



CARILEC
An Association Of Electric Energy Solution Providers

2023 FOCUS Collaboration | Ownership | Resilience | Security



Human Resource, Corporate Communications and Customer Service Conference

Conference Theme

Putting People at the Center: Compassionate Approaches
to HRM, Customer Care & Corporate Communications

MARCH 29TH - 31ST, 2023

Venue

Hyatt Regency, Trinidad & Tobago

Theme Synopsis

Adopting a people-centric approach towards organizational development requires that leaders consider how employees would like to work and what inspires them to do their work well. A people-centric approach brings growth, learning and a sense of purpose to the employee experience. It is with this commitment to providing a nurturing and safe environment for employees, thus permitting them to flourish professionally and personally; that organizations can reap several benefits. These include high employee retention, increased employee motivation and productivity, greater commitment to organizational objectives and ultimately higher levels of organizational performance. Achieving a people-centric culture is a continuous process that requires regular and effective communication between leaders, human resources management (HRM), and employees, who in turn channel their outputs to enrich the overall customer experience. Therefore, Corporate Communications, Customer Service, and HRM are all critical dimensions in this approach, with each department playing an integral role in the success of a people-centric organisation.

HRM policies and procedures heavily impact employee morale and engagement, which critically influences the customer experience. Likewise, corporate communications informs of the organisation's identity and culture both internally and externally. The messages transmitted to both audiences can significantly influence employee and customer behaviours. Against this backdrop of achieving a modern and nurturing organisation, CARILEC presents this year's conference theme: **"Putting People at the Center: Compassionate Approaches to HRM, Customer Care & Corporate Communications"**, for further discussion, analysis, and exploration.

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All interested persons are invited to submit abstracts of approximately 100 words with titles, for preliminary consideration, as presentations for CARILEC 2023 Human Resource, Corporate Communications and Customer Service Conference and Articles for the [CARILEC CE Industry Journal](#).

Presentation Topics

Topics of interest to the CARILEC Conference audience must incorporate the theme of the conference and focus on sub-topics listed below:

Panel Discussion:

Putting People at the Center: Compassionate Approaches to HRM, Customer Care & Corporate Communications

Key Topics (with a focus on best practices, lessons learnt and successful models for replication in the region)

Customer Service

- The Digital-Age Customer: E-Services, E-Payments, and Customer Service Online
- Transforming Business Strategy to Engaging Customer Experiences
- E-commerce Customer Experience
- Contact Center Experience
- Pros And Cons of Digital and Hands-On Customer Service
- Trending Customer Service Technology

Human Resource Management

- Employee Mental Health and Wellbeing: Building Awareness and Support Systems
- Collective Bargaining Agreement Process
- Performance Management Systems
- Business Continuity Plan
- HR's Role in Sustainability
- Post- Disaster HR Issues
- Employee Motivation, Recognition, and Engagement
- Talent Acquisition; Best Fit, Workforce Availability, Compensation, and Benefits.
- Managing Quiet Quitting and Silent Resignation
- Aligning Business Strategy to HRM Strategy

Corporate Communications

- Making Leaders Better at Communication
- Aligning Business Strategy to Communications Plans
- Change Communications
- Content Creation- A Talent or A Skill – Creating Content That Stands Out
- Building Internal Communication Plans that Boost Employee Engagement and Promote Well-Being and Healthy, Interactive Employee Experiences
- Smarter Intranet Software
- The Role of Communications in Sustainability and Green Energy
- Visual Learning & Communication
- Managing Social Media; The Good, The Bad And The Ugly
- Communicating The Benefits of Green Energy
- Pros And Cons of Outsourcing Communications
- Employee Branding and How It Affects the Organisation

- Developing An Action-Focused Narrative on Climate Change
- Exploring The Interconnectedness of Public Relations, Digital Marketing and Corporate Communications

General Topics

- Personal Branding
- Personal Development and Self-Improvement
- Mental Health and Well-Being in The Workplace
- Understanding The Energy Transition
- Creating A Work-Life Balance

Utility Case Studies: Presentations on experiences and practices which are relevant to the Region and the Conference theme.

Presenters Guidelines

1. All completed Abstract Submissions Forms must be submitted by **February 1st, 2023**.
2. Selected presenters will be informed by **February 6th, 2023**.
3. Subsequent to notification, a full presentation must be submitted by **March 14th, 2023**, based on the selection committee's allotted time for your 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)

* A Written Article (Optional) to be considered for publication in the CARILEC's CE Industry Journal. For more information on the Journal email caribbeanelectric@carilec.org

Please send all Submissions to: Marketing and Member Services Department, at events@carilec.org (Early Submissions are highly encouraged). Receipt of your submission will be acknowledged within two-days.

General: CARILEC has appointed a selection committee to determine the presentations to be delivered at its conferences. The number of presentations accepted for a conference depends on program size (the number of sessions), technical coverage (the topics to be covered), focused on the subtopics and the number and quality of presentations. The selection committee identifies the best contributions for the agenda.

Awards

Presenters will:

1. Have an opportunity to be published in [CARILEC CE Industry Journal](#).
2. Have their bio, photo and company name published on the CARILEC website
3. Present to Caribbean Regional Utility Managers and an audience of over 60 delegates

Criteria for Selection: Your abstract should demonstrate clearly that your presentation:

1. Will focus on the specified theme and general topics;
2. Will be of interest particularly to the target audience of the conference;
3. Will present information that is theoretically sound and accurate;
4. Will present new knowledge or experience, the substance of which has not been previously presented at a CARILEC conference (unless otherwise advised);
5. Will not be commercial in nature and will not promote specific companies, products, or services.

Full Disclosure: Third Party Compensation

All instructors and presenters are required to disclose proprietary interest in any product, instrument, device, service, or material discussed in the experience, event, or program, as well as the source of any compensation related to the presentation.

[CLICK TO ACCESS ABSTRACT SUBMISSION AND AUTHORIZATION TO PUBLISH FORM](#)

*Only signed forms will be accepted.