

JAMAICA EMPLOYERS' FEDERATION



ANNUAL BUSINESS & WORKPLACE CONVENTION & EXPO

*Theme:* **ReTHINK, ReNEW, Re-ALIGN...!**

**May 5-8, 2011**

*Sunset Jamaica Grande Resort  
Ocho Rios, Jamaica*



**ALVIN DAY**  
Executive Director  
Sales Empowerment  
Institute



**BARRY MOLTZ**  
Founder  
Shafran Moltz  
Group



**VANESSA THOMAS  
WILLIAMS**  
Attorney-At-Law &  
Industrial Relations  
Consultant Employers'  
Consultative Assn of  
Trinidad & Tobago



**JACK DUSSELDORP**  
President – WorldSkills  
International



**STEVEN BURCH**  
Managing Director  
Quaestus  
Consulting Limited  
Holmwood, Lincombe  
Drive



**MILTON PERKINS**  
MHRM, SPHR, CPC  
Senior Director  
Workforce Consulting  
Solutions – Agile\* 1



**K. BARRINGTON  
THOMAS**  
Chief Servant / Life  
Coach / Corporate  
Trainer  
Incubator Caribbean  
Focus Limited



## CHRIS CROSBY

Chris Crosby is a seasoned organizational development practitioner with seventeen years of internal and external experience working at all levels of organizations. He possesses strong facilitation skills, and a proven ability to help individuals, groups and organizations reach bottom line results. His expertise includes change management, leadership development, project management, assessment methodologies, process improvement, conflict resolution, team development, and other custom tactical and strategic interventions.



## MILTON PERKINS MHRM, SPHR, CPC

Milton J. Perkins, is Agile•1's Senior Director of Workforce Consulting Solutions. He is responsible for developing and delivering workforce planning, organizational capability assessment, organizational development, diversity and inclusion, HR Analytic, and change management solutions to Fortune 1000 clients. Milton was also the Director of Member Services, North Central Region, for the Society for Human Resource Management (SHRM), and was responsible for facilitating strategic planning and providing advice and counsel to the Society's volunteer members and leaders. He was also responsible for leading the Diversity Panel as the Diversity Core Leadership Area Champion. As a result of his industry expertise, Milton has been selected to co-chair the SHRM/American National Standards Institute Workforce Planning Taskforce, charged with developing consistent global HR standards and practices.



## FITZ-GEORGE A. CARTY

Fitz- George Carty has over thirty years experience in Operations and Technical Management in the Manufacturing and Chemical Processing Industries. He has training and hands-on experience in Organizational Change Management, Advanced Behavioural Science, Total Quality Management, Environmental Management and World Class Business and Manufacturing Systems. He pioneered the development of both a Quality and an Environmental Management Department at Alcoa Minerals of Jamaica, and successfully introduced Total Quality Management and World Class Business Systems to an International Alumina Plant.



## PATRICK STERLING

Patrick Sterling is the Human Resources Manager for Carreras Limited, a 2009 JEF "Employer of Choice". He is an educator and Human Resources professional. For over fourteen (14) years he has supported the Human Resource Management function in numerous organizations in the areas of recruitment and staff development in various industries. These include entities in fast food, insurance, manufacturing, distribution and the telecommunications sectors.



## STEVEN BURCH

Steven is the Senior Partner at Quaestus, a consulting firm specializing in developing leadership throughout organizations. With a strong track record in working with boards and other senior teams, Steven provides excellent facilitation skills and a good understanding of the complexity and ambiguity of leadership and team working at all levels. He also facilitates and presents at conferences, and is an author with Kogan Page business publishers in the UK.



## TERENCE FRATER, PhD.

Terence Frater has over 30 years experience of leading learning interventions in organizations and extensive experience teaching in the college and university systems. Background includes providing strategic planning and performance management expertise to public, private, and not-for-profit organizations. Member of the Human Resources Professional Association of Ontario and Education Chair of the Toronto chapter of AIIM International.



## THE HONORABLE PEARNEL CHARLES

The Honorable Pearnel Charles is the Minister of Labor and Social Security. His political career started in 1965 when he joined the staff of the BITU shortly after completing studies in Political Science in New York. His entire working life has been with the BITU and the Jamaica Labour Party. Now in his fifth term in Parliament, he is MP for North Central Clarendon.



## FRANCK "ZANU" ADJISEGBE

Franck, aka, Zanu, has been helping employers understand Image Development since 1999. Like no other, he has the rare and unique ability to lead his participants to convert their weaknesses into gainful action. Zanu says that the extent of our individual creative abilities and potential are made possible by the environment. Therefore, for employers to encourage high passion and productivity at the workplace, they must learn how to change the environment.



## JENNIFER M. HALL, PhD.

Jennifer Hall is the Vice-Dean – Faculty of Education and Liberal Studies at the University of Technology. She is also Programme Leader for the MSc. in Workforce Education and Development.



## WILLIAM W. LAWRENCE, PhD.

William W. Lawrence has more than 25 years of experience as a business executive and industrial engineer. He provides strategic and operations management consultancy services to organizations in both the private and public sectors. He has served as an adjunct professor at four universities.



## GILMORE CROSBY

Gilmore (Gil) Crosby has over Twenty-six years of Leadership and Organizational Development experience, including management positions in four organizations, and sole proprietorship of a successful consulting business. He specializes in facilitating cultural change in support of key organizational initiatives, especially technology implementation, cost reduction, productivity increases, and mergers.



## GREGORY REID

Gregory Reid – Attorney-at-Law, is currently the Managing Partner of the firm – Zaidie, Reid & Company. He works extensively in the areas of Industrial and Human Relations and has been a specialist practitioner in Labour Laws for over twenty-one years. Mr. Reid is a former chairman of the Jamaican Bar Association Standing Committee on Labour Laws.



## DAVID COHEN, PhD.

David Cohen is the founder of Strategic Action Group, Ltd. (in 1991) and today he is a principal consultant with them. His passion is about aligning company people practices with the company culture and the strategic business plan. He has been speaking on the topic of behavioural competencies as a business tool aligned with the business strategy for over 23 years. His work crosses all business sectors. He is the author of *"The Talent Edge"* published by Wiley and Sons in 2001 and his book: *"Inside the Box: Leading With Corporate Values to Drive Sustained Business Success"* was published by Jossey-Bass, September, 2006.



## FRANCIS WADE

Francis Wade is the founder and President of Framework Consulting. His firm focuses on solving uniquely difficult people problems in Caribbean companies. Francis also teaches at the University of Phoenix in their graduate school of business. He writes for the Jamaica Gleaner online, the Trinidad Newsday and several blogs.



## TJERK (JACK) DUSSELDORP

Tjerk (Jack) Dusseldorp is the President of WorldSkills International. He is the Chair of the Dusseldorp Skills Forum and past Chair of the WorldSkills Australia Foundation. He has served on the Boards of the NSW Technical and Further Education Commission and the Australian Student Traineeship Foundation. He headed up the Office of Youth Affairs within the Department of the Prime Minister and Cabinet in the second Hawke Government.



## DAVID ROBERTS

David Roberts has over 39 years experience in various sales positions in a number of countries. He has been resident in Jamaica for nearly 9 years and his current role is as Director of Business Development for Global Directories, who are the publishers of telephone directories for 15 Caribbean Islands. David has experience in a number of industries and held positions including Commission Sales, Sales Management, Sales Training, Telephone Sales and Senior Management positions.



## VANESSA THOMAS WILLIAMS

Vanessa Thomas Williams is an Attorney at Law who specializes in Industrial Relations and legal issues surrounding employment. She is an Industrial Relations Consultant and is currently engaged in private practice. Her professional work covers management training in Industrial Relations, Human Resource Management Policy Design and Implementation, and Occupational Safety and Health Management. She has represented a range of employers in collective bargaining. Ms. Thomas Williams is also a lecturer at the University of the West Indies, St Augustine Campus.



## MERRICK NEEDHAM

Merrick Needham, Officer of the Order of Distinction, Member of the Royal Victorian Order, has been Jamaica's principal logistics, ceremonial and protocol consultant for some thirty years. He writes and lectures on protocol and related topics. This has included repeated training courses in Jamaica and The Bahamas for senior government officials and private sector executives, and in Barbados for senior officers of the Caribbean Development Bank. For several years he also lectured to police officers from most Commonwealth Caribbean countries on aspects of State and Military Protocol and Police procedure at ceremonial events.



## SUZANNE JONES

Suzanne Jones has been a professional Librarian for 28 years. She has supervised a multi-generational and multi-ethnic workforce, responding to the changing informational needs on University campuses. She has been involved with conducting research regarding workplace dynamics, including the effects of generational issues. Her research on generational work relations focuses on bridging conflicts by understanding and appreciating generational differences towards encouraging a more collaborative workplace.



## JACQUELINE IRONS

Jacqueline Irons has had over 29 years experience as a HR/IR Practitioner honed in the Distributive, Manufacturing Insurance and Hospitality Industries. She is currently, a Part-Time Lecturer at UWI & FIU.



## ANNA KASAFI PERKINS, PhD.

Anna Perkins is the quality assurance officer on the Mona Campus of the UWI. She offers consultancy services in the areas of business and professional ethics and recently started her company, Kasafi Professional Services. She is an eclectic thinker/administrator/trainer and her first book entitled, *Justice as Equality: Michael Manley's Caribbean Vision of Justice* is now available.



## DANNY ROBERTS

Danny Roberts is the Director of the Hugh Lawson Shearer Trade Union Education Institute and a Vice President of the Jamaica Confederation of Trade Unions. He is formerly Vice President of the National Workers Union and President of the Union of Clerical Administrative & Supervisory Employees. He received the National Honours - Commander of the Order of Distinction (CD) for his contribution to Trade Unionism.



## ANDREW WYNTER

Andrew Wynter is the Compliance and Investigations Manager at Grace Kennedy and Co. Ltd. Prior to this, he was the Risk and Governance Manager with Hardware & Lumber where he was involved in the areas of Loss Prevention, and Risk management. Andrew is Assistant Regional Vice President (ARVP) for the American Society for Industrial Security - Caribbean Region.



## KALA FLEMING, PhD.

Kala helps companies design and implement their CSR programs so that all stakeholders, not just shareholders benefit. This inclusive approach to CSR has yielded significant bottom line returns for large fortune 500 companies as well as small startups with limited resources. She embraces a holistic approach to innovation and achieving aggressive goals and objectives. She has a strong background in strategic planning, research and project management. She excels at seeing the big picture, identifying gaps and managing initiatives. Her experience spans utility, food and beverage, and non-profit industries.



## PATRICIA HOLNESS PhD, C.D; J.P.

Patricia Holness is a Leadership, Performance Management and Strategic Planning Practitioner. She is a CEO of the Registrar General's Department and has lifted the profile of the Registrar General's Department to the extent that in 2010 the Organization of American States (OAS) not only designated the RGD Jamaica as having the "Best Practice" in the hemisphere, but has requested that the RGD Jamaica modernizes the Civil Registries of the OECS countries. Dr. Holness is an international speaker on motivational topics.



## ALLAN BALLAGH

Allan Ballagh is Director - Technical and Further Education (TAFE) Australia and Vice-President at RMIT University, a position held since November 2003. Prior to joining RMIT as a TAFE Project Director in 1998, and later as Associate Director TAFE, Mr. Ballagh held a number of positions at the Western Melbourne Institute of TAFE. Allan has a record of leadership in developing and implementing approaches to teaching and learning, professional development and the implementation of quality systems in the TAFE sector. He is RMIT's nominee to the Victorian TAFE Association (VTA) CEO Council and a member of the VTA HR/IR Standing Committee.

Allan is also a member of the Capital City LLEN (Local Learning and Employment Network) Management Committee and currently represents TAFE Directors Australia (TDA) as a member of the Framework Implementation Action Group which oversees implementation of the recommendations of the VET Products for the 21st Century report.



## BARRY MOLTZ

Barry Moltz – Author and Motivational Speaker, has founded and run small businesses with a great deal of success for more than 15 years. After successfully selling his last operating business, Barry has branched out into a number of entrepreneurship-related activities. He founded an angel investor group, an angel fund, and is a former advisory member of the board of the Angel Capital Education Foundation.



## HENLEY W. MORGAN, PhD.

Henley Morgan is a Managing Consultant with Global Management Solutions Limited and Caribbean Applied Technology Centre Limited. With over 20 years experience in the field, he is highly regarded in the Caribbean region as an Education Administrator, Organization Development Specialist, a Strategic Planner, and a Human Resource Development Professional.



## CHRISTOPHER BARNES

Christopher N. Barnes is the Managing Director of the Gleaner Company of Jamaica and has responsibility for all activities of The Gleaner Group. He joined The Gleaner in 2007 and served for three years as deputy managing director. Prior to joining the Gleaner, he worked for 10 years with Alcan Inc. (now Rio Tinto Alcan) in Canada, USA and Europe. Christopher is currently a member of the executive committee of Media Association Jamaica Limited and also serves on the Economic Policy Committee of the Private Sector Organisation of Jamaica (PSOJ) and the board of Ocho Rios Beach Limited.



## ALVIN DAY

Alvin Day – Motivational Speaker, is a Sales and Personal Empowerment Coach and Executive Director of Sales Empowerment Institute. He has gained experience in every facet of the sales process. He has sold door-to-door, person-to-person, and to billion-dollar corporate clients. He has built displays on store shelves, and shaped corporate strategy in executive board rooms. When you want more than simple motivation, you want Alvin Day. Alvin goes deeper, getting to the root causes of inactivity, procrastination, and fear, to help your people break through to power, confidence and action.

Alvin is author of the sales training book, *Persuasion Power: Mastering the Science of Successful Selling*. He is also author of the Personal Empowerment book – *If Caterpillars Can Fly, So Can I: Master the Seven Universal Laws of Achievement and Prosperity*.



## ANNE CRICK, PhD.

Anne P. Crick is a Senior Lecturer in Organizational Behaviour, Human Resource Management, Organizational Development and Organizational Design. She is a former Head of the Department of Management Studies and the Centre for Hospitality and Tourism Management located in Nassau, Bahamas. She is also a former Associate Dean of the Faculty of Social Science. She is also a certified trainer in hospitality management and is a trained facilitator. Dr. Crick worked in several of Jamaica's leading hotels as a manager and as a trainer before moving fully into academia. In those positions she developed quality standards and established training programmes and schedules that enhanced the delivery of customer service and the quality of the work experience.



## RICHARD HINES

Richard, a Certified Fraud Examiner, is the Manager of the Fraud Prevention Unit at National Commercial Bank (NCB) where he has been employed for the past twenty eight years. A career banker by profession, having worked in most of the Bank's core areas, locally and in the United Kingdom, Richard moved from being an Internal Audit Officer in 1998, to concentrate fully on fraud prevention and investigation within the NCB Group. He sits on the Jamaica Bankers' Association Anti Fraud Sub Committee and the J.E.T.S. Anti Fraud Committee. Richard is also an Investigator on the Electronic Fraud Task Force recently launched by the JCF's Organized Crime Investigation Division, OCID.



## JOHN PILGRIM

John Pilgrim is the Executive Director – The Barbados Productivity Council. He is also the Author of several papers and booklets.



## KENNETH BARRINGTON THOMAS

Tobago born and raised, K. Barrington Thomas Chief Servant / Life Coach / Corporate Trainer with Incubator Caribbean Focus Limited, started his working life as a teacher in the Primary school system. He then enlisted as a Military Officer, and spent nine (9) years with the Trinidad and Tobago Defense Force (Regiment). He co-developed the Trinidad and Tobago Special Forces Unit with his mentor Col. Selwyn Derrick, and commanded it for its first seven (7) years of its existence. In his day, it was rated as one of the finest special ops (jungle) unit in the hemisphere. Under his leadership, he developed and ran successfully, the first Jungles Warfare Course in the country's history.

He went into corporate training, empowering persons in all walks of corporate and public sector life. His primary focus is now empowering, mentoring, and developing Entrepreneurial Leaders in Trinidad and Tobago, the Caribbean, and North America.



## NOEL COWELL, PhD.

Noel Cowell is a Senior Lecturer of Employment Relations in the Department of Management Studies at the University of the West Indies. He also lectures in Industrial Relations in the Department of Management Studies. Dr. Noel Cowell maintains that "to move forward, the three major players in industrial relations: – Government, employers and the unions require a strategic partnership". His current research interest focuses on various aspects of the workplace relationships.



# CONVENTION **Flashback 2010**



## SUPER-SIZED THURSDAY

Day 1

Thur. May 5

### 9:30 AM - 12:30 PM

**Having everyone on board the BUS and moving in the same direction:** getting goal alignment and inclusiveness right

**From organizational Cinderella to valued business partner:** how to get your HR strategies noticed and supported

**Conflict or cooperation:** turning performance problems into improvement opportunities

### 12:30 PM - 2:00 PM

**LUNCH at Leisure**

### 1:15 PM - 1:45 PM

**Orientation session for first-time participants**

### 2:00 PM - 5:00 PM

**When honesty is 'the best policy' :** techniques for handling tough and challenging conversations about employee performance

**Technology Fraud:** What Employers need to know

**The Crisis of Trust and Transparency in the Jamaican Workplace:** Fact or Fiction

### 5:30 PM - 7:00 PM

**Expo opening – (Soft Opening Ceremony)  
Viewing & Cocktails**

### 5:30 AM - 6:30 AM

**Sunrise HEALTH-Walk, Run, Jog**

Day 2

Fri. May 6

### 8:30 AM - 10:15 AM

**Opening Spectacular and Keynote Presentation**

### 10:15 AM - 10:45 AM

**Coffee Break and EXPO Viewing**

### 11:00 AM - 12:15 PM

#### CONCURRENT SESSIONS

**Engaging Heart, Head and Spirit:** how to win the battle for your employees' attention

**Diversity in the Workforce:** Managers' nightmare or Dream..??

**Rethinking and renewing leadership:** How emotionally intelligent leaders can improve their impact on the organization

**Flight or Fight – Employers' Rights To Take Industrial Action Against Its Own Employees**

### 12:15 PM - 1:45 PM

**LUNCH at Leisure**

### 2:00 PM - 3:15 PM

**Wall Décor or Business tool:** strategies for turning your core values into performance drivers for long-term success

**Raving fan or exploited customer:** a solutions-oriented approach to lasting sales relationships



Day3

Sat. May 7

**12:50 PM - 2:00 PM**  
**LUNCH at Leisure**

**1:00 PM - 2:00 PM**  
• **Luncheon for CEOs**

**2:15 PM - 3:30 PM**

**Integrating profit and purpose:** why building respectful community partnerships can be good for your bottom line

**Raising the profitability bar:** lessons in successful strategy creation and execution 'from four Jamaican companies

**Integrating Academic Learning & Skills Training into the World of Work**

**Doing more with less in the Public Sector:** Strategies for Productivity Improvement – A Barbadian Case Study

**3:45 PM - 5:00 PM**

**CLOSING GENERAL SESSION**

**With Social Media, Customer Service is the New Marketing:** Rethinking customer service in a 24/7 connected world

**9:00 PM - 1:00 AM**

***Saturday Night Party***

Day4

Sun. May 8

**8:30 AM - 11:30 AM**

**Praise & Worship and the “Word”**

**Closing KEYNOTE**

**Closing remarks**

**Departure**





# World-class Entertainment

## • Saturday Night Party



**FOR NEWS VIEWS  
& INTERVIEWS**

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