

**REGISTER BY JUNE 26 TO SAVE \$150!**



## Keynotes

**The Trusted Leader:  
8 Pillars That Drive  
Results**

**David Horsager**

CEO and Best-Selling  
Author of *Trust Matters*,  
*The Trust Edge*, and  
*The Trusted Leader*  
Trust Edge Leadership  
Institute



**Courage-Ready Culture™:  
How to Get and Keep  
Teams Engaged for Good**

**Candace Doby**

Founder, The Can-Do Company  
Author, *A Cool Girl's Guide to  
Courage*



## Highlights of the Redondo Beach 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
- **PRE-/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

## 4 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 Redondo Beach 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 conference website.

For session descriptions and more details, go to [chart.org](https://chart.org) and click on the banner photo. Or just follow this QR Code to go directly to the Redondo Beach Agenda.



### **AI** AI for Hospitality: Embracing the Future with Confidence and Clarity

Michele Lange, CHT, Director of Training, IHOP

Paul Miramontes, CHT, Manager of Learning & Development, Galardi Group – Wienerschnitzel

### **From Compliance to Culture: Making Mandatory Training Actually Matter**

Dr. Jennifer Belk White, Ed.D., CHT, SHRM-SCP, SPHR, Vice President of Human Resources, General Hotels Corporation

### **Making Time for FUN in the Workplace: Boosting Engagement and Productivity**

James Frank, Training Consultant, CHART Board Member

### **AI** From Zero to Superhero: Partnering with AI as a Powerful Thought Partner and Co-creator

Jim Rich, Vice President of Training, Mendocino Farms

### **Foundations of Psychological Safety: Creating a Learning Environment Where People Speak Up**

Curt Archambault, FMP, Partner Consultant, People and Performance Strategies

### **Transformative Leadership Development: Designing Impactful Learning for Lasting Results**

Stephanie Lauridsen, Manager, Learning Technologies & Design, Jack in the Box, Inc.

### **AI** Future-Ready Learning Lab: AI, 360°, & 3D Immersive Design Certification Workshop

Andre Campbell M.S.Ed., CHE, CLC, Manager, E-Learning and Learning Technology, Sandals Resorts International

### **AI** From Fryer Temps to Talking Chefs: How AI is Revolutionizing Restaurant Training

Matthew Steele, Manager of Training and Development, Galardi Group, Wienerschnitzel

Jack Woznick, CHT, Director of Training & Development, BelAir Cantina

### **Sip, Sell, Succeed: Optimizing Your Beverage Training**

Audrey Benet, Director of Training, GuestCounts Hospitality

Angelina Sabatini, Manager of Training, Live Nation Entertainment – Venue Nation

### **The Beauty in Imperfection: A Kintsugi-inspired Workshop**

Kelly McCutcheon, Group Director, Training, Whataburger

Kim Evans, Director of Training, Hopdoddy Burger Bar

### **Effective Training Methods for Apprenticeships in the Hospitality Industry**

Carrie Alexander, Director of Workforce Development, American Hotel and Lodging Association Foundation (AHLAF)

Jim Wilson, Director of Professional Advancement, National Restaurant Association Educational Foundation (NRAEF)

### **Coaching Without the Cringe: Guiding Young Staff Toward Professionalism**

Patrick Yearout, CHT, FMP, Director of Innovation, Ivar's Restaurants

### **Safeguarding Hospitality: Active Threat Response Training to Boost Guest Safety & Elevate Team Confidence**

Jennifer Bonilla, CHT, CGSP, Career and Workforce Development Manager, National Restaurant Association/AHLEI

Chip Romp, Senior Director, Workforce Development and Business Services, National Restaurant Association

### **Imposter Syndrome: How to Stop Doubting Your Own Greatness and Start Living Your Best Life!**

Winona Bullis, Director of Training, GoTo Foods

James Frank, Hospitality Training Consultant

### **Building Adaptive Talent: How L&D is Powering Agility in Hospitality and Restaurants**

Kevin Adams, Vice President, Client Success and Solutions, ELB Learning



## 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](mailto:Susan@chart.org).

### **PRE-CONFERENCE WORKSHOPS:**

#### **August 2 & 3**

Articulate Storyline 360 2-day Intensive Workshop

#### **August 3**

Certified Hospitality Trainer Review & Exam

Competency Certificate Workshop:

- Executive Track: Business Acumen

### **POST-CONFERENCE WORKSHOPS:**

#### **August 6**

Competency Certificate Workshop:

- Trainer Track: On-the-Job Training
- Be the Trust Your Team Needs - Five Behaviors Workshop

**See the agenda and session descriptions at [chart.org](https://chart.org) > Upcoming Conferences**