

Chamber Adds to Strong Team of Instructors

The Chamber's Professional Development & Training Centre is proud to announce the addition of Mario Ebanks, MBA, to its team of instructors.

Mario has over 20 years experience in the financial services industry, public and private sector administration, local industry and commerce, labour administration and strategic Human Resources management. He holds a BBA in International Finance & Marketing, with a minor in Economics from the University of Miami, and a Masters in Business Administration from the University of Tennessee, Executive Master's programme. He is also a graduate of the University of North Carolina and Society for Human Resource Management "Business of Human Resources" executive certification series. He is also past President and current Treasurer of the Cayman Islands Society of Human Resource Professionals.

"We are pleased to welcome Mario to our team of esteemed local instructors. With his past affiliation with the Chamber, we are happy he has agreed to offer his professional skills and experience to benefit Chamber members and their employees. We look forward to his training debut later this year as we continue to serve the needs of our membership and the wider business community", comments Chamber CEO Wil Pineau.

Mario Ebanks expressed delight at joining the PDTCTeam and had this to say: "As a previous manager at the Chamber of Commerce and one who re-energized the training and development programme in the 1980s, I am honoured to join the programme as an instructor. I look forward to sharing practical insight and best practices with those



(L-R back) Glenda Davidowski, FICB; Terry W. Carson, CA, CMA, CAPS; Gregg Anderson, MBA, CMC; Catherine R. Tyson, MSW; Julie McLaughlin MA; Graham Wood, Chartered FCIPD; Lois Kellyman, MSc; Alexander von Reumont, MSc. Missing from photo is Rod Waddell BA, IIP.

who attend HR management courses."

Mario will make his debut as Chamber instructor later this year with the provision of the course "HR Compliance Fundamentals - The Employment Contract & Employee Policies Handbook". From this one-day course, attendees will appreciate the legislative mandate for Employment Contracts, and penalties for non-compliance; be exposed to the various standard clauses and provisions of contracts; and gain confidence in preparing and amending contract documents.

Mr. Ebanks joins several highly qualified and experienced instructors in the PDTCTeam:

» Rod Waddell has more than 20 years experience in training, team building and organisational development. He has developed customized software systems

including Performance Path® a performance management system for business, 360 degree feedback, and customer service surveys. He holds a BA in Psychology and a Masters degree in Counseling. Post graduate work includes attaining advisor specialist with IIP, Deming Quality Management and Situational Leadership.

» Catherine Tyson, is a trained counselor and manager in the area of Human Resources. She periodically teaches college level courses for ITLD and International College of the Cayman Islands as an adjunct professor in the bachelors and masters programmes. Her expertise is self development and interests include grooming women for the professional world. Ms Tyson has a psychology degree from Miami Dade Community College, a bachelor's degree in social work from Florida Atlantic

University and a Master of Social Work from Barry University.

» Glenda Davidowski, possesses 25 years experience in the financial and educational sectors. She worked with one of Canada's largest retail banks. During her 10 years with Toronto Dominion, she worked in branch banking, internal audit, compliance and human resources. A qualified educator, she taught business studies in Canada and has served as an adjunct lecturer at UCCI since 1998, instructing in the Certificate Banking Programme.

» Gregg Anderson, has 32-year career in management, consulting, business strategy, operations, quantitative analysis, risk and compliance. He holds an MBA from Queens University and an undergraduate honours degree in Telecommunication Systems Management and

Design from Anglia Ruskin University in the UK. He is Cayman's first Certified Management Consultant, a member of the Association of Certified Anti-Money Laundering Specialists and a member of the American Writers and Artists Institute.

- » **Lois Kellyman**, has over 20 years experience in the field of human resources and training. She has served on numerous task forces for the Ministry of Health and the Ministry of Education including input on employee related legislation and compensation. She has served on the Labour Appeals tribunal, the Business Staffing Plan Board and the Graduate Advisory Board for ICCL. She holds a Bachelor of Science in Social Work and Masters in Human Resources and is a founding member and first President of the CISHRP.
- » **Terry Carson**, possesses extensive business experience in accounting and finance. He is a partner with Grant Thornton in the Cayman Islands. He was previously an instructor for Dale Carnegie and has developed a series of his own communication and financial courses over the last 16 years. He has trained over 2,000 participants in Bermuda, Canada, the Bahamas and the Cayman Islands.
- » **Graham Wood**, has extensive experience in employment relations, talent management, performance management and reward strategies. He lectured in HR Management and Health Service Management in the UK and whilst in Cayman has been involved in the development of various programmes, including the MSc HRM (University of Portsmouth), MSC Public



Mario Ebanks

Policy and Management (University of London), and Executive MBA (University of Miami).

- » **Julie McLaughlin**, has been a certified mediator since 1995. She has proven success in resolving workplace tensions that arise from claims of harassment, discrimination, deteriorating performance, wrongful termination, and other day-to-day workplace grievances. Over the past 14 years, Julie has practiced Alternative Dispute Resolution in the Cayman Islands, South Africa, Central America, UK and US. Julie has a BA in Economics from Davidson College in North Carolina and a Master of Science degree in Conflict Resolution from the University of Bradford, UK.
- » **Alexander von Reumont** holds a Masters in Creativity and Change Leadership from the State University of New York, a BA (Honours) in Film and Drama and a Diploma in Business Management. For 10 years he worked on stage, in TV and film. He has lectured in Method Acting at the Universities of Johannesburg and Capetown. He is also a consultant, trainer and coach in the domain of Public Speaking and Personal Development in Europe, Canada & the USA.

Chamber of Commerce Professional Development & Training Centre

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2011 Schedule update

AUGUST 2011

- 10 Basic Grammar & Writing Skills Part 1
- 18 Motivating your Staff

SEPTEMBER 2011

- 7 Basic Grammar & Writing Part 2
- 13 Service Matters
- 15 The New Supervisor
- 16 Superior Business Writing
- 21 The Exceptional Receptionist
- 23 Fraud Detection & Prevention

OCTOBER 2011

- 5 The Importance of Frontline Employees
- 6 & 7 Understanding Financial Statements
- 11 Time Management & Productivity
- 13 & 14 Communicating Effectively
- 21 Managing Absence and Attendance

NOVEMBER 2011

- 2 Basic Grammar & Writing Skills Part 1
- 4 Conducting Performance Appraisals
- 8 Managing your Boss' Office
- 10 Operations Management

DECEMBER 2011

- 7 Basic Grammar & Writing Skills Part 2

Course rates:

Members - One Day \$150 Two Days \$225
Future Members - One Day \$225 Two Days \$300

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