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OUTSOURCE TO THE CARIBBEAN



CURAÇAO 07 - 08 May, 2019

Santa Barbara Beach & Golf Resort

Training Sessions



Monday, May 6, 2019 - Welcome Dinner

Please meet us in the lobby of the Hotel Santa Barbara at 7:30 pm

Tuesday, May 7, 2019 | 9:00 am – 12:00 noon

Session 1 - Starting your BPO Operation 101



Trainer: Sharon Brown

Sharon is a dynamic business professional with more than 25 years of Management & Operations experience covering the areas of Finance, Human Resources, Information Technology and Business Process Outsourcing (BPO). She is a graduate of Harvard Business School, with over 21 years in the business process outsourcing sector. She is an accomplished entrepreneur who has founded and successfully operates three (3) companies, covering information technology (Support & Sales), property development & management and of course, business management consultancy & BPO.

Summary of Session: If you plan to start your own business in the BPO sector, this course is a MUST! And if you've started your company and you need to expand, this course is a MUST for you as well. Sharon will cover the 7 basic steps of being a BPO entrepreneur. 1. Understanding the BPO market and your role as a provider of service; 2. Identifying & Attracting Clients; 3. Preparing your Business Plan & Source of Funding; 4. Infrastructure & Operational Management; 5. Human Resources Management - Recruiting/Training; 6. Client Relationship Management; and 7. Company Stability & Growth

Tuesday, May 7, 2019 | 9:00 am – 12:00 noon (*Parallel Session*)

Session 2 - Developing sound BPO Country Strategies for the Caribbean / BPO Client Targeting Strategy



Trainer: Rejo Sam

Rejo has over sixteen years of global experience in developing and implementing technology driven strategic socio-economic and business transformation projects. As a global services sector strategist, Rejo has worked in over 20 countries on engagements around developing services sector strategy, international services trade development and private sector business transformation projects. Over the years, Rejo has worked with C Level executives and policy makers in helping develop strategies around key business and social issues by leveraging technology to leapfrog conventional growth pattern. As a sector strategist, Rejo's sector experience include ICT, Tourism, BFSI to niche sectors of national relevance.

Tuesday, May 7, 2019 | 9:00 am – 12:00 noon (Parallel Session)

Session 2 - Developing sound BPO Country Strategies for the Caribbean / BPO Client Targeting Strategy continued



Trainer: Chris Knight

Chris is Chris Knight as Chief Commercial Officer with responsibility for driving forward WAVTEQ's business development and commercial activities. Chris has nearly 15 years of FDI consulting and sales experience, most recently as Global Sales Director of fDi Intelligence, Financial Times, where he headed-up the commercial activities of its fDi portfolio including, fDi Magazine, fDi Events, fDi Markets and fDi Benchmark. With overall responsibility for the sales, marketing and commercial partnerships of WAVTEQ, Chris will play a key role in meeting the company's rapid expansion goals as well as building on the firm's reputation for service and delivery to its clients. As CCO, Chris will play a key role in overseeing WAVTEQ's R&D activities to align it's current and future product portfolio with client needs.

Summary of Session: Rejo will take delegates through the process of how to develop and sustain a strategy for the development of the BPO sector in your country. Rejo will highlight the key elements that a BPO firm will look for in making a decision to select a location, providing you with the tools needed to define your value proposition for the BPO sector as well as begin your business environment reform actions. Rejo will also take you through the process of investor lead generation to sealing that deal.

The attraction of a BPO firm is just as important as ensuring that this firm grows, expands and remains in your territory. Chris, will take you through the process of client care and how to assist your BPO to attract new clients and create more jobs.

Tuesday, May 7, 2019 | 2:00 pm – 5:00 pm (Parallel Session)

Session 1 - Certified Outsourcing Professional Certification (COP) Master Class (The Summarized version) - Part 1



Trainer: Sherry Jost

Sherry's 25-year career in Outsourcing Relationship and Contract Management spans all phases of the Outsourcing Lifecycle. She's been a key player in 12 major deals up to \$750mm in IT Outsourcing, both Infrastructure and Applications and BPO. She specializes in developing Outsourcing Strategy, the RFP Process, SLAs, SOWs, Relationship Management and Relationship Governance. Her technical career in IT Director and Management positions prepared her well for designing rock solid contracts with positive financial outcomes for the partnerships.

Summary of Session: This workshop is perfect for those interested in learning more about IAOP's training program, the COP Program. This one-day overview of the COP Master Class touches upon the basics of the end-to-end process of outsourcing. Workshop attendees will learn what is needed to achieve desired results by understanding each step of the 10-modules in the Outsourcing Professional Standards. These modules including strategy, development, integration, leading high-performance teams, communicating the business requirements, selecting provider partners, the financial case and pricing, negotiation, management and governance. Participants will earn 15 points towards certification or 6 points towards recertification.

Tuesday, May 7, 2019 | 2:00 pm – 5:00 pm (Parallel Session)
Session 2 - Simplifying Blockchains for the Caribbean BPO sector



Trainer: William Santiago

A dedicated IT professional and trusted advisor. With more than 22+ years of experience in the networking, 21st century cyber-security and Internet fields, and since 2011 also additional experience in cryptocurrency, blockchain, (DLT) Distributed Ledger Technology and crypto assets. Have also been active in the community by starting the first Bitcoin Meetup in the region "Curaçao Crypto Group" back in 2014, and member of the Curacao Blockchain and Cryptocurrency Taskforce ("CBCT"), advising CBCT board on developments in the fintech space as well as the unique challenges faced by fintech businesses in the securities industry.

Summary of Session: This is the simplest course you will ever take in blockchain technology and its relevance to the outsourcing industry. Blockchain was introduced as the underlying technology that powered Bitcoin- the first cryptocurrency. Think of it as the infrastructure for cryptocurrency – if cryptocurrencies were cars, blockchain would be the roads. Although there's some debate amongst experts about the future of cryptocurrencies, there's no debate about the bright future of blockchain technology and its critical importance to the outsourcing sector

Wednesday, May 8, 2019 | 9:00 am - 12:00 noon
Session 1 - Training and Quality Assurance Management



Trainer: Scott Swanson

Scott is a proven customer contact center senior executive with experience in management, sales and consulting in the call center and logistics environment. In his twenty-five years he has developed fiscally responsible infrastructure strategies that have enhanced companies' bottom lines by redeveloping and re-engineering operational and organizational processes. With a keen eye towards analytics, KPI's and business operations Scott has produced viable solutions that have made the complex manageable and ordinary for those dependent on them day to day. Scott has performed custom operational and technology solution "makeovers" for many call centers and logistics centers throughout the United States and Mexico and is sought after for his professional opinion in the areas of telesales and direct response marketing.

Wednesday, May 8, 2019 | 9:00 am - 12:00 noon

Session 1 - Training and Quality Assurance Management continued



Trainer: Bret McAllister

Bret is an accomplished executive with 25+ years of strategic and hands-on experience leading technology, call center operations, sales, and customer service organizations. He has a proven track record of exceeding corporate goals for enhancing productivity, reducing costs, implementing large scale projects, and managing change without giving up growth or profit. Bret is a mature and diversely experienced people leader with expertise in hiring, mentoring, and managing teams in all areas of the organization

Summary of Session: Call Center Quality Assurance (QA) is a process that can help ensure customer interactions are aligned with business goals. QA monitoring aims to identify common customer issues, improve customer experience, and help standardize communication processes with customers. This session will detail the importance of the three main forms of QA, that is internal, external and automated. The session will also help you to define your multiple score-cards, use customer feedback to define your action plans and training programmes. Finally, a live demo of platforms that can assist you in ensuring you meet your QA goals will be undertaken.

Wednesday, May 8, 2019 | 9:00 am – 12:00 noon (*Parallel Session*)

Session 2 - Certified Outsourcing Professional Certification (COP) Master Class (The Summarized version) - Part 2



Trainer: Sherry Jost

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Site Tour

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