

Overarching Theme:
Reflecting on **30 Years** of Service: Envisioning a **Sustainable** Future

 **CARILEC** Customer Service, Corporate Communications & Human Resource Conference



co hosted by



25th - 27th March, 2019
St. Kitts

Energy is our Business, People is our Power

CALL FOR PRESENTATIONS & PAPERS

Professionals and practitioners are invited to submit abstracts of approximately 100 words with titles, for preliminary consideration, as presentations for CARILEC 2019 Customer Service, Corporate Communications and Human Resource Conference and possible papers for the CARILEC Industry Magazine*(optional).

Presenters Guidelines

1. All completed Abstract Submissions Forms must be submitted by **January 31st 2019**.
2. Selected presenters will be informed by **February 15th, 2019**.
3. Subsequent to notification, a full presentation must be submitted by **March 08th**, including:
 - Option 1** - 2-2.5hr Presentation/Working Session (inclusive of 15 minutes Q & A) with Power Point Slides
 - Option 2** - 20-35 minute presentation (inclusive of 5 - 10 minutes Q & A) with Power Point Slides
 - Option 3** - 15-20 minute presentation (inclusive of 5 minutes Q & A) with Power Point Slides

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

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 publications as well as CARILEC supported publications;
2. Secure special or VIP conference privileges;
3. Receive a presenter gift and presenter discounted fee
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:

PREFERRED TOPICS

Opening Panels

Panel Discussion Part 1 – *Reflecting on 30 Years of Service: Envisioning a Sustainable Future*

Panel Discussion Part 2– *Energy is our Business, People is our Power*

*If you are interested in sitting on one of our panels please send a direct email to the planning team for consideration.

Customer Service

- **Omni-channel Customer Care and the Experience-** From vendors to partners to industry analysts, it seems that Omni channel has become the new buzzword. But while everyone is talking about it, is anyone really doing it? Or doing it well? And where did all this buzz come from? We discuss the two larger paradigm shifts that are driving this buzz and how businesses can ensure they have a solid Omni channel strategy in place.
- Smart Customer Service
- Media Relations in a Volatile Energy Industry

Human Resource

- The path to female leadership in a male-dominated industry
- Succession Planning
- People Analytics and Workforce Planning
- Employee benefits and compensation
- Trust Leadership

Corporate Communications

- Marketing and Digital Communications
- **Employee Communications-** Proven methods for empowering individual employees to powerfully impact the overall reputation and brand of an organization. Focused on actionable insights, this unique conference features emerging best practices and innovative techniques from colleagues at the helm of the most successful campaigns.
- Workshop: New communication strategies developed for post-disaster

General Topics

- Tech Trends
- Managing Customer Data (internal/external)
- Strategy and Culture
- **Crisis Management** - Whether it's dealing with a crisis on Twitter, a product/service recall, a personnel blow-up, a natural disaster or a man-made one, Crisis Management is one of the most important competencies for a leader. We're bringing together the top minds in crisis avoidance/management and brand leadership to share with you the strategies and tactics to keep your brand or organization's reputation intact.

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

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