**Wednesday 29 July 2015**

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| **Session 6: Regulators Roundtable: Regulating Innovation - Riverfront South** |
| 9:00 – 11:00 | **Moderator: Carlton Samuels, ICT Consultant*** **Network Performance, an Operators Competitive Differentiator**, Christhian Cassino, Mobile Broadband Expert, Latin America and Caribbean, **Ericsson**
* Giovanni King, Bureau Telecommunications & Post, St. Maarteen
* **Considerations for Maximizing Return on your Spectrum Investments*,*** John Vetta Sunsight
* Regulatory Frameworks that facilitates Innovation; Mark Reynolds Legal and Regulatory ICT consultant
* Broadband adoption and innovation in ECTEL Member States, Embert Charles, ECTEL
* **Exploring the Promise of a Bill and Keep Regime for Mobile Call Termination*,*** John Thompson, Independent Consultant on ICT
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| 11:00 - 11:15 | **COFFEE BREAK – Riverfront North & Central**  |
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|  | **Session 7: Capturing the Mobile Content Market in the Caribbean – Riverfront South**  |  | **Session 8: The New Mobile Identity - Brickell/Flagler***New business opportunities for mobile operators created by the convergence of mobile and IT* |
| 11:15 – 1:15 | **Session Chair: Carlton Samuel,*** Mobile Performance within the overall Marketing Mix ***-***  Greg Stuart **Mobile Marketing Association**
* Mobile Video in the Encrypted Era – The Challenge of improving Quality of Experience for Mobile Data Users while Growing Data ARPU**-** Chris Koopmans **CITRIX**
* **When to launch VoLTE?**  Pablo Strika, **Mitel**
 |  | **Session Chair: Rochelle Cameron, CANTO Director*** KEYNOTE – **Leveraging Mobile Apps to reach and engage intended audience,** Sekou Okwesa, CrowdCompass
* **The role of Telcos in Mobile Wallet**, Diana Sirila, Digicel
* [**Wi-Fi Hotspot Deployment Triumphs and Tribulations**](http://static.coreapps.net/rtime15/handouts/5302add1b9e3fc08ee02ddb4b8f1d629_1.pdf), Scott Argue, **Sasktel International**
* **How Software Defined Wide Area Networks will enable broadband innovation that shape information access and communication strategies across the Caribbean**, Jeff Lubore, Talari Networks
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| 1:15 – 2:15 | **Lunch &****Exhibition Viewing – 9:00 am – 2:00 pm****Riverside North & Central**  |
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|  | **Session 9: CANTOC.O.D.E 1.0 - Riverfront South** | **Session 10: The Changing ICT Ecosystem - - Brickell/Flagler** |
| 2:15 – 5:30 | **Official Launch of CANTOC.O.D.E 1.0*** Speech by Mr. E Jay Saunders (DSS)
* Presentation by Ms. Tricia Balthazar (CANTO)
* Video by PIEDATA
* Possibilities Speech (PIEDATA)
* Introduction of Participating Teams
* Last Instructions and Official Start
* E Jay Saunders
* Selfie Segment
* Introduction of Mentors
* Question and Answer
 | **A Detailed Look into the Fundamental Changes in the Industry****Session Chair: Carlton Samuel** * Richard Jimmerson, Chief Information Officer
* ARIN **Kevon Swift, External Relations Officer, LACNIC**
* **Shernon Osepa,** Manager, Regional Affairs for Latin America & The Caribbean, **ISOC**
* **Albert Daniels,** Sr. Manager, Stakeholder Engagement – The Caribbean, **ICANN**
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| http://plushtext.com/wp-content/uploads/multiculturalism-freedom-equality-1.jpg | **9th Annual Human Resource Forum*****Aligning Workforce, Culture and Business Strategies in a “Networked Age”******FACILITATED BY: IAN BLANCHARD, CILC ActionCOACH*****30th – 31ST JULY, 2015** | **canto-logo** |

## THURSDAY 30th JULY, 2015 - Orchid C&D

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| SCHEDULE | TOPIC  | SPEAKER |
| 8:00am – 9:00 am | REGISTRATION |
| 8:30 am – 9:00 am | **Opening Remarks:**  | * Julian Wilkins – Chairman, CANTO
* Linus Rogers, HR Consultant
* Ian Blanchard, CILC ActionCOACH
 |
| 9:00 am - 10: 15 am | **Welcome & Introduction** | * Dare to DREAM – M. Ian Blanchard
 |
| 10:15 am – 10: 30 am | **Coffee Break** Orchid C&D |
| 10:30 am – 11:30 am | ROUND TABLE - A CEO’s PerspectiveWhat the CEO requires from his HR Executive | * Leon Williams - BTC
* Dirk Currie – Telesur
* Anwar Barrow – BTL
* EJ Saunders - DSS
 |
| 11: 30 am – 12:00 pm | Self-Image and 5 Key Principles of Inspirational Leadership | * Sydney Best, Manager of the Advanced Programmes Training Unit at the Police Academy, Trinidad and Tobago
 |
| 12:00 pm – 1:00 pm | Lunch Break Orchid A&B |
| 1:00 pm –2:00 pm | **Technology Trends in Telecommunications for HR Professionals** | * Carlyle Roberts – To be confirmed
 |
| 11:30 am – 12:0 Pm | HR's Role in competitive and shrinking telecom markets | * Jacqueline Floro-Forde – HR Director Cable & Wireless Communications
 |
| 3:00 pm – 3:30 pm | **Coffee Break** Orchid C&D |
| 3:30 pm – 4:45 pm | **Trends and Emerging Best Practices for Succession Planning**  |
| 4:45 pm – 5:00 pm | Wrap Up |  |

## FRIDAY 31st JULY, 2015 - Orchid C&D

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| SCHEDULE | TOPIC  | SPEAKER |
| 9:00 am – 10:00 am | Workplace Mentoring & Coaching Programs | * Bahamas HR Association
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| 10:00 am – 10:30 am | **Coffee Break** Orchid C&D |
| 10:30 am - 11:30 pm | “Securing Your Workforce” | * Anthony Rocheford

General Manager/Safety Management Specialist B.A.G. Consulting Ltd. |
| 11:30am – 12:15 | Digitalization of HR – The SETAR Experience | * Christel Croes – Training Mgr. SETAR N.V.
 |
| 12:15 pm – 1:00 pm | SYBVEN – Topic to be confirmed | * Thomas Garcia
 |
| 1:00 pm – 2:00 pm | Lunch Break**Orchid A&B**  |
| 2:00 pm – 2:30 pm | **Quantifying and Connecting the ROI and Financial Impact of an Engaged Workforce**Awaiting speaker confirmation |
| 2:30 pm – 3:30 pm |
| 3:30 pm – 4:00 pm | **Coffee Break** Orchid C&D |
| 4:00 pm – 4:30 pm |  **TBD** |
| 4:30 pm – 5:00 pm | **Action plan for moving forward** | * M. Ian Blanchard CILC ActionCOACH
 |
| 5:00 pm – 5:30 pm | **Wrap-Up Including presentation of Certificates and Group Photo** | * M. Ian Blanchard, CILC ActionCOACH
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**CANTO – 2nd Annual Marketing Forum**

***“Customer Experience Management to Increase Loyalty and Profitability”***

**Agenda – First Draft**

**July 30th, 2015 – Monroe**

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| **Day 1: July 30th – 8:30 am – 5:00 pm****Monroe Meeting Room Mn** | **Time Frame** | **Schedule** |
| **Registration and Coffee** | 30 minutes | 8:30 am – 9:00 am |
| * Opening Remarks from the Chair – Melissa Harris, President, Telecom Training Corporation (Confirmed)
 | 10 minutes | 9:00 am – 9:10 am |
| * Welcome Address – Julian Wilkins, Head of Group Telecoms Public Policy, Digicel and Chairman of CANTO (Confirmed)
 | 10 minutes | 9:10 am – 9:20 am |
| * Presentation 1(CASE STUDY) – Mariano Legaz, Florida Region President, Verizon (Confirmed)

*“How Verizon Creates Winning Propositions That Deliver Value To Both The Business And The Customer”* | 45 minutes  | 9:20 am – 10:05 am  |
| * Speed Networking Session (Interactive Activity to Meet As Many Attendees as Possible)
 | 30 minutes | 10:05 am – 10:35 am  |
| **Networking Refreshment Break**  | 30 minutes | 10:35 am – 11:05 am  |
| * Presentation 2 - Rolando Oliver, Title TBD, Alcatel-Lucent (Confirmed)

Topic TBD | 45 minutes  | 11:05 am – 11:50 am |
| * Presentation 3 – Dionne Chamberlain Miranda, Managing Director/Lead Consultant, Chamberlain Consulting (Former Chief Customer Service Officer of Belize Telemedia)

*“Inspiring Employee Happiness and Engagement to Build a Customer Focused Culture and Wow Your Customers”* | 45 minutes | 11:50 am – 12:35 pm  |
| **Networking Lunch – Tuttle South Meeting Room** | 60 minutes | 12:35 pm – 1:35 pm  |
| * Presentation 4(CASE STUDY) – Sandeep Shashikant, Manager, Product Marketing, Frontier Communications (Pending Confirmation)

*“How ‘Frontier Secure’ Has Reduced Churn at Frontier Communications”* | 45 minutes  | 1:35 pm – 2:20 pm |
| * Presentation 5 (CASE STUDY) - Sunny Dogra, Managing Director, and Ulrich Reinecker, Associate Principal, Rawlings Consultants (Confirmed)

“*Customer Experience Initiative* – *Global Lessons Learnt”* | 45 minutes | 2:20 pm – 3:05 pm  |
| **Networking Refreshment Break**  | 30 minutes | 3:05 pm – 3:35 pm  |
| * Presentation 6 - Tequea Batson Diaz, President, Visible Dreams Coaching(Former Call Center Director, Sprint) (Confirmed)

*“Empowered Employees Maximize the Customer Experience”* | 45 minutes | 3:35 pm – 4:20 pm  |
| * Kelly Bute-Seaton, Manager Caribbean Global Business and Partner Development, Laureate Online Education

*“Benefits of Laureate Online Education to CANTO Members”* | 20 minutes | 4:20 pm – 4:40 pm |
| * Interactive Wrap-Up Activity
 | 15 minutes | 4:40 pm – 4:55 pm  |
| * Closing Remarks from the Chair
 | 5 minutes | 4:55 pm – 5:00 pm  |
| **Optional – Group Drinks/Dinner (“Dutch Treat”)** | TBD | 6:00 pm - TBD |

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| **Day 2: July 31st  – 8:30 am – 5:30 pm****Monroe Meeting Room**  | **Time Frame** | **Schedule** |
| **Registration and Coffee** | 30 minutes | 8:30 am – 9:00 am |
| * Opening Remarks from the Chair
 | 10 minutes | 9:00 am – 9:10 am |
| * Presentation 7 (CASE STUDY): Leon Williams, CEO, Bahamas Telecommunications Company and CANTO Director (Pending Confirmation)

*“Strategies to Improve BTC’s Net Promoter Score(NPS)”* | 45 minutes | 9:10 am – 9:55 am |
| * Panel Presentation (3 panel members to address 3 of the following topics)
	+ Marlushka Scheper,Manager Customer InterfacesSETAR N.V. (Aruba Telecommunications Operator) (Pending Confirmation)
	+ Brett Calder, Senior Director of Sales – Wireless, Globecomm Systems Inc. (Pending Confirmation)
	+ 3rd Panel Member To Be Determined
* *Techniques to Improve:*
	+ *Customer Journey Roadmaps*
	+ *Net Promoter Scores (NPS)*
	+ *Voice of the Customer (VOC)*
	+ *Customer Satisfaction (CSAT)*
* *How To Break Down Departmental Silos And Stimulate Cross-Functional Collaboration In Order To Improve The Customer Experience*
* *How to Obtain Company-Wide Commitment for CEM Success*
* *How To Make The Customer Experience Relevant To Staff Within Departments That Are Not Traditionally Associated With Customer Care*
* *Determining How To Incentivize Your Employees And Drive Accountability For Improving The Customer Experience*
* *How to Use CEM as a Competitive Differentiator*
* *How To Use Your Data To Better Understand Your Customers And Use This Intelligence To Improve The Customer Experience*
* *How to Deliver Effective And Empathetic Customer Service While Maximizing Cross-Selling And Up-Selling Opportunities*
 | 45 minutes | 9:55 am – 10:40 am |
| **Networking Refreshment Break**  | 30 minutes | 10:40 am – 11:10 am  |
| * Presentation 8: Bert Oliva, Human Behavior Expert, BOWAworld (Confirmed)

*“Branding Your Digital Care Strategy”* | 45 minutes | 11:10 am – 11:55 pm |
| * Presentation 9: Melissa Harris, CEO, Telecom Training Corporation (Confirmed)

*“CEM & Retention Strategies to Increase Loyalty and Profitability”* | 45 minutes | 11:55 pm – 12:40 pm  |
| **Networking Lunch – Tuttle South Meeting Room** | 60 minutes | 12:40 pm – 1:40 pm |
| * Presentation 10: Dominic Carubba, Director, Performance Solutions Center, LLC (Formerly with AT&T Wireless, Verizon Wireless, and BellSouth) (Pending Confirmation)

*“Using Technology to Improve CEM*” | 45 minutes | 1:40 pm – 2:25 pm |
| * Interactive Customer Issue Resolving Session – Facilitator, Melissa Harris, Telecom Training Corporation

*The group will identify and prioritize key CEM issues and then develop potential solutions with their colleagues* | 60 minutes | 2:25 pm – 3:25 pm  |
| **Networking Refreshment Break**  | 15 minutes | 3:25 pm – 3:40 pm  |
| * Presentation 11: Kevin Pitts, President, Performance Consulting Group (Confirmed)

*“Corporate Growth: The Three Levels of Differentiation Leading to Three Levels of Customer Loyalty”* | 45 minutes | 3:40 pm – 4:25 pm  |
| * Interactive Wrap Up Session
 | 15 minutes | 4:25 pm – 4:40 pm  |
| * Action Plan Development
 | 15 minutes | 4:40 pm – 4:55 pm |
| * Closing Remarks from the Chair
 | 5 minutes | 4:55 pm – 5:00 pm  |