

INTERNATIONAL TELECOMMUNICATION UNION



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Ref: BDT/HCB

To: Administrations of ITU Member States,
Regulators and ITU-D Sector Members of
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Subject: **ITU Centres of Excellence Training Workshop on "Human Resources Training and Best Practices", Piscadera Bay, Curaçao, Netherlands Antilles, 15-16 July 2010**

Dear Sir/Madam,

On behalf of the International Telecommunication Union (ITU), we would like to invite your organization to participate in a training workshop on "**Human Resources Training and Best Practices**", to be held at **Piscadera Bay, Curaçao, Netherlands Antilles** from **15 to 16 July 2010**. This training workshop is organized by the Caribbean Association of National Telecommunications Organizations (CANTO) and the Telecommunication Development Bureau of the ITU.

This event is part of the Business Management programme in the ITU Centres of Excellence Network initiative in the Caribbean and will take place at the Marriott Hotel at Piscadera Bay, Curaçao, Netherlands Antilles.

This workshop on HR training and best practices brings together quality speakers from both around the region and the world, providing participants the opportunity to share ideas and network with HR and training professionals. The two-day interactive workshop will provide you with real-life success stories from the Caribbean region and new HR and training resources that can support your organization's goals. A Draft Agenda with list of speakers is attached (Annex 1).

.../...

This training workshop is addressed to HR and training directors and managers, specialists and consultants, and personnel from Telecom/ICT operators.

To register for this training workshop, please complete the attached Registration Form (Annex 2) and return it no later than **7 July 2010** by fax or e-mail to the addresses indicated in the form. The Registration Form can also be downloaded from the ITU academy web site at <http://academy.itu.int/moodle/course/view.php?id=255>.

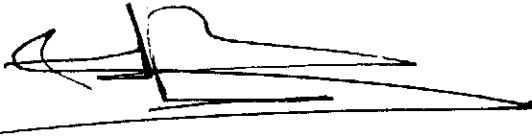
Please be informed that a training fee of US\$ 300 for ITU/CANTO Members and US\$ 500 for Non-members is being applied for this workshop. Travel arrangements and hotel accommodation should be made and borne by each participating organisation.

For ease of reference, an Information Note for Participants is also attached (Annex 3). Those participants requiring an entry visa to Curaçao are requested to contact their local Embassy for information well in advance.

More information on this training workshop is available at <http://academy.itu/int>.

Should you need any further information, please do not hesitate to contact us.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Sami Al Basheer Al Morshid', with a long horizontal line extending to the right.

Sami Al Basheer Al Morshid
Director

Annexes: 3



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

ITU Centres of Excellence Training Workshop on

Human Resources Training and Best Practices

15 - 16 July 2010, Piscadera Bay, Curaçao, Netherlands Antilles

Draft Agenda

Brief Description

This training workshop on HR Best Practices brings together quality speakers from both around the region and the world, providing participants the opportunity to share ideas and network with HR and training professionals. The two-day interactive workshop will provide you with real life success stories from the Caribbean region and new HR and training resources that can support your organization's goals.

This training workshop is addressed to HR and training managers, HR specialists and personnel from Telecom/ICT operators. It is organized jointly by the Caribbean Association of National Telecommunication Organisations (CANTO) and the Telecommunication Development Bureau of the ITU.

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

15 July 2010	
09:00	Welcome <ul style="list-style-type: none"> • <i>Dirk Currie, CANTO Chairman and Managing Director, TELESUR, Suriname</i> • <i>Philip Cross, Caribbean Representative, International Telecommunication Union</i> • <i>Regenie Frasier, CANTO Secretariat, Trinidad</i> • <i>Teresa Wankin, CANTO Operations and Human Resources Manager, Trinidad</i> • <i>Henk Defares, CANTO HR Committee Chairman and Training Manager, TELESUR, Suriname</i>
09:15	Introduction to the workshop <ul style="list-style-type: none"> • <i>Melissa Harris, MBA - Conference Emcee and President, Telecom Training Corporation, United States</i>
09:30	The Caribbean Region's Human Resources and Training Challenges <ul style="list-style-type: none"> • <i>Group Activity</i>
10:00	Caribbean Leadership Case Studies <ul style="list-style-type: none"> • <i>Leon Williams, Former President and CEO of Bahamas Telephone Company, Nassau, Bahamas</i>
11:00	Break
	Rewards & Recognition - Their Relevance In Today's Business Operations <ul style="list-style-type: none"> • <i>Caron Greaves, Head HR Planning & Development, TSTT, Trinidad</i>
12:15	Lunch
13:15	Succession Planning, Performance Management And Talent Management <ul style="list-style-type: none"> • <i>Shane Ram, Founder of a New Caribbean HR Consulting Company and former Group Director</i> Succession Planning and Key Talent <ul style="list-style-type: none"> • <i>Digicel Group, Trinidad</i>
14:15	Topic (tbc) <ul style="list-style-type: none"> • <i>Zenzile M. Hodge, SPHR, Vice President Human Resources, Innovative Communication Corporation, St. Thomas, US Virgin Islands</i>
15:15	Break
15:30	Valuing Employees and Keeping Them Motivated During Challenging Times <ul style="list-style-type: none"> • <i>Group Activity</i>
15:30	New Ideas from Day 1 to Address Caribbean HR and Training Challenges <ul style="list-style-type: none"> • <i>Group Activity</i>

16 July 2010	
08:30	Review of Key Highlights from Day 1 Group activity <ul style="list-style-type: none"> • <i>Melissa Harris, MBA - Conference Emcee and President, Telecom Training Corporation, United States</i>
09:00	Caribbean Coaching Success stories <ul style="list-style-type: none"> • <i>Ian Blanchard (invited), Managing Director at Caribbean Institute of Leadership & Coaching and President at ActionCoach EC, Barbados</i>
10:00	Break
10:15	Re-Tooling The Skill-Sets Of The Technical Team From The Legacy Technologies To IP Technologies <ul style="list-style-type: none"> • <i>Lisa M. Major, VP/Training & Development, The Bahamas Telecommunications Company, Ltd., Nassau, Bahamas</i>
11:15	Topic (tbc) <ul style="list-style-type: none"> • <i>Tomas Lamanauskas, Chief Executive Officer, Telecommunications Regulatory Commission, British Virgin Islands</i>
12:15	Lunch
13:15	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 <i>Group activity</i>
15:00	Break
15:15	Innovative Training Strategies from Telecom Operators in the Caribbean and US (includes CANTO Training Plans for 2011) <ul style="list-style-type: none"> • <i>Group activity</i>
16:15	New Ideas from Day 2 to Address Caribbean HR and Training Challenges <ul style="list-style-type: none"> • <i>Group Activity</i>
16:45	Development and Sharing of Personal Action Plans <ul style="list-style-type: none"> • <i>Group Activity</i>
17:15	Wrap-Up <ul style="list-style-type: none"> - Presentation of Certificates - Individual Photos - Group Photo



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and
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National Telecommunications Organisations

ITU Centres of Excellence Training Workshop on
Human Resources Training and Best Practices
15 - 16 July 2010, Piscadera Bay, Curaçao, Netherlands Antilles
Registration Form

Please use **CAPITAL** letters.

Please note the Training Fee:
US\$300 for ITU/CANTO members and US\$ 500 for Non-members

Passport details

Mr./Mrs./Ms.:	Family Name:	First Name:
Passport No.:	Date of birth:	Place of birth:
	Date of issue:	Date of expiry:
Title/Function:.....		
Name of Organization/Company:.....		
.....		
Address:.....		
.....		
Country:.....		
.....		
Telephone Number(s):.....		Fax Number(s):.....
E-mail:.....		

Please fax/e-mail this form duly completed by 7 July 2010 at the latest to the following contact persons:

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ITU Centres of Excellence Training Workshop on

Human Resources Training and Best Practices

15 - 16 July 2010, Piscadera Bay, Curaçao, Netherlands Antilles

Information Note for Participants

Venue/Address	Marriott Hotel, Curaçao John F Kennedy Boulevard, Piscadera Bay, Curacao, Netherlands Antilles Phone: +599 9 736 8800 Fax: +599 9 462 7502 Toll-free: 1 800 223 6388	
Participation Fees	US\$ 300 - CANTO or ITU Members US\$ 500 - Non – Members	
Registration	Download Registration Form from http://academy.itu.int/moodle/course/view.php?id=255 Return by fax/email to: Ms. Lianne Dieffenthaler, Administrative Assistant E-mail: ldieffenthaler@canto.org Fax: +1 868 622 3751	
Recommended Hotels	<p><u>Marriott Hotel, Curaçao</u> John F Kennedy Boulevard, Piscadera Bay, Curacao, Netherlands Antilles Phone: +599 9 736 8800 Fax: +599 9 462 7502 Toll-free: 1 800 223 6388</p> <p><u>Renaissance Curaçao Resort & Casino</u> Baden Powellweg #1, Otrobanda, Curacao, Netherlands Antilles Phone : +599 9 435 5000 Fax: +599 9 435 5025 Website: www.renaissancecuracao.com</p> <p><u>Floris Suite Hotel</u> Piscadera Bay, Curacao, Netherlands Antilles Phone: +599 9 462 6111 Fax: +599 9 462 6211 Website: www.florissuitehotel.com</p>	
Currency	Netherland Antilles Gilder/Florin US\$ 1 = Nafl. \$1.77	
Contact Person	Mrs. Teresa Wankin Operations & HR Manager, CANTO twankin@canto.org Tel: +1 868 622 4781 Fax: +1 868 622 3751	Ms. Lianne Dieffenthaler Administrative Assistant, CANTO ldieffenthaler@canto.org Tel: +1 868 622 4781 Fax: +1 868 622 3751