



INTERNATIONAL TELECOMMUNICATION UNION
Telecommunication Development Bureau
and
Caribbean Association of National
Telecommunications Operators



ITU Centres of Excellence Training Workshop on
Human Resources & Training Best Practices

Melissa Harris, Emcee and Facilitator, President of Telecom Training Corporation

15-16 July 2010, Curacao

Topics As of June 10th Include:

- *The Caribbean Region's Human Resources and Training Challenges*
- *Caribbean Leadership Case Studies*
- *Rewards & Recognition - Their Relevance In Today's Business Operations*
- *Succession Planning, Performance Management And Talent Management*
- *Valuing Employees and Keeping Them Motivated During Challenging Times*
- *Caribbean Coaching Case Studies*
- *Re-Tooling The Skill-Sets Of The Technical Team From The Legacy Technologies To IP Technologies*
- *Using Social Media in Recruitment*
- *What's New in HR Benefits*
- *Downsizing/Rightsizing Strategies*
- *Working Effectively With Unions*
- *Managing Multi-Generational Employees*
- *Innovative Training Strategies from Telecom Operators in the Caribbean and US*
- *Strategies to Address Critical Human Resources and Training Challenges*
- *Lots of Interactive Group Activities!*

Speakers (listed in alphabetical order)

- ***Ian Blanchard*** (invited), Managing Director at **Caribbean Institute of Leadership & Coaching** and President at **ActionCoach EC**, Barbados
- ***Caron Greaves***, Head HR Planning & Development, **TSTT**, Trinidad
- ***Melissa Harris***, MBA, Conference Emcee and President, **Telecom Training Corporation**, United States
- ***Zenzile M. Hodge***, SPHR, Vice President Human Resources, **Innovative Communication Corporation**, St. Thomas, US Virgin Islands
- ***Tomas Lamanauskas***, Chief Executive Officer, **Telecommunications Regulatory Commission**, British Virgin Islands
- ***Lisa M. Major***, VP/Training & Development, **The Bahamas Telecommunications Company, Ltd.**, Nassau, Bahamas
- ***Shane Ram***, Founder of a **New Caribbean HR Consulting Company** and former Group Director – Succession Planning and Key Talent, **Digicel Group**, Trinidad
- ***Leon Williams***, Former President and CEO of **Bahamas Telephone Company**, Nassau, Bahamas

Target Audience:

- Vice Presidents of Human Resources
- Vice Presidents of Training
- Directors of Human Resources
- Directors of Training
- Managers of Human Resources
- Managers of Training
- All Other HR and Training Personnel
- HR and Training Consultants and Vendors
- Union Leaders
- Managers Who Need HR and Training Knowledge For Their Teams

Conference Details:

- **Conference Location:** Curacao Marriott Hotel
- **Conference Pricing:** \$300 US for CANTO members and \$500 US for non-CANTO members. Lunch will be provided each day and breakfast is included in the rate for the hotel accommodations at the Curaco Marriott Hotel.
- **How to Register:** Contact Lianne Dieffenthaler at ldieffenthaler@canto.org. She will be able to process your registration and provide information on making hotel reservations and transportation arrangements to and from the airport.

Agenda

Day 1: Thursday, 15th July

Sessions	Schedule	Topic	Speaker
Day 1 Morning Sessions	8:00 a.m.	Breakfast in Marriott Restaurant	Complimentary for Delegates Staying Overnight at the Marriott Hotel
	9:00 a.m.	Welcoming Ceremony	<ul style="list-style-type: none"> • Dirk Currie (invited), CANTO Chairman and Managing Director, TELESUR, Suriname • Philip Cross, Caribbean Representative – ITU (International Telecommunication Union) • Regenie Frasier, CANTO Secretariat, Trinidad • Teresa Wankin, CANTO Operations and Human Resources Manager, Trinidad • Henk Defares, CANTO HR Committee Chairman and Training Manager, TELESUR, Suriname
	9:15 a.m.	Delegate Introductions and Ice Breaker Activity	Melissa Harris , MBA - Conference Emcee and President, Telecom Training Corporation , United States
	9:30 a.m.	The Caribbean Region's Human Resources and Training Challenges	Group Activity
	10:00 a.m.	Caribbean Leadership Case Studies	Leon Williams , Former President and CEO of Bahamas Telephone Company , Nassau, Bahamas
	11:00 a.m.	Networking Break	Sponsor: ITU and CANTO
	11:15 a.m.	Rewards & Recognition - Their Relevance In Today's Business Operations	Caron Greaves , Head HR Planning & Development, TSTT , Trinidad
	12:15 p.m.	Networking Lunch	Sponsor: ITU and CANTO
Day 1 Afternoon Sessions	1:15 p.m.	Succession Planning, Performance Management And Talent Management	Shane Ram , Founder of a New Caribbean HR Consulting Company and former Group Director – Succession Planning and Key Talent, Digicel Group , Trinidad
	2:15 p.m.	Topic To Be Announced	Zenzile M. Hodge , SPHR, Vice President Human Resources, Innovative Communication Corporation , St. Thomas, US Virgin Islands
	3:15 p.m.	Networking Break	Sponsor: ITU and CANTO
	3:30 p.m.	Valuing Employees and Keeping Them Motivated During Challenging Times	Group Activity
	4:30 p.m.	New Ideas from Day 1 to Address Caribbean HR and Training Challenges	Group Activity
	5:30 p.m.	Adjourn	--
	6:30 p.m. – 8:30 p.m.	Networking Reception	Sponsor: ITU and CANTO

Day 2: Friday, 16th July

Sessions	Schedule	Topic	Speaker
Day 2 Morning Sessions	7:30 a.m.	Breakfast in Marriott Restaurant	Complimentary for Delegates Staying Overnight at the Marriott Hotel
	8:30 a.m.	Welcome and Group Activity	Melissa Harris , MBA, Conference Emcee and President, Telecom Training Corporation , United States
	8:45 a.m.	Review of Key Highlights from Day 1	Group Activity
	9:00 a.m.	Caribbean Coaching Success Stories	Ian Blanchard (invited), Managing Director at Caribbean Institute of Leadership & Coaching and President at ActionCoach EC , Barbados
	10:00 a.m.	Break	Sponsor: ITU and CANTO
	10:15 a.m.	Re-Tooling The Skill-Sets Of The Technical Team From The Legacy Technologies To IP Technologies	Lisa M. Major , VP/Training & Development, The Bahamas Telecommunications Company, Ltd. , Nassau, Bahamas
	11:15 a.m.	Topic To Be Announced	Tomas Lamanauskas , Chief Executive Officer, Telecommunications Regulatory Commission , British Virgin Islands
	12:15 p.m.	Lunch	Sponsor: ITU and CANTO
Day 2 Afternoon Sessions	1:15 p.m.	HR Tabling Sessions <ul style="list-style-type: none"> Using Social Media in Recruitment What's New in HR Benefits Downsizing/Rightsizing Strategies Working Effectively With Unions Managing Multi-Generational Employees 	Group Activity
	3:00 p.m.	Break	Sponsor: ITU and CANTO
	3:15 p.m.	Innovative Training Strategies from Telecom Operators in the Caribbean and US (includes CANTO Training Plans for 2011)	Group Activity
	4:15 p.m.	New Ideas from Day 2 to Address Caribbean HR and Training Challenges	Group Activity
	4:45 p.m.	Development and Sharing of Personal Action Plans	Group Activity
	5:15 p.m.	Wrap-Up Including Presentation of Certificates, Individual Photos and Group Photo	Melissa Harris , MBA, Conference Emcee and President, Telecom Training Corporation , United States
	5:30 p.m.	Adjourn	--
	6:30 p.m. – 8:00 p.m.	Networking Dinner	“Dutch Treat” On-Your-Own Networking Dinner