



10th TOURISM HUMAN RESOURCES CONFERENCE

Navigating the Next Phase of Caribbean Tourism

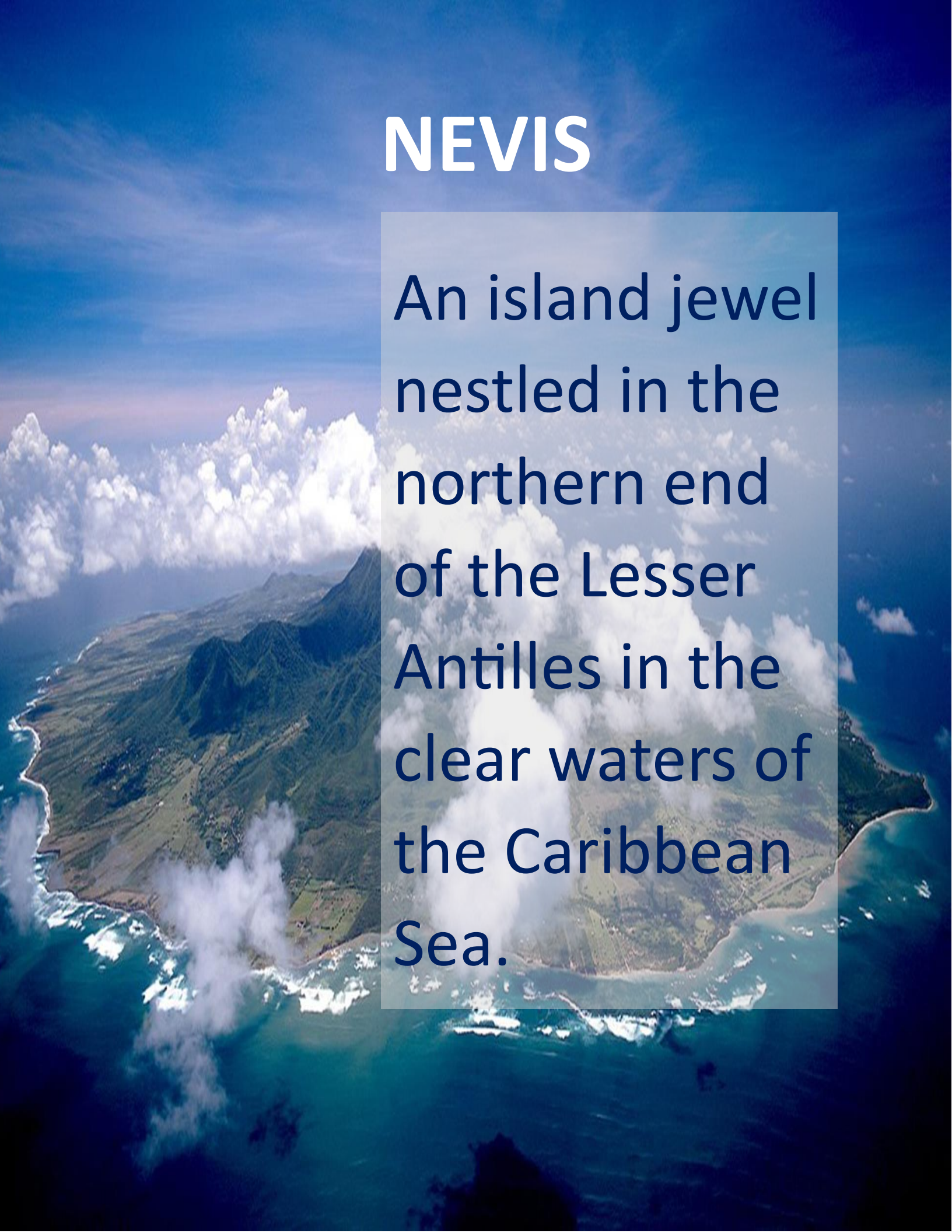
Talent & Technology 2024 & Beyond

30 October – 1 November 2023 | NEVIS



NEVIS

An island jewel nestled in the northern end of the Lesser Antilles in the clear waters of the Caribbean Sea.



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Message

from the Premier of Nevis & Minister of Tourism



Hon. Mark A. G. Brantley
Premier of Nevis & Minister of Tourism

Welcome to Nevis, the Queen of the Caribbean! It is my pleasure to extend warmest greetings to the delegates of the 10th CTO Human Resources Conference.

Experience one of the most unspoilt and charming islands in the Caribbean with lush green vegetation, serene landscapes, vivid blue skies, rich and authentic culture, exquisite cuisine, warm people and thermal springs, whilst you deliberate, learn and advance your professional growth.

“Navigating the Next Phase of Caribbean Tourism” with a focus on ‘Talent and Technology 2024 and beyond’ emphasizes the importance of investing in our people, our most valuable asset. Caribbean islands have the opportunity to become more significantly resilient by adopting the use of technology within the tourism industry through reformed business practices and policies. This is critical since the livelihoods of our people and our economies rely heavily on tourism.

Moreover, through the training of our people, teaching of tourism curriculum at the primary school and tertiary levels, the introduction of creative business endeavours and continuous stakeholder training through empowerment sessions, we will continue to expend every effort to bolster our tourism industry.

The investment in technology, while empowering and nurturing talent, can be harnessed through advanced courses, practical exposure and certification, that will be beneficial to our islands’ development as we continue to operate in a globally competitive space.

The opportunity to engage with top-tier industry leaders in tourism and human resources, while elevating your career at conferences of this nature, can only be beneficial to our tourism industry. Our people matter most!

Thank you for joining us in Nevis!

Sincerely,

Honourable Mark A. G. Brantley
Premier of Nevis and Minister of Tourism

About the Host Country

Nevis is one of the most unspoilt and relaxing islands in the Caribbean. It is a special island. Vividly green with blue skies and clean air. Nevis has a pace of life that encourages one to stop and appreciate all the surrounding natural beauty. It is a very special place famed for its charm and the easy-going genuineness of its people.

Intrepid Carib Indians, who travelled from South America, were the first to settle on the island, which was called 'Oualie' at the time. These settlers peacefully appreciated the island's natural beauty and resources, until the Europeans arrived in the late 1400s and used the island regularly as a point of reference during voyages – naming the location Nevis. A lesser-known fact about the island of Nevis is that it is the birthplace of one of the founding fathers of the United States, Alexander Hamilton, whose portrait is featured on the US \$10.00 bill. Hamilton was born in the capital, Charlestown in 1757.

Today, Nevis continues to celebrate its rich history and culture through a series of events that take place throughout the year, allowing visitors and locals alike to celebrate the food, the people and the natural elements of the island, from swims, runs and agriculture tours, to cooking festivals and music events.

For more information on Nevis please visit: www.nevisisland.com.



Message

from the Secretary General & Chief Executive Officer
Caribbean Tourism Organization



Dona Regis-Prosper
Secretary General
& Chief Executive Officer
Caribbean Tourism Organization

My congratulations go out to all those who have put together such an engaging conference to comprehensively look at issues under the theme “Navigating the Next Phase of Caribbean Tourism” with the special focus on ‘Talent and Technology – 2024 and beyond’.

We are especially grateful to our colleagues at the Nevis Ministry of Tourism and the Nevis Tourism Authority for their dedicated efforts in meticulously organizing the logistics of this conference programme, where the amazing attributes of this beautiful destination will be showcased.

People lie at the heart of tourism, so over the coming days we will gain valuable insights on how to leverage human resource development to support the growth, innovation and competitiveness of the Caribbean tourism sector.

An exciting lineup of moderators and speakers will bring us up to date with the latest trends that are shaping our new world of work, and highlight the types of innovation and development that awaits us as tourism evolves rapidly in these times of great change.

Additionally, subject matter experts will discuss the ubiquity of new technology and guide us through this ever-changing landscape, while illustrating how the integration of appropriate technology can help transform our industry, streamline our operations, grow our market reach, and enhance the delivery of experiences, not only for our guests but also for our industry’s workforce.

Change in our sector is rapid and competition for human talent is increasing. Therefore, we must anticipate what the future may bring, and then locate and train the leaders we need to navigate our new realities.

Well-informed and trained staff and leaders are the bedrock of our sector so we will be looking at the talent landscape and discussing how we can attract and retain the best and the brightest talent for our sector. Our youth therefore have a key role to play in these discussions and considering their perspectives must be part of our way forward. Our Student Forum provides a platform for their voices to be heard and I know we will all be inspired by the ideas of our talented young citizens.

Thank you for your presence and invaluable support.

Dona Regis-Prosper
Secretary-General and CEO
Caribbean Tourism Organization



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Despite the ebb and flow in regional tourism performance, what is certain is that opportunities abound for the Caribbean travel and tourism industry. With the Caribbean Tourism Organization (CTO) indicating that the region has already recovered close to 90% of its 2019 arrivals (32.0 million) and further growth in 2023 being anticipated (10% – 15% over 2022), there will be more visitors to welcome, more experiences to provide, more demands to be met, more jobs created, and more revenue generated.

”

About

the 10th Tourism Human Resources Conference

Background of the Conference

The main aim of the Tourism Human Resources Conference is to bring together tourism practitioners, from both the public and private sectors, human resource professionals, tourism educators/trainers and consultants as well as tourism & hospitality students of tertiary institutions to share strategies and best practices on areas and issues affecting the tourism and hospitality sectors, to provide updated information on various aspects of tourism's development, to enhance skills and to allow opportunities for professional networking.



Theme of the Conference

This year's theme is *Navigating the Next Phase of Caribbean Tourism - Talent and Technology 2024 and beyond*. The last ten years have seen the Caribbean tourism sector face periods of growth, uncertainty and even a period of significant decline. From fluctuating oil prices influencing the cost of travel to extreme weather events impacting livelihoods in the region and in the marketplace; from new and emerging destinations prompting greater global tourism competition to the on-going trade wars which threaten the stability of the global economy; from a global pandemic, which triggered one of the most serious health and economic crises since World War II to disruptive technologies opening opportunities for all to participate in global business. The Caribbean region continues to cautiously navigate these economic, environmental, and political occurrences to demonstrate its resilience and its thrust towards sustainable growth.

While the opportunities in the Caribbean are tremendous, our ability to grasp and capitalise on them is dependent on several variables; two key ones being the region's talent pool and the sector's ability to attract, retain and develop high-quality talent; and ubiquitous technology and how this is leveraged to drive the continued growth and competitiveness of the region's tourism industry. In light of these realities, questions emerge which need to be urgently addressed, such as how will technology continue to transform the labour landscape? Is the sector strategic in its workforce planning & development? Is there a strong business case being built for investing in talent to meet future workforce needs? How can a balance be struck, and optimisation achieved, between artificial intelligence (AI) and humans? Have there been major disruptions in jobs and skills, and what do we do about it?

About the Caribbean Tourism Organization

The Caribbean Tourism Organization (CTO), headquartered in Barbados, is the Caribbean's tourism development agency comprising membership of the region's finest countries and territories including Dutch, English and French, as well as a myriad of private sector allied members.

The CTO's vision is to position the Caribbean as the most desirable, year-round, warm weather destination, and its purpose is Leading Sustainable Tourism - One Sea, One Voice, One Caribbean.



Among the benefits to its members, the organization provides specialized support and technical assistance in:

1. sustainable tourism development
2. marketing
3. communications
4. advocacy
5. human resource development
6. event planning & execution
7. research & information technology

Baobab Tower, Warrens, St. Michael, Barbados BB 22026
Tel: (246) 427-5242 | E-mail: CTObarbados@caribtourism.com
For more information, please visit: www.onecaribbean.org

Conference

Facts

Information in the programme is correct at the time of printing but is subject to change.

ALL CONFERENCE SESSIONS WILL BE HELD AT THE FOUR SEASONS RESORT NEVIS

Our objective is to make your entire experience at the CTO-10th Tourism Human Resources Conference pleasant and enjoyable. Please note and heed the following information to help us achieve that objective.

BADGES

You can collect your badge along with your conference kit at the Registration Desk. Delegates are required to wear their badges to all conference activities.

DRESS CODE

- **Business Attire** is required for the conference sessions
(*Shirt jacket, mandarin collar or jacket and tie for men; pants suit/skirt suit, skirt/slacks and blouse or dress for women*)
- **Elegantly Casual** for Welcome Reception
(*Dress, pants suit, open collar dress shirt*)
- **Casual** for the tour
(*T-shirts, shorts, sneakers, jeans*)

SECRETARIAT

The Secretariat is located in the Hibiscus Room at the Four Seasons Resort Nevis.

REGISTRATION

Registration will take place as follows:

Sunday, 29 October 2023

The Conference Secretariat, located in the Hibiscus Room at the Four Seasons Resort Nevis from 11:00 a.m. to 6:00 p.m.

Monday, 30 October 2023

Foyer (near conference room) at Four Seasons Resort Nevis from 7:30 a.m.

CONFERENCE GROUND TRANSPORTATION

Round trip ground transportation will be provided from the host hotels (*Mount Nevis Hotel, Oualie Beach Resort & The Hamilton Villas & Spa*) to the conference venue at Four Seasons Resort Nevis, on a daily basis.

Please see below the departure schedule:

- Monday, 30 October 2023 - 7:45 a.m.
- Tuesday, 31 October 2023 – 8:00 a.m.
- Wednesday, 1 November 2023 – 8:00 a.m.
- Wednesday, 1 November 2023 – 12:45pm for Destination FAM Tour for Overseas Delegates

Welcome Reception: Monday, 30 October 2023 transportation departs at 6:30 p.m.

Keynote

Speaker

Philip is an accomplished leader with nearly 35 years of experience working with labour market stakeholders across Canada and abroad including foreign governments, pan-global organizations, Canadian and non-Canadian businesses, and various education and training bodies. His work spans over 15 industrial sectors and in 11 countries, with most of his career focused on the tourism industry.

Philip is an industry representative to the Deputy Minister's Advisory Council, Immigration, Refugees and Citizenship Canada. Currently, he is an advisory member of the Labour Market Information Council and a Director on the Board of the Tourism Industry Association of Canada. Throughout his career, he has been called upon to offer input to various workforce policy directives with governments and associations. Philip has worked with a variety of boards and committees, and volunteers for causes that help advance workforce issues and improve opportunities for people to engage in community and meaningful employment.



Philip Mondor
President & CEO
Tourism HR Canada

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Conference

Programme

For Abstracts of the Keynote Address, Plenary Sessions and Master Classes, please use this link:
<https://www.onecaribbean.org/events-calendar/tourism-hr-conference-2023/>

30 MONDAY
OCTOBER 2023

CONFERENCE DAY 1

7:30 a.m.

CONFERENCE REGISTRATION

8:30 a.m. – 9:30 a.m.

OPENING CEREMONY

Master of Ceremony: *Ms. Sharon Banfield-Bovell, Director of Resource Mobilization & Development, Caribbean Tourism Organization*

Invocation: *Minister Delicia Julius, New Testament Church of God*

Welcome Remarks: *Mr. John Hanley, Permanent Secretary, Ministry of Tourism, Nevis*

Caribbean Tourism Organization – Video Presentation: *Hon. Kenneth Bryan, Chair of CTO Council of Ministers and Commissioners of Tourism & Minister of Tourism and Transport, Cayman Islands*

Opening Remarks: *Mrs. Dona Regis-Prosper, Secretary General & Chief Executive Officer, Caribbean Tourism Organization*

Feature Address: *Hon. Mark Brantley, Premier of Nevis & Minister of Tourism*

Vote of Thanks: *Mr. Devon Liburd, Chief Executive Officer, Nevis Tourism Authority*

9:40 a.m. – 10:30 a.m.

KEYNOTE ADDRESS

Reimagining the Future of Work

Mr. Philip Mondor, President & Chief Executive Officer, Tourism HR Canada

10:30 a.m. – 11:00 a.m.

COFFEE BREAK

11:00 a.m. – 12:30 p.m.

PLENARY SESSION 1

Insights on the Future of Tourism in the Caribbean

- **Charting our own course: Turning Challenges into Opportunities**

Mrs. Dona Regis-Prosper, Secretary General & Chief Executive Officer, Caribbean Tourism Organization

- **Caribbean Tourism Product Development and Investment**

Ms. D. Tracy Polius, Chief Director (Policy), Eastern Caribbean Central Bank

- **Leveraging the Growing Opportunities in New and Emerging Markets**

Hon. Mark Brantley, Premier of Nevis & Minister of Tourism

- **Committing to Sustainability and Resilience in the New Tourism Paradigm**

Mrs. Vanessa Ledesma-Berrios, Acting Chief Executive Officer & Director General, Caribbean Hotel & Tourism Association

Moderator: *Mr. Val Henry, Chief Executive Officer, VH Communications and Marketing Agency, St. Kitts & Nevis*

12:30 p.m. – 1:30 p.m.

L U N C H

Sponsored by Velsoft Training Materials, Inc.

1:45 p.m. – 3:30 p.m.

EXECUTIVE INSIGHTS

- **Future Skills Framework**

Mr. Philip Mondor, President & Chief Executive Officer, Tourism HR Canada

- **Regional HRD Knowledge & Skills Audit for the Tourism Industry**

Dr. A. Muriel Crick, Team Lead, Project Consultancy & Senior Lecturer, University of the West Indies Mona School of Business & Management, Jamaica

Download Audit Report [HERE](#)

3:30 p.m. – 4:40 p.m.

PLENARY SESSION II: STUDENT FORUM

- **Building a Resilient & Sustainable Tourism Workforce**

Mr. Sharma Ottley, Gingerland Secondary School

- **A New Generation of Talent is about to enter the Workplace**
– **What are their Values, Motivations and Expectations**

Nevis Sixth Form College, Charlestown, Nevis

Download **CONFERENCE DAY 1 EVALUATION FORM** [HERE](#)

7:00 p.m. – 9:00 p.m.

WELCOME COCKTAIL RECEPTION

Hosted by Her Honour Hyleeta Liburd, Deputy Governor General, Nevis

Venue: Government House

8:30 a.m. – 12:00 p.m.

[MASTER CLASS 1](#)

Global Human Capital Trends & the Skills-Based Organization

Ms. Janelle Morris, Senior Manager Talent, Deloitte Barbados

Download **MASTER CLASS 1 EVALUATION FORM** [HERE](#)

10:00 a.m. – 10:30 a.m.

C O F F E E B R E A K

12:00 p.m. – 1:30 p.m.

[PLENARY SESSION III](#)

[Sponsored by CaribbeanJobs.com](#)

Navigating the New Talent Landscape

- **Tourism Future Talent Projections – Bridging the Gap between Education & Industry**

Dr. A. Muriel Crick, Senior Lecturer, University of the West Indies Mona School of Business & Management, Jamaica

- **Creating a People's First Culture within Tourism & Hospitality Businesses**

Ms. Kaloma Hamilton, Director of Human Resources, St. Kitts Marriott Resort & The Royal Beach Casino

- **Nurturing a Coaching Culture**

Mrs. Euphemia Brice-Roberts, Executive Director, Brice Roberts Business Consulting Services, St. Kitts & Nevis

- **The Big Talent Shift: A New Workforce Paradigm**

Mr. Philip Mondor, President & Chief Executive Officer, Tourism HR Canada

Moderator: *Ms. Waveney Henry, Director, Park Hyatt, St. Kitts & Nevis*

1:30 p.m. – 2:30 p.m.

L U N C H

2:45 p.m. - 4:15 p.m.

[PLENARY SESSION IV](#)

Navigating Technology for Growth & Development

- **Artificial Intelligence (AI) – Transforming your Business and Disrupting your Industry**

Dr. Ricardo Neil, Chairman, St. Kitts & Nevis Robotics Association

- **Opportunities and Challenges posed by new Technology in the World of Work**

Mr. Quincy Prentice, Chief Information Officer, St. Kitts-Nevis-Anguilla National Bank Limited

- **Attracting & Developing Tech Talent**

Mr. Jim Fitt, Chief Executive Officer, Velsoft Training Materials, Inc.

- **Leveraging Technology and Data to Drive Business Decisions**

Dr. Todd Brodie, Global HR Leader

Moderator: *Mr. Stachio Williams, Chief Executive Officer, Open Interactive, Inc.,
St. Kitts & Nevis*

4:15 p.m. - 6:00 p.m.

HEALTH & WELLNESS IN THE WORKPLACE

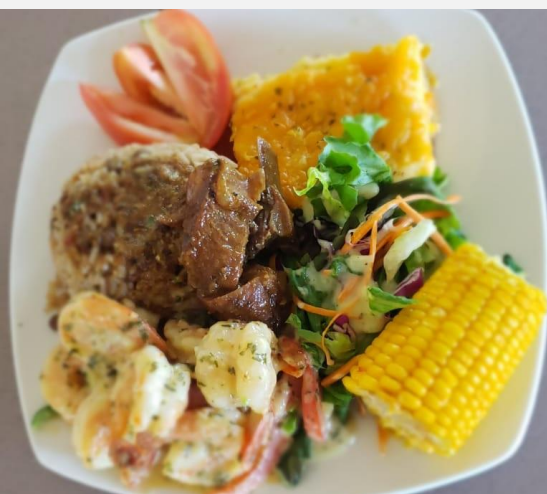
Building Resiliency

Download **CONFERENCE DAY 2 EVALUATION FORM** [HERE](#)

Free Evening for Delegates

DINE AROUND OPTIONS:

1. Bananas <https://www.bananasnevis.com/>
2. Passions <https://facebook.com/passionbarandgrillnevis/>
3. Big 6 flavours <https://facebook/Big6flavours/>
4. Luna <https://www.lunanevis.com/>
5. Drift <https://www.driftnevis.com/>
6. Golden Rock Inn <https://www.goldenrocknevis.com/>



1 WEDNESDAY
NOVEMBER 2023

CONFERENCE DAY 3

8:30 a.m. – 12:00 p.m.

MASTER CLASS II

HR Analytics: Improving Workforce Engagement

Dr. Todd Brodie, Global HR Leader

Download **MASTER CLASS II EVALUATION FORM** [HERE](#)

10:30 a.m. – 11:00 a.m.

COFFEE BREAK

12:00 p.m. – 12:30 p.m.

DELEGATES SHARING SESSION

- Spot A: Caribbean Tourism Organization & Velsoft Training Materials, Inc.
- Spot B: Ministry of Tourism, Nevis
- Spot C: Caribbean Development Bank
- Spot D: 5-minute spot available (First Come First Served)
- Spot E: 5-minute spot available (First Come First Served)

12:30 p.m. – 6:00 p.m.

DESTINATION FAM TOUR FOR OVERSEAS DELEGATES

Download **OVERALL CONFERENCE EVALUATION FORM** [HERE](#)



Meet Our Speakers

For full Bios, please visit:

<https://www.onecaribbean.org/events-calendar/tourism-hr-conference-2023/speakers-moderators/>

PLENARY SESSION 1: INSIGHTS ON THE FUTURE OF TOURISM IN THE CARIBBEAN



Hon. Mark Brantley

Premier of Nevis & Minister of Tourism

Hon. Mark Brantley, the Premier of Nevis, is a lawyer by profession who received his Bachelor of Laws degree from the University of the West Indies – Cave Hill Campus in 1992 and his Legal Education Certificate of Merit from the Norman Manley Law School in 1994 where he graduated First in Class.



Dona Regis-Prosper

Secretary General & CEO

Caribbean Tourism Organization

Dona Regis-Prosper is Secretary-General and Chief Executive Officer of the Caribbean Tourism Organization (CTO). She is the first woman to assume leadership of the intergovernmental body. With a distinguished career spanning more than 22 years, Regis-Prosper is the first female leader of the intergovernmental organization, which serves as the Caribbean's tourism development agency.



Vanessa Ledesma-Berrios

Acting CEO & Director General

Caribbean Hotel & Tourism Association

Vanessa Ledesma is the Acting Chief Executive Officer (CEO) and Director General of the Caribbean Hotel and Tourism Association (CHTA). Over her 25-year career in association management, beginning as a meeting planner, she has amassed impressive management and leadership experience in addition to extensive knowledge of the Caribbean tourism industry.



D. Tracy Polius

Chief Director (Policy)

Eastern Caribbean Central Bank

Ms. Polius is an economist with a blend of experience in public policy, commercial banking and academia. She has worked with the Government of Saint Lucia in various capacities including: Deputy Director of Economic Affairs from 2002 to 2007 and Permanent Secretary, Planning and National Development from 2014 to 2017. Immediately prior to this appointment, she served as Permanent Secretary in the Departments of Housing and Physical Planning from 2017 to 2018.

Meet Our Speakers

PLENARY SESSION III: NAVIGATING THE NEW TALENT LANDSCAPE



Dr. A. Muriel Crick

Senior Lecturer
University of the West Indies

Anne Crick is currently senior lecturer and former head of the department of Management Studies and the Centre for Hospitality and Tourism Management of the University of the West Indies Mona Campus. Before joining the U.W.I. she worked for several years in some of Jamaica's leading hotels in training and food and beverage management.



Euphemia Brice-Roberts

Executive Director

Brice Roberts Business Consulting Services

Euphemia Brice-Roberts, founder and Executive Director of Brice Roberts Business Consulting Services (BRBC) is a Performance consultant, Professional Speaker, Motivator and Coach. Her mission is to foster purpose-driven, meaningful living - optimal performance, connection and service in keeping with a vision of peaceful abundance. With a brand promise of 'Unleashing positive energies, transforming results', she seeks to enrich lives through inspiration, empowerment facilitation and leadership.



Kaloma Hamilton

Director of Human Resources
St. Kitts Marriott Resort
& The Royal Beach Casino

Kaloma has spent the last 7 years in the HR Department of the St. Kitts Marriott Resort & The Royal Beach Casino, the last 4 serving as Director. The Marriott continues to be a vital contributor to the Tourism sector in St. Kitts, employing over 550 persons. She is a graduate of The UWI (BSc Computer Science and Management) and Northeastern University (MBA - Information and Project Management). Her professional journey started with jobs in project management and financial analysis.



Philip Mondor

President & CEO
Tourism HR Canada

Philip is an accomplished leader with nearly 35 years of experience working with labour market stakeholders across Canada and abroad including foreign governments, pan-global organizations, Canadian and non-Canadian businesses, and various education and training bodies. His work spans over 15 industrial sectors and in 11 countries, with most of his career focused on the tourism industry.

Meet Our Speakers

PLENARY SESSION IV: NAVIGATING THE NEW TALENT LANDSCAPE



Dr. Todd Brodie
Global HR Leader

With extensive experience as a Senior Human Resources Leader, Todd excels at guiding global organizations towards success by implementing cutting-edge talent management approaches to attract, retain, and develop high-potential individuals across various regions, including North America, Latin America, Australia, New Zealand, West Africa, MENA, European Union, and the UK. Todd is widely recognized for his expertise in devising and executing strategies that drive international teams and individuals to surpass financial, operational, growth, and customer service objectives in diverse industries.



Dr. Ricardo Neil
Chairman

St. Kitts & Nevis Robotics Association

Dr. Ricardo R. Neil is a distinguished professional in the field of Information Technology and an influential figure in the Caribbean's academic community. As the Chairman and Founder of the St. Kitts and Nevis Robotics Association (SKNRA) since its inception in 2015, he has been a driving force in shaping the landscape of robotics and technology in the region. In his role as Chairman of the SKNRA, Dr. Neil has displayed exceptional leadership and vision. Since 2017, under his guidance, the St. Kitts and Nevis Robotics Team has achieved remarkable success and garnered international acclaim, emerging victorious in prestigious competitions worldwide.



Jim Fitt

Chief Executive Officer
Velsoft Training Materials, Inc.

Jim Fitt, an energetic 'Edupreneur' and global learning & development evangelist with a keen interest in the innovation and technologies of learning and development. A former instructor with the Nova Scotia School of Fisheries and Nova Scotia Community College system, Fitt has combined his educational background with his natural entrepreneurial abilities to create Velsoft, a training materials company that is on the leading edge of the \$250 Billion annual workplace learning and performance (WLP) industry. Velsoft is an educational technologies (EDTECH) company that offers a powerful suite of customizable corporate education resources primarily focusing on executive education and workplace learning and performance.



Quincy Prentice

Chief Information Officer
St. Kitts-Nevis-Anguilla
National Bank Limited

Mr. Quincy Prentice is currently employed as the Chief Information Officer of the St. Kitts-Nevis-Anguilla National Bank Group of Companies, having joined the bank in this capacity, in September 2018. Mr. Prentice was previously employed by the Nevis Island Administration as the Director of the Information Technology Department, for fifteen (15) years. During his tenure he oversaw the implementation of a series of transformational IT projects for the Administration.

Meet Our Moderators



Val Henry

Chief Executive Officer

VH Communications & Marketing Agency

Mr. Val Henry is a marketing expert, communications specialist, entrepreneur, and a trained and qualified journalist. As a citizen of St. Kitts & Nevis, he has dedicated over four decades of service through leadership and visionary roles in Tourism, Journalism, Sport, and Community Development. He is the owner and CEO of Vh Communications & Marketing Agency, the leading public relations and advertising company in St. Kitts and Nevis. He also owns and manages My Vue News.com, an online news organization.



Waveney Henry

Director

Park Hyatt, St. Kitts & Nevis

Waveney Henry is the accomplished Director of Human Resources for Park Hyatt St. Kitts, where she brings with her an impressive career in Human Resources spanning 17 years. With an extensive background of 20 years in the hospitality industry, she has cultivated a deep understanding of the unique challenges and opportunities in this dynamic field. Beyond her role at Park Hyatt St. Kitts, Waveney is also the visionary founder of The People's Brand, a highly regarded coaching and development company.



Stachio Williams

Chief Executive Officer

Open Interactive, Inc.

Stachio S. Williams has significantly impacted the Caribbean digital landscape through his leadership roles in SKNVibes and OPEN Interactive, Inc. In 2002, Stachio co-founded SKNVibes, introducing an integrated online platform that provided news, information, multimedia, and SMS services. The platform also featured online/mobile e-commerce systems, facilitating mobile phone credit recharges with Cable & Wireless, and developed a centralized B2C portal for job and real estate listings.

Meet Our Facilitators

MASTER CLASSES



Janelle Morris

Senior Manager Talent
Deloitte Barbados

Janelle is a highly accomplished HR professional with over 17 years of experience in the field. Currently serving as the Senior Manager Talent, Janelle brings a wealth of expertise and skills to the table, ensuring that the firm attracts, develops, and retains top talent. With a strong background as an HR generalist, Janelle possesses a comprehensive understanding of various HR functions, including employee relations, training & development, performance management, and employee engagement. Her ability to build positive relationships with employees and navigate complex HR challenges. She is adept at developing and implementing HR strategies that align with business objectives, helping organizations optimize their human capital and achieve their goals.



Dr. Todd Brodie

Global HR Leader

With extensive experience as a Senior Human Resources Leader, Todd excels at guiding global organizations towards success by implementing cutting-edge talent management approaches to attract, retain, and develop high-potential individuals across various regions, including North America, Latin America, Australia, New Zealand, West Africa, MENA, European Union, and the UK. Todd is widely recognized for his expertise in devising and executing strategies that drive international teams and individuals to surpass financial, operational, growth, and customer service objectives in diverse industries.



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Meet Our Sponsor

velsoft

Website: www.velsoft.com, <https://vimeo.com/553035684>

Company Contacts: Jim Fitt, CEO | Telephone: 902-759-4791 | E-mail: jfitt@velsoft.com

Company Profile & Description of Products or Services:

Velsoft is an educational technologies (EDTECH) company that offers a powerful suite of customizable resources primarily focusing on tools and resources for workplace professional development skills. For over 20 years Velsoft has been a global leader in customizable training technologies with innovations that have changed the economic model of how organizations train their people and grow their organizations.

Highlighted products and services include:

- Corporate learning management (LMS)
- Virtual classroom technology
- Over 1200 eLearning courses
- Game-based learning development tool
- eLearning authoring and editing software
- Instant eLearning conversion technology
- Instructor-led training materials
- Corporate university platform

Velsoft has changed the workplace learning and performance (WLP) industry by listening to what trainers, operations, and HR managers want and packaging the solution in a unique way that uses technology to expand their training goals. Today, tens of thousands of organizations in more than 164 countries worldwide choose Velsoft as their vendor of choice for customizable knowledge platforms, courseware, eLearning, mLearning, SCORM conversion, and customizable instructional design and development. These companies represent some of the world's largest brands including Amazon, Microsoft, NASA, SpaceX, the United States Air Force, NATO, Pfizer, United Nations, Dell, Lockheed Martin, Revlon, Kraft, Michelin, Princeton University, FedEx, General Motors, Sandals Resorts, Mercedes-Benz, and the Executive Office of the President of the United States of America.

Value Proposition: Velsoft is a leader in customizable training materials, enabling organizations to deliver high quality and engaging content to their staff or students using proven classroom and eLearning materials that can be edited and localized to suit any training situation or audience. Velsoft solutions enable customers to enjoy the confidence of knowing they are delivering relevant content while avoiding the extremely costly and time-consuming process of developing internal training materials. We have been successful in the Caribbean because we offer a complete solution that's powerful and easy to use but with a competitive cost.

Export Experience: 80% of our work is conducted outside of Canada and our products are used in more than 164 countries, including across the Caribbean.

Caribbean Clients or Partners:

Caribbean Tourism Organization; Caribbean Hotel and Tourism Association; OECS Commission; Caribbean Export Development Agency, Government of Anguilla; Massy Group; ANSA McA; University of the Commonwealth Caribbean; Jamaica Ministry of Health & Wellness; The College of Science, Technology and Applied Arts of Trinidad and Tobago; PBST; Richard Branson School of Entrepreneurship – Caribbean; Trinidad Systems Ltd.; Carib Brewery; Jamaican Constabulary Force; CDACT Granada; Sital College.

Mission Objectives: Velsoft is seeking to meet and establish partnerships with organizations that want to start or to improve their transition to online learning.

CARIBBEANJOBS.COM

FIND YOUR FIT

<https://www.caribbeanjobs.com/>

Mission Objectives

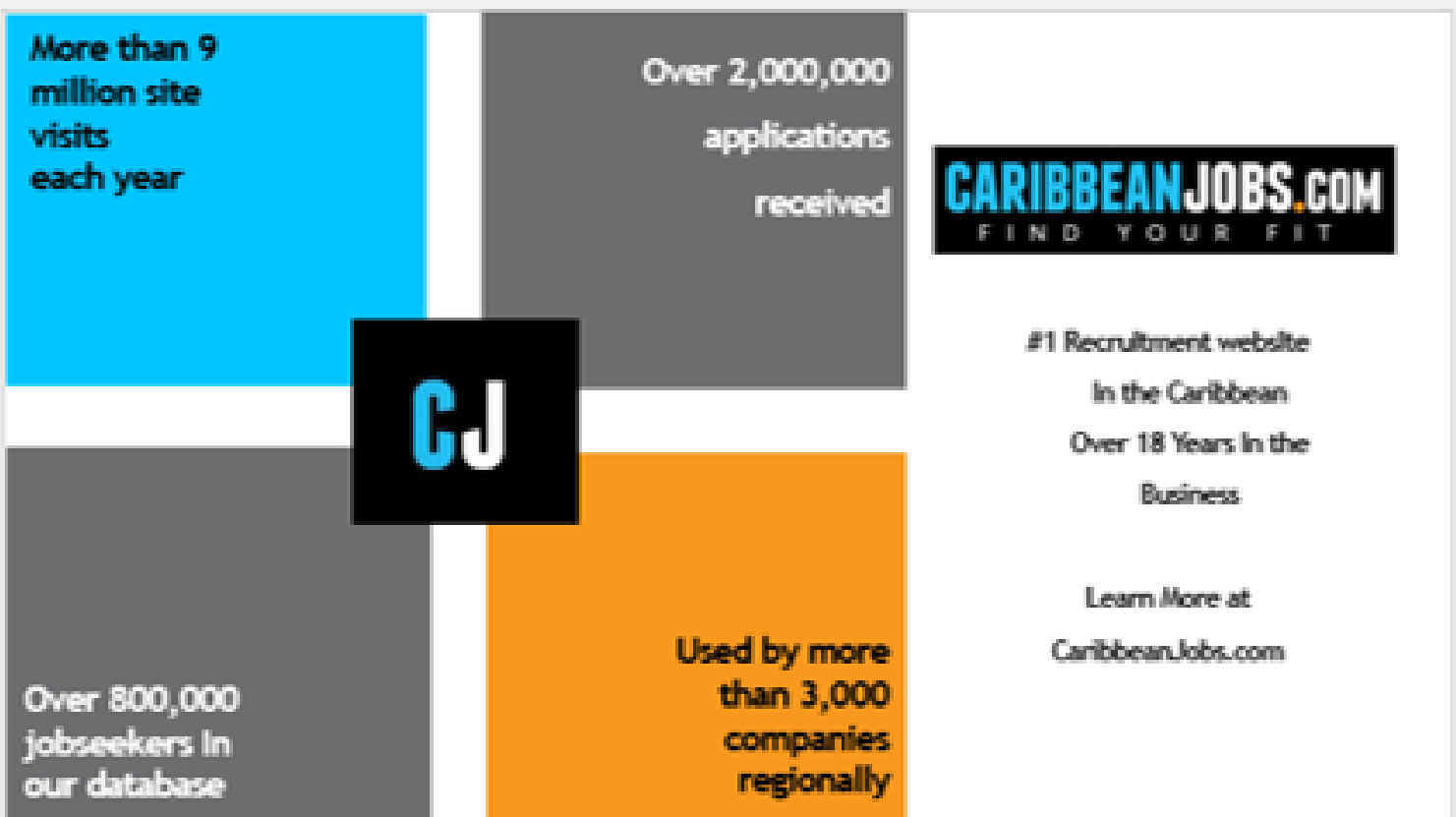
Great performance starts with great hiring. It is this belief that forms the core of our approach to service, and our focus on delivering a solution that allows recruiters to target and find the best talent more effectively.

In early 2005, CaribbeanJobs.com was established by thestepstonegroup.com, now a world leader in online recruitment, running 500 websites across 30 countries. With a comprehensive platform tailored to the Caribbean job market, we enable employers and jobseekers alike to improve their success in finding the ideal fit.

Trusted by over 1400 businesses throughout the Caribbean each month, and visited by over 180,000 individual jobseekers monthly, our dedication to providing the best service available has made us the Caribbean's favourite recruitment website.

With over 80% market share, we've taken it upon ourselves to roll up our sleeves and do the hard work to provide our recruiting partners with not just an easier recruitment solution, but a competitive edge in finding the best candidates faster, and access to a rich pool of highly qualified candidates at a more cost-effective rate than any other method in the region.

An intuitive web-based solution focused on a single goal, CaribbeanJobs.com bridges the gap across the Caribbean region, enabling recruiters and jobseekers to find their fit.



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About

The Caribbean Tourism Institute

PROVIDING LIFELONG LEARNING OPPORTUNITIES THAT TRANSFORM LIVES.



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Tourism and Hospitality Skills for the Caribbean

The Caribbean Tourism Institute is pleased to offer the latest in training programs prepared specifically for the Caribbean's tourism and hospitality industry.

Search for courses



Featuring courses and programs from



Caribbean
Tourism
Organization



CARIBBEAN
HOTEL & TOURISM
ASSOCIATION

The Caribbean Tourism Institute is an open online educational, training and development institute designed for the purpose of ensuring that all those who work in the region's tourism and hospitality sector have affordable access to training opportunities. The Caribbean Tourism Institute offers a wide range of essential skills covering topics such as human resources, food and beverage, business and entrepreneurship, leadership, management, service and much more.

For more information and to view courses, please use this link:

<https://caribbeantourismstitute.com/>

See You at



Sustainable Tourism Conference
April 22 -24, 2024.

Grenada



Acknowledgements

Government & People of Nevis

Cornerstone

Department of Information

Disaster Management Office

Emontine Liburd Catering

Hamilton Beach Villas

Islander Watersports

Malcolm Guishard Recreational Park

Ministry of Tourism

Mount Nevis Hotel

Nelson Spring Water

Nevis Artisan Village

Nevis Cultural Development Foundation

Nevis Sixth Form College

Office of the Deputy Governor General

Open Interactive

Oualie Beach Resort

Public Works Department

Rodney's Tents and Catering

Stella's Catering

Sun Tours Nevis

The Design Lab

Nevis Island Administration

The Nevis Tourism Authority

The Ministry of Tourism

The Four Seasons Resort Nevis

The Nevisian Heritage Village

The Heritage Café

The Ministry of Finance

The Ministry of Agriculture



Nevis is one of the most unspoilt and relaxing islands in the Caribbean. Vividly green with blue skies, clean air and long empty beaches, Nevis has a pace of life that encourages you to stop and appreciate all the natural beauty around you. It's a very special place famed for its charm and the easy-going genuineness of its people. Come and discover this remarkable jewel for yourself.

