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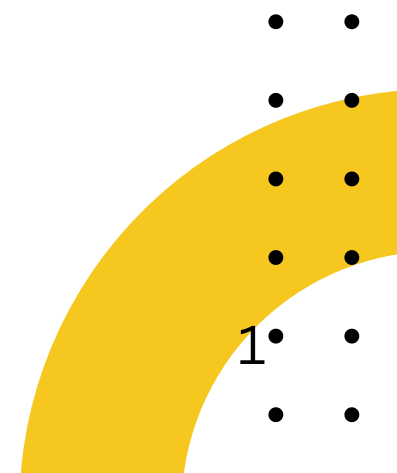
An Association Of Electric Energy Solution Providers

CALL FOR PRESENTERS

**Human Resources,
Corporate Communications
& Customer Service
Conference 2025**

MARCH 23 - 26, 2025

MARRIOTT RESORT, ST. KITTS



Conference Theme Synopsis



The theme of the CARILEC 2025 Human Resource, Corporate Communications & Customer Service (HRCCCS) Conference: **"Beyond Compliance: Creating a Culture of Caring, Communication, and Commitment"** emphasizes the importance of fostering a workplace environment that prioritizes employee well-being and engagement, beyond mere adherence to rules and regulations. The following are some of the key considerations which will be addressed during the proceedings:

Conference Theme Synopsis

Cont'd.

Caring: Cultivating a culture that genuinely cares for employees involves recognizing their individual needs, promoting work-life balance, and providing support for mental, emotional and physical health. This can include employee assistance programs, wellness initiatives, and regular check-ins/surveys to understand and address employee concerns.

Communication: Open and transparent communication is vital for building trust within an organization. Encouraging feedback, actively listening to employees, and maintaining clear channels for information sharing can help create an inclusive environment where everyone feels valued and heard.

Commitment: Commitment goes beyond employees' compliance with policies and completion of specific tasks. It involves a shared dedication to the organization's values and mission. Leaders should model this commitment and recognize employees who exemplify these values. Offering opportunities for professional development and career growth can also enhance employee loyalty and engagement.





Conference Theme Synopsis Cont'd.

Training and Development: Implementing capacity building programs that focus on empathy, active listening, and teamwork can empower employees to contribute to a culture of caring and commitment. Additionally, providing resources for conflict resolution and effective communication can help maintain a positive workplace atmosphere.

Recognition and Reward: Acknowledging and rewarding behaviors that align with a culture of caring and commitment can reinforce these values. Celebrating successes, both big and small, fosters a sense of community and motivates employees to uphold the organizational culture.

Feedback Loop: Establishing a continuous feedback loop allows employees and customers to express their thoughts on the organizational culture and suggest improvements. This participatory approach enhances engagement and shows that leadership values employee input.

By focusing on these elements, organizations can move beyond mere compliance and create a thriving culture that enhances employee satisfaction, productivity, and overall success.

Presentation Topics



Topics of interest to the CARILEC Conference audience should be related to the theme of the conference and focus on one of sub-topics listed below:

Human Resources

- The Role of Emotional Intelligence in Leadership: Exploring ways in which high emotional intelligence can enhance team dynamics.
- Employee Engagement and Retention: Innovative approaches to boost morale and reduce turnover in the workplace.
- Transitioning to modern work cultures: Work from Home, flexi-time, contemporary workspaces.
- Strengthening Employee Advocacy and Employee Engagement
- Hiring top talent for electric utilities; a guide to recruitment for specialized skills.
- Silent Quitting- Strategies to boost staff productivity.
- Closing the skills mismatch: upskilling staff for success.
- Fair Pay, pay transparency, competitive pay; Strategic initiatives to increase workers' compensation.
- Addressing organizational anxiety.

Corporate Communication

- Communicating the Energy Transition: Crafting compelling narratives about the shift to renewable energy.
- Crisis Communication: Best practices for managing communication during a crisis and maintaining public trust.
- The Impact of social media on Customer Service: Navigating customer interactions and brand reputation in the digital age.
- Measuring the ROI of Communication Strategies: Techniques for assessing the effectiveness of internal and external communications.
- Utilizing social media analytics to guide key messages and customer engagement.
- Developing a customer focused PR Plan.
- Change Management Communication: How to effectively communicate organizational changes to minimize resistance and enhance buy-in.
- Communicating the value of energy transition and sustainability efforts.
- Improving Public Perception – Making the shift to being trusted by consumers.



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Customer Service

- Ethical considerations when dealing with People and Customer Management
- Leveraging AI for customer and employee success
- Increasing customer confidence - Using information to drive the Customer service experience.
- Dealing with outages: Proactive customer service during power outages and natural disasters.
- Using the right tools for Customer Relationship Management.

General Topics

- The future of energy, its impact on service and people.
- Addressing issues of gender inequity in the energy sector.
- Building Trust with Stakeholders: Best practices for relationship management in business.

Panel Discussions

- Beyond Compliance: Creating a Culture of Caring, Communication and Commitment
 - The Critical Role of Communications, HR, & Customer Service in the Energy Transition
 - Creating a Culture of Health & Safety – The People Impact
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Submission Timelines

Dec. 31 2024

Jan 9 2025

Mar. 11 2025



Presentation Options

Presenters have an option to select among a few methods of presentation:

- Option 1 - Power Point slides, for an approximate 35–60-minute presentation/ working session (inclusive of 15 minutes Q & A)
- Option 2 - Power Point slides, for an approximate 20 - 35 minutes presentation (inclusive of 5 - 10 minutes Q & A)
- Option 3 - Power Point slides, for an approximate 15–20-minute presentation (inclusive of 5 minutes Q & A)
- Option 4 - Panel Discussion



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Selection Criteria

CARILEC has appointed a selection committee to review submissions for the presentations to be delivered at its conferences.

The number of presentations accepted for a conference depends on program size, the topics to be covered, and the number and quality of presentations. The selection committee identifies the best contributions for the agenda.

Submissions should demonstrate clearly that your presentation:

- Will focus on the specified theme and general topics.
- Will be of interest particularly to the target audience of the conference.
- Will present information that is theoretically sound and accurate.
- Will present new knowledge or experience, the substance of which has not been previously presented at a CARILEC conference.
- Will not be commercial in nature and will not specifically promote a company, its products, or services.

Submissions should be made via the website at **carilec.org**.

For questions relating to this Call for Presenters or CARILEC's 2025 Human Resource, Corporate Communications & Customer Service (HRCCCS) Conference, please contact our Events Team at events@carilec.org.



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