



HUMAN RESOURCE, CORPORATE COMMUNICATIONS & CUSTOMER SERVICE

22 - 25 MARCH, 2020
HYATT REGENCY
TRINIDAD

CALL FOR PRESENTATIONS & PAPERS

Overarching Theme: 2020

Crucial Conversations & Collaborations: Connect, Disconnect, Reconnect.

Conference Theme

Promoting Diversity in the Workplace for Greater Productivity & Performance

All interested persons are invited to submit abstracts of approximately 100 words with titles, for preliminary consideration, as presentations for the CARILEC 2020 Human Resource, Corporate Communications and Customer Service Conference and possible papers for the CARILEC Industry Journal (optional).

Presenters Guidelines

1. All completed Abstract Submissions Forms must be submitted by **January 31st 2020**.
2. Selected presenters will be informed by **February 14th 2020**.
3. Subsequent to notification, a full presentation must be submitted by **March 13th 2020** including:

Option 1 - Power Point slides, for an approximate 2-2.5 hour's 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.**

Please 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 presentations 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 publications as well as CARILEC supported publications;
2. Receive a presenter gift and presenter discounted fee
3. Have their bio, photo and company name published on the CARILEC website and in the 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:

PREFERRED TOPICS

Opening Panels

Panel Discussion Part 1 – Theme: Promoting Diversity in the Workplace for Greater Productivity and Performance

Panel Discussion Part 2– Diversity, Inclusion, Equity: The Trust Issue

*If you are interested in sitting on one of our panels please send an email to the conferences@carilec.org for consideration.

Customer Service

- Customer Engagement 2030. Reaching the differently abled through IT enabled Innovations (Artificial Intelligence, Machine Learning, etc.)
- Using Customer Analytics to cater to the requirements of diverse client groups
- Real Time Support: Service or Promise?

Human Resource

- Valuing Aged Employees and Succession Planning: Are we missing out on opportunities for Knowledge Management and Organizational Learning?
- Shaping the Employee Experience: From Hire to Retire: Addressing our unconscious biases.
- Creating a Learning Culture: Leadership, Coaching and Innovation.

Corporate Communications

- Internal and External Customer Communications Analytics: Translating Measurement to Action
- Personalization: More listening and less sending
- The Intranet and Employee Engagement; Empowering employees for greater performance & productivity

General Topics

- RE and Smart Grid Stability
- Employee Health: Ergonomics, Mental Health and Disability Support.
- Is Self-Care selfish?
- Cultivating workplace diversity and inclusion

NB: Presenters will be responsible for all travel arrangements, presenter registration fees and expenses incurred, unless otherwise agreed to by CARILEC in formal communication.

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