

Suzette Henry-Campbell, Ph.D.



suzette.henrycampbell@uwimona.edu

suzette.henry.campbell@gmail.com

Personal Descriptor

I identify as a pracademic, which reflects the richness of my career and academic assets harnessed from multi-cultural spaces.

Educational Qualifications

- Nova Southeastern University, Fort Lauderdale, FL – Ph.D. Conflict Analysis and Resolution (April 2019)
- Nova Southeastern University, Fort Lauderdale, FL. - MSc. Conflict Analysis and Resolution (April 2016)
- Nova Southeastern University, Fort Lauderdale, FL. - MSc. Human Resource Management (June 2003)
- University of the West Indies, Mona, Kingston Jamaica – B.A. English (June 1997).
- Shortwood Teachers' College, Kingston 8 – Diploma Linguistics and Spanish (June 1993)

Academic Output (Dissertation, Papers and Presentations)

- Advocacy Project: A collection from over 30 global contributors aimed at expanding the lens on lifelong learning and its impact on one's personhood. Spearheaded by CBREE (Community-based Research for Engagement and Education – to be published (2022)
- Expatriate experiences and the role HRD plays in cultural awareness in international companies (Co-authored) – New Horizons in Adult Education and Human Resource Development (Feb. 21, 2021) <https://doi.org/10.1002/nha3.20306>
- Invited by Human Resource Development International to participate as 2nd Reviewer (Completed - February 24, 2020)
- The Future of Work: An investigation of the expatriate experiences of Jamaican C-Suite female executives in the diaspora, on working in multinational companies. Nova Southeastern University (Dissertation-2019).
- Abstract: https://nsuworks.nova.edu/shss_dcar_etd/124/
- An analysis of learning styles: Generation X and Millennials – 30th International Self-Directed Learning Symposium. Cocoa Beach, Fl. – (Co-authored -February 10-Feb 13, 2016)
- Published in Encyclopedia of Strategic Leadership and Management – Co-authored book chapter on Managing diversity in the 21st century. (Published December 2016).
- Abstract: <https://www.igi-global.com/chapter/managing-a-diverse-workforce/173574>
- Transforming the profile of Caribbean HRD: Building Global Organizations Locally. University of the West Indies, Mona (Paper and Presentation -2015)
- Transformative learning theory and its relevance to managing group dynamics in a competitive work environment. South Florida Education Research Conference (SFREC) Florida International University (Co-authored Paper and Presentation – 2015)

Suzette Henry-Campbell, Ph.D.



suzette.henrycampbell@uwimona.edu

suzette.henry.campbell@gmail.com

- Abstract: <https://digitalcommons.fiu.edu/sferc/2015/2015/8/>
- The role of non-state actors in the peace process. International Studies Association (ISA) Conference, Tampa (Paper and Presentation - October 23 and 24, 2015)

Certification

- Inclusive and Ethical Leadership Certificate – University of South Florida Muma College of Business, 2020
- Diversity, Equity and Inclusion – University of South Florida Muma College of Business – 2021.
- Emotional Intelligence Training and Research Institute – Corpus Christie, Texas
- Emotional Intelligence – 2017

Webinar/Conference

- The 2022 International Cornell University Systems Thinking Conference – May 12 & 13, 2022

Career Reflections

UWI, Mona

- Adjunct Lecturer (Industrial Relations, Team Building and Management, Business Negotiations – Ongoing Relationship)

UWI Continuing Studies Open Campus

- Adjunct Lecturer South Camp Road – Industrial Relations/Labour Laws

Hugh Lawson Shearer Trade Union Institute

- Adjunct Facilitator – Ongoing Relationship
- Developed for ILO and JEF, learning solution around the theme Equality and Women Empowerment – facilitated February 19 & 20, 2020
- Conflict Resolution Workshop – developed and facilitated for the Jamaica Fire Brigade (2020)
- Developed and facilitated workshop – Maintaining emotional intelligence and managing stress in the workplace. (2019)
- Developed and facilitated workshop – Sexual harassment sensitization: From national law to your company's policy. (2019)
- Developed and facilitated learning development solution to optimize Alternative Dispute Skills in a changing landscape for the Ministry of Labour, Anguilla. (2019)

Suzette Henry-Campbell, Ph.D.



suzette.henrycampbell@uwimona.edu

suzette.henry.campbell@gmail.com

Nova Southeastern University Enrolment Coordinator, Coordinator, Community Resolution Services, Co-facilitator – Diversity and Inclusion (2012-2019)

- Partnered with Faculty on inclusion and diversity agenda for the academic year.
- Crafted lunch hour programs that included members outside the university community to discuss the black experience in a multicultural space such as Florida.
- Influenced decisions by invoking an awareness of opportunities that would enhance program delivery.
- Collaborated with other actors to improve learning and growth outcomes.

St. Lucia Electricity Services Ltd., (LUCELEC) Human Resources Advisor (June 2016 –June 30, 2017)

- Prepared company sponsored high potential for Senior HRM role.
- Provided organization's executive and other leaders with support on strategy, execution and implementation.
- Engaged the HR team in problem-solving techniques to improve decision-making.
- Developed and led learning and development programs for the wider community based on needs assessment and relevance.

Nova Southeastern University Enrolment, Community Conflict Resolution & Diversity and Inclusion – 2012-2019

- Catered to the needs of community by offering services ranging from presentations to workshops.
- Co-facilitated and developed events relating to Diversity and Inclusion to sensitize various community actors about the impact of biases on culture, people engagement and productive outcomes.
- Developed plans for academic year with support from the Chair for the Department of Multi-Disciplinary Studies.
- Engaged with partners on projects that will accommodate students' interests.
- Promoted graduate students' interest in the area of research, conference presentation skill building and grant writing programs.
- Supported the Enrolment team in attracting suitable candidates for graduate programs offered by Nova Southeastern University.
- Engaged potential students in their quest for higher education programs through a series of recruitment sessions to tap their interests.

Suzette Henry-Campbell, Ph.D.



suzette.henrycampbell@uwimona.edu

suzette.henry.campbell@gmail.com

Neil Katz and Associates /Nova Southeastern University – 2014-2018

- Engaged as an Associate to collaborate on the development and delivery of targeted workshops for leaders in the business, utilities, government and education sector.
<https://www.neilkatzconsulting.com/about-us.html>

Trinidad Hilton and Conference Center Director, Human Resources (2010-2012)

- Built relationships with external stakeholders to build the stock of interns who could transition to part-time/full-time roles.
- Key performance objectives of the organization were consistently achieved in line with budgetary allocation. Fiscal discipline achieved through planning, collaboration and assessment of outcomes with other partners within and outside the organization.
- Negotiated agreements with external contractors to refine the process of hiring contract employees for peak seasons.
- Championed the values of the company by incorporating local cultural practices without sacrificing the quality of the multinational brand.
- Built stock within the organization by anchoring the performance evaluation to the aspirations of inhouse talent.

Hilton Kingston Jamaica, Human Resource Manager (2006-2010)

- Generalist, responsible for range of HR functions, including recruitment and retention, industrial relations, employee relations, performance management etc.
- Rolled out key programs promoted by the Global Brand architects to managers and team members aimed at enhancing the delivery of service.
- Over 90 percent participation from local property in the completion of annual Global Team Member Survey.
- Negotiating member for Bargaining Agreement with Bustamante Industrial Trade Union. Successfully convinced them to reduce work week from 40 hours to 32 hours in exchange for non-retrenchment of workers during the height of the recession – (2008-2010).

Ministry of Labor and Social Security-Labor Officer Director (1997-2006)

- Joined Regional Office in capacity of Labor Officer. Functioned as support for employees and employers in respect of the Jamaican Labor Laws and their interpretation.
- Conducted inspections on organizations assessing their compliance with record keeping and their adherence to applicable legislations.
- Supported the Work Permit Division which included the Government sponsored Overseas Employment Program.

Suzette Henry-Campbell, Ph.D.



suzette.henrycampbell@uwimona.edu

suzette.henry.campbell@gmail.com

- Assumed role of Director of Industrial Relations I, with the responsibility of mediating/conciliating disputes between representatives of labor and employers. Averted industrial action by providing a transparent interest-based discussion among and between stakeholders.

Key Successes (Organizational Development and Transformation)

- Successfully led negotiating team to settlement of outstanding negotiations covering a five-year period – Hilton Trinidad and Conference Center
- Strengthened recruitment and retention activities focused on team building and recognition.
- Bridged the toxic divide between the patterns of communication between labour and management.
- Developed mentoring guide aided by development process to promote succession planning efforts.
- Improved the team member opinion survey from low 40 percent to over 90 percent participation rate.
- Engaged with other internal business leaders to manage events associated with reduction in force, etc. through a series of support systems intended to cushion the impact on the workforce.

Snapshot Skills/Competencies

- Negotiation
- Facilitation
- Conflict Coaching
- Critical Analysis/ Risk Assessment/Problem-solving
- Qualitative Research
- Collaborative Engagement/Team Enhancement Strategies
- Leadership
- Crisis Management

Coaching & Learning and Development Projects

- Hudson Institute with College of Optometry – Negotiation Skills (2014)
- Office of Human Resources -OHR/NSU – Emotional Intelligence (2014)
- Jamaica Public Service – Four Frames Model and the Mediation Process (2014)
- State Government Affairs Council (United States) – Emotional Intelligence (2015)
- Hudson Institute with College of Optometry – Negotiation Skills (2015)
- AQUA Kankakee, IL – Enhancing Emotional Intelligence in a Contentious Environment (2016)

Suzette Henry-Campbell, Ph.D.



suzette.henrycampbell@uwimona.edu

suzette.henry.campbell@gmail.com

- AQUA Philadelphia – Enhancing Emotional Intelligence and Communication/ Effectiveness in a Potentially Contentious Environment (2016)
- Inclusion and Diversity Engagement Sessions – Nova Southeastern University (2018/2019)
- Conflict in Groups – Organizational Conflict/Residential Institute, Nova Southeastern University (2017)
- Conflict Management: Overt & Covert Dynamics – Nova Southeastern University, (2018)

Community Service and Volunteer Activities

- Pieces of Art for Peace – an effort to have young people engaged in the dialog about conflict using art – (March 2, 2015- Jamaica)
- Life- long learning (Nova Southeastern University) –Co- presenter on conflict resolution as a practice and effective ways to communicate during the process. (Florida, 2014)
- Presentation on the topic of life skills to City of Pembroke Pines Transitional Independent Living constituents. (Florida, 2015)
- Community Resolutions Services – Working group at Nova Southeastern University which provides its members with a range of opportunities to work on projects internal and external to the institution. (Florida, 2013-2016)
- Work done in Crisis Intervention and training with the Broward Sheriff’s Office. Support is given with the training program through role play and other activities aimed at strengthening their response. (Florida, 2014 -2016)
- YEP (Youth Engagement Program) developed by ATC, Inc. (Art Transforming Conflict, Inc.) – developed train the trainer materials for youths in the MENA region. (Florida, 2015)
- Feeding South Florida (Florida, 2016)
- Family Assistance Counseling and Educational Services (FACES) – Pro-bono support for the unveiling of the program – (Jamaica, 2019)
- Panelist, Child Protection Workshop -Pro-bono support (Jamaica, 2019)
- Moderator – Command Your Life Workshop (Jamaica 2020)
- Guest Speaker/Residential Institute for Doctoral Students – Nova Southeastern University – The Darkest Hour is Just Before the Dawn: Thoughts on Navigating the Orphan Stage of the Dissertation Writing Process (USA, 2022)

The University of the West Indies (Special Focus)

- Invitation extended and accepted to be a member of the MSBM Research Committee – (April 2022)
- Invitation extended and accepted to supervise graduate level students in Marketing – Team currently focused on Customer Profile and Analysis for a major local company (April 2022)