackable employee experiences. As a bonus, attendees will get a glimpse into the future of emerging content formats and how to get ahead of the curve.

BREAKOUT SESSIONS



Training Data Analytics: Measuring the Bottom Line Impact of a Good Company Culture

Carlo Cesario, Field Training Manager, Buffalo Wild Wings, Inspire Brands

Are you able to make the business case for investing in a strong training culture? What gets measured gets done because regular measurement and reporting keeps you focused. After this session, you will have all the focus you need to prove return on investment and impact to the bottom line for strong training cultures. You will learn how to define measurement of culture, identify obstacles to making your case, and master built-in Excel functions and tools to provide a scorecard of metrics. If you are not an Excel expert, don't fear, that's why you're here!



Organizations Don't Change. People Do.

Jennifer Belk White, Sr. Vice President, HR, Mental Health Cooperative

The greatest obstacle to successful large-scale organizational changes is employee resistance and the ineffective management of the people side of change. Now that we've learned a great framework and best practices for change management from the Don't Leave Change to Chance keynote session, let's do a deep dive and put the skills to work. You'll leave this session with the start of a practical change plan for an upcoming initiative within your organization.



Break the Ice with Creative Icebreakers

Kimberly Carson, SHRM-SCP, Human Resources Training Manager, Rosen Hotels & Resorts

Icebreakers are great for "warming up" the room, but they aren't always a one-size-fits-all. Knowing your audience is key to determining the best icebreaker that will really work wonders to cut out the awkwardness and foster engagement in your group. Let's revisit what's in our toolboxes and learn creative ways to help you rule the room!

BREAKOUT SESSIONS

Trauma-informed Supervision



Jennifer Belk White,
Sr. Vice President, HR,
Mental Health Cooperative



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.



Microlearning for Maximum Performance: Rethinking Your Content Strategy

Eric Kuhn, Learning Design Strategist, SparkLearn

Changing workforce demographics and dynamics require new methods of developing and deploying your learning content. In this session, we will provide practical examples to assist you in rethinking your content strategy and start delivering the right information to your users at the right time.

Launching a Health & Wellbeing Program



Kelly McCutcheon, VP,
People, HiBar Hospitality



Damian Hanft, VP, Culture &
Brand Ambassador, Inspire
Brands

Good health & wellbeing is foundational to your employees' personal and professional success. Many companies are launching wellness programs with content covering everything from improving sleep habits, meeting nutritional goals, and learning how to deal with stress and anxiety. Join us to hear learning from national and regional restaurant operators on the process and subsequent value of rolling out a health and wellbeing program.

BREAKOUT SESSIONS

Train the Future: Attracting and Upskilling Your Top Talent



MODERATOR
Yvonne Lloyd, Product Manager, Career Development, National Restaurant Association



MODERATOR
Danielle McLimore, Product Manager, Hospitality Careers, National Restaurant Association

PANELISTS



Monique Donahue
Director of Professional Development & Academic Markets, RMA



Jason M. Lyon
President & COO, Flatbread Company Inc.



Christopher Shand
VP of Human Resources, Silver Diner Inc.



Kate Stiteler
Senior Training Manager, Sonesta Hotels

Panel discussion covering the changing landscape of training and how to leverage certifications to not only attract talent, but also to showcase the various career paths available in hospitality.



Worst. Training. Ever.

Jennifer Belk White, Sr. Vice President, HR, Mental Health Cooperative

Want to create or facilitate a terrible training session? Want to ensure that training does not transfer to the job?

Great! In this session we will explore the Top Ten ways to make your training awful. But seriously ... we all strive to develop and implement outstanding training programs, but sometimes we fall into traps that impede our success without meaning to. In this session we will explore some ways that we inadvertently limit our training programs and the alternatives that can support the learning experience, enhance transfer of knowledge and skills, and positively impact the business.