CARILEC — An Association Of Electric Energy Solution Providers

2024 FOCUS Resilience and Sustainability: Contributing to Ecological Harmony

Human Resource, Corporate Communications & Customer Service Conference

Conference Theme

Fostering Stakeholder Engagement Through Agility, Inclusion, and Collaboration

MARCH 18TH - 20TH, 2024

Venue

St. Lucia

Conference Theme Synopsis

Fostering stakeholder engagement through agility, inclusion, and collaboration is crucial for the success and sustainability of any organization. These three elements are interrelated and contribute to creating a dynamic and responsive environment that addresses diverse, and evolving, needs and challenges. A holistic and integrated approach is required, and organizations should continuously assess their practices, embrace diversity, and cultivate a culture that values adaptability and collaboration. This not only enhances stakeholder relationships and employee well-being, but also contributes to the long-term success and resilience of the organization in a rapidly changing world. In an era of constant change, navigating a future dedicated to exploring the pivotal themes of Agility, Inclusion, and Collaboration, can have a profound impact on Human Resources, Corporate Communications, and Customer Service within organizations.

Fostering stakeholder engagement through agility, inclusion, and collaboration can lead to more resilient, innovative, and sustainable organizations, with positive impacts on the economy, the environment, and the well-being of all stakeholders.

This dynamic Conference aims to dissect and develop practical approaches to these key elements of organizational realities, based on authentic stakeholder engagement strategies, aligned with the demands of the evolving business landscape. These are crucial elements which will enhance the adaptability, sustainability, and overall resilience of the Caribbean organizations, in the Public, Private, Non-Profit and NGOs sectors, in the face of evolving challenges and opportunities.

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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 2024 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:
Fostering stakeholder engagement through agility, inclusion, and collaboration.

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

Customer Service

- AI-Powered Customer Service
- Omnichannel Customer Support
- Proactive Customer Service

Human Resource Management

- Building a Vibrant Intergenerational Workforce
- Going Beyond Performance and Productivity: Finding Purpose & Unleashing Passion
- Enhancing Trust and Psychological Safety for Effective Performance

Corporate Communications

- Data Driven Decision Making
- Influencer Marketing and Authenticity
- Digital Transformation and Online Reputation Management

General Topics

- Ethics and Artificial Intelligence
- The implications of Neuroscience Knowledge in the Workplace
- Psychological Safety at work
- Diversity, Equity & Inclusion: Practices and Polices for the Caribbean Context
- Emotional Intelligence

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 2nd, 2024.**
2. Selected presenters will be informed by **February 9th, 2024**.
3. Subsequent to notification, a full presentation must be submitted by **March 11th, 2024**, 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 - <u>10 minutes</u> Q & A)
Option 3 - Power Point slides, for an approximate 15–20-minute presentation (inclusive of 5 <u>minutes</u> 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: 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 ABTRACT SUBMISSION AND AUTHORIZATION TO PUBLISH FORM

*Only signed forms will be accepted.