



TY BOYD CLIENT CASE STUDY

Chartwells K-12

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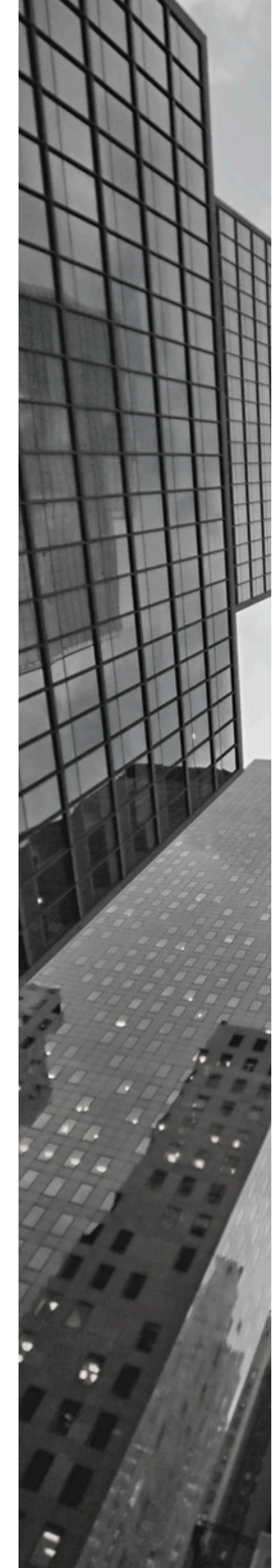
ABOUT CHARTWELLS

Chartwells K-12 is the nationwide leader in dining services for K-12 education. Whether it is providing high quality, healthy food, creating nutritional programs, or developing and managing first class dining services and teams, Chartwells K-12 provides the highest quality of services, customized to meet the requirements of its clients. Chartwells K-12 strives to enhance the student dining experience, build win-win partnerships and maximize operational efficiency.

Chartwells K-12 has over 25 years of experience, employing over 18,000 associates, all completely focused on the K-12 education industry. Chartwells K-12 serves over 2.2 million meals per day at over 4,500 institutions nationwide.

THE PROBLEM

Chartwells K-12 has developed an Area Director's Academy, focused on the training and development of their Area Directors, the primary field management group charged with leading the operations teams in designated geographies. Much of the Academy focus is on the technical aspects of the role, but Chartwells K-12 leadership realized that there was a critical need for development around human communications.



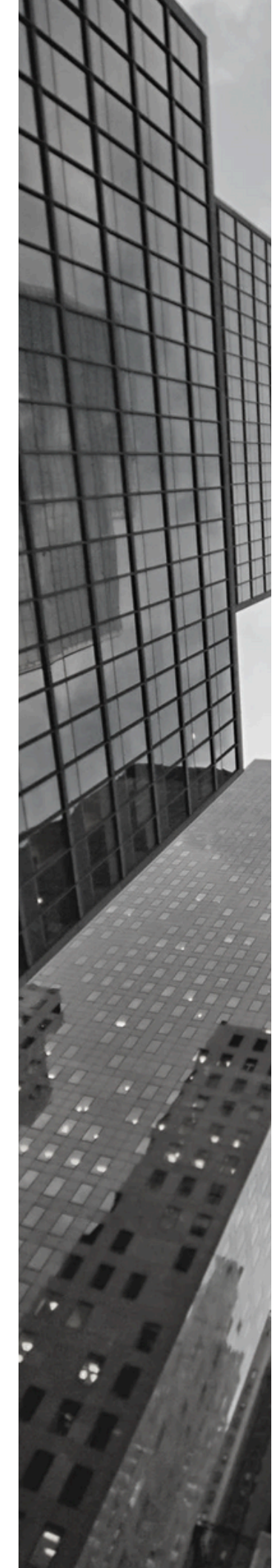
Chartwells' Area Directors engage in multiple people-facing interactions every day. These may take the form of leadership opportunities with their internal teams, problem-solving with clients or sales opportunities with prospects. Consequently, it is extremely important that Chartwells K-12 Area Directors are effective communicators, especially when attempting to manage what might be termed as “difficult conversations”.

Chartwells K-12 leadership determined that while their Area Directors have demonstrated very solid client and on-site relationships, they could enhance their success by mastering the art and science of human communications.

THE SOLUTION



Having attended the Ty Boyd Excellence in Speaking Institute (ESI), Erik Larson, Chartwells K-12 Vice President, Learning and Development, was very familiar with the ability of the Ty Boyd team to successfully train professionals to be better communicators. Erik and the Ty Boyd team worked together to develop a one-day workshop to focus directly on communication, with an emphasis on those difficult conversations. This program was delivered as part of the January 2025 Area Directors Academy meeting.

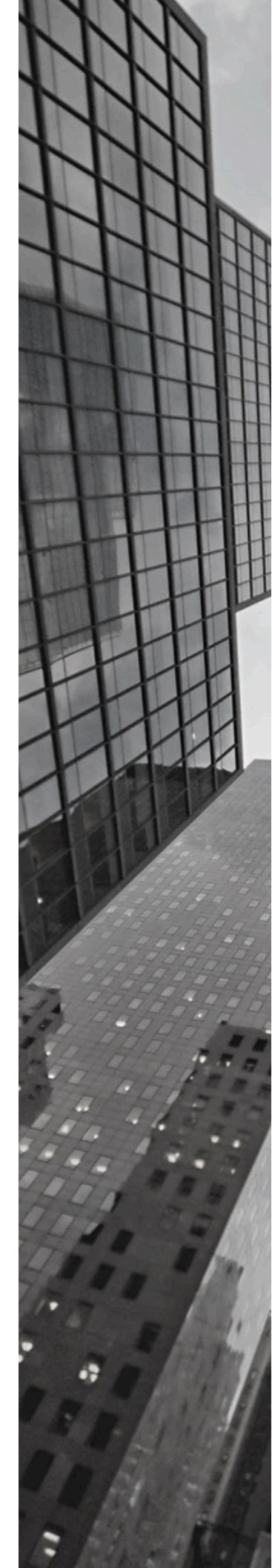


Participants received extremely valuable insights and techniques aimed at improving their overall communications, developing and delivering compelling presentations, becoming more “intentional” listeners, and effectively managing those challenging conversations. The Area Directors also engaged in role playing, handling specific real-world situations which allowed them to put into practice what they had learned that day.

THE RESULTS

Participant feedback was overwhelmingly positive, with an average rating of 4.8 out of 5. The attendees felt that the training they received would help them immediately upon their return to the field. They left the session with actionable objectives to allow them to quickly deploy the information learned during the workshop.

In Erik’s words, *“I had the distinct pleasure to collaborate with the executive faculty from Ty Boyd for a custom training session with our regional leaders. John, Dusty, and Carlyn listened to our needs, asked thoughtful questions to gain understanding, and ultimately crafted a comprehensive session that paired communication skills from of their renowned ESI class to role-playing exercises, addressing the tough, everyday challenges our leaders face. The outcome was a transformative experience where our leaders received coaching from both faculty and their peers, gaining confidence in a safe, trusting space.”*



Their dedication didn't stop there. Ty Boyd listened to our session feedback and provided additional resources to meet some additional needs. They are the definition of true partners, and I look forward to working with them again.”

ABOUT TY BOYD

For 45 years, Ty Boyd, Inc., an executive communications and coaching business, has helped professionals worldwide to achieve their goals of becoming the best communicators and presenters they can be. Through an offering of group development programs, one on one coaching and customized programs designed to align with each organization's culture and objectives, you can expect immediate returns on your training and development investment. To learn more about how Ty Boyd, Inc. could help your organization communicate more effectively and achieve greater success, go to tyboyd.com or call us at 704-333-9999.