

Customer Service, Corporate Communications & Human Resource Conference

11-14 March, 2018
Jamaica



Theme: Redesigning Customer Service, Corporate Communications, and Human Resource Processes

CALL FOR PRESENTATIONS & PAPERS

Overarching Theme:

Expanding the Vision: Leadership. Partnership. Resilience

Conference Theme

Redesigning Customer Service, Corporate Communications, and Human Resource Processes

Conference Date: March 11-14, 2018 Venue: Jamaica Host: Jamaica Public Service Co. Ltd

Professionals and practitioners are invited to submit abstracts of approximately 100 words with titles, for preliminary consideration, as presentations and for CARILEC 2018 Customer Service, Corporate Communications and Human Resource Conference and papers for the CARILEC Industry Journal.

Presenters Guidelines

1. All completed Abstract Submissions Forms must be submitted by **January 31st 2018**.
2. Selected presenters will be informed by **February 5th, 2018**.
3. Subsequent to notification, a full presentation must be submitted by **February 28th**, including:
 - Option 1** - Power Point slides, for an approximate 2-2.5 hours 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 minutes presentation (inclusive of 5 minutes Q & A)

*** A Written Paper (Optional) to be considered for publication in the CARILEC's Industry Journal.**

Send all Submissions to: Marketing and Member Services Department, at conferences@carilec.org (Early Submissions are highly encouraged). Receipt of your submission will be acknowledged **WITHIN 24HOURS**.

General: Presentations for CARILEC Conferences are selected by a selection committee. The number of proposals accepted for a conference depends on program size (the number of sessions), technical coverage (the topics to be covered), focus 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 Journals as well as CARILEC supported publications;
2. Secure special or VIP conference privileges;
3. Receive a presenter gift **(New!)**;
4. Your bio, photo and company name will be published on the CARILEC website and in the **New** Event App.

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

1. Will be of interest particularly to the target audience of the conference;
2. Will present information that is theoretically sound and accurate;
3. Will present new knowledge or experience, the substance of which has not been previously presented at a CARILEC conference (unless otherwise advised);
4. 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.

Presentation Topics

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

Topics**Panel Discussion – Redesigning Customer Service, Corporate Communications, and Human Resource****Customer Service**

- Redesigning the Customer Experience Post Disaster
- Customer Billing Challenges for 2017
- Customer Care Solutions- Contact Centre Focus

Human Resource

- Pay and Grading –: Job Evaluation Trends and Technologies
- Managing the Human Resource : Pre, During and Post Disaster
- Leading Employees Through Leadership Transition

Corporate Communications

- Disaster Communication, Crisis Management, Crisis Communications and Reputation Management
- Strategies for Managing Social Media through a Disaster
- Managing Communications through Leadership Transition

General Topics

- The Role of Customer Service, Corporate Communications and Human Resource in the Face of Disaster.
- How to Cope after a Disaster- (Physiologist or Coach).

NB: Presenters will be responsible for all travel arrangements, presenter registration fees and expenses incurred, unless otherwise stated by CARILEC.

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