

CURRICULUM VITAE

NAME

Paulette Henry

DEPARTMENT/UNIT/SECTION

Human Resources & General Management

FACULTY/DIVISION

Faculty of Social Sciences - Mona School of Business & Management

POSITION

Lecturer

GENERAL AREA OF ACADEMIC SPECIALISATION

Communication- Managerial/Business, Marketing Communications, General Management

QUALIFICATION & GRANTING INSTITUTION

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|------|---|
| 1989 | Ph.D., Mass Communications, Howard University, Washington, D.C.
<i>Emphasis: Communications for Economic and Social Development of Third World Countries</i> |
| 1983 | M.A., Mass Communications, Howard University, Washington, D.C. |
| 1977 | B.A., Geography & Economics, University of the West Indies, Kingston, Jamaica |

TRAINING

- Online Teaching, MSBM, 2020
- *How to Set and Mark Exams in Light of the New GPA System*, MSBM Teaching & Learning Committee Training Seminar, Thursday February 26, 2015 - participated as well as Chaired the proceedings.
- *How to mark exam – both qualitative and quantitative scripts*, MSBM Teaching & Learning Committee Training Seminar, Sunday, November 16, 2014.
- “Making Groups a Positive Experience for Both You and Students”, Centre for Teaching & Learning, University of the West Indies-Mona, March 2013
- CONSUMER AFFAIRS COMMISSION – CONSUMER PROTECTION ACT (CPA) WOSENSITISATION WORKSHOP – WEDNESDAY, SEPTEMBER 18, 2013
- Enterprise Risk Management, GovStrat Workshop, 2011

- Crisis Communication, 2010, GovStrat Workshop, 2010
- Using the Case-Based Approach to Learning – IDU, UWI, 2009
- Strategies for Teaching Large Classes – IDU, UWI, 2009
- Assessing Corporate Reputation, Govstrat Workshop, 2006
- Master Teacher Program, Georgia State University, 1995

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876-382-7578

PUBLICATION

Books

- Using Money Wisely. National Savings Committee Kingston, Jamaica, 1980, *Author*,

Chapters in Books

- *Customer Service Programs*. In J. E. Edwards, J. S. Scott., and N. S. Raju (Eds.), The Human Resources Program-Evaluation Handbook (pp. 407-425). Thousand Oaks, CA: Sage, 2003, with L. A. Witt and M. Emberger, 2003

Abstracts

- *The Challenge for Communications in the Caribbean*. Abstract published in the Book of Abstracts, Association for the Advancement of Policy, Research and Development in the Third World, Washington, DC, 1990
- *Attitude Towards Non-major and Proficiency in Grammar as Predictors of Achievement in Business Communications*. Abstract published in -Proceedings of the Annual Research Forum of the Washington Consortium of Schools of Business, Washington, DC, 1988

PAPERS PRESENTED

Papers Presented to Workshops and Training Sessions

- *Creating a Service Culture Powered by Passion and Sustained by Engagement*, Jamaica Customer Service Association Annual Workshop, 2011.
- *Customer Service is Your Brand: Put the Power of Leadership Behind It*, Jamaica Customer Service Association Annual Workshop, 2008

- *Change Management Workshop* (developed and facilitated) for managers as well as change management communication initiatives and materials for a *Customer Delivery Programme*, a major change initiative, NCB, 2005
- *Leadership, Emotional Intelligence, and Strategic Planning*, Leaders Teach Initiative, Institute for Leadership Development Program, NCB, 2004 -7
- *Communicating Effectively in the World of Work* (a 3-module course) and *Complaint Management*. Developed and facilitated these training/educational programs to improve service quality, BNS, 1999 - 2003
- *Communication Skills for Managers* - Executive MBA Program, Institute of Business, University of the West Indies, Kingston, Jamaica, Summers 1994 -1996
- *Effective Communication in Organizations - The Egyptian Executive Development Program*, School of Business, Howard University, July 1992
- *Communication Skills for Managers - American Management Association Seminar*, School of Continuing Education, Howard University, March-April, October-November, 1991
- *Communication Skills for Personal and Professional Development - School of Continuing Education Workshop Series*, Howard University, September 1988-April 1992
- *Communication in Organizations* - Banking Professional School, School of Business, Howard University, June 1987
- *Time Management* - Black Human Resources Network Seminar, University of Maryland, March 1990
- *Decision Making* - National Association of Negro Business and Professional Women Workshop, Washington, DC, July 1988

REPORTS

Paulette Henry, Donovan Reid, Opal Wilson, *Small Business Development Program* – micro-financing concept developed and presented to the Prime Minister on Behalf of the Small Business Association of Jamaica, 2009.

PAPERS PRESENTED/ ORAL PRESENTATIONS

- *Teamwork in the Workplace: Perceptions of Students and Employers*, MSBM Conference, January 8, 2015, Montego Bay
- *Complaint Management as Key Driver of Customer Service*, Jamaica Customer Service Association Conference, Kingston, Jamaica, 2006
- *Research And Development: A Wealth Creation Investment*, Marketing Seminar 2006, School Of Business Administration University Of Technology, 2006
- *Vector Addition Technique for Multi-Criterion Employee Performance Appraisals*. (Joint Publication with Charles Ermer) 1993 Proceeding , Northeast Decision Sciences Institute

- *Mass Media and Democracy in the Caribbean: Beyond the Sufficiency Criteria*. Conference of the Association for the Advancement of Policy, Research and Development in the Third World, Paradise Island, Bahamas, 1991
- *The Impact of International News Flow on the Process of Migration from the Caribbean*. Communications Conference, School of Communications, Howard University, 1986
- *The Role of the Caribbean News Agency in Caribbean Integration*. Conference of the American Film Institute, American University, Washington, DC, 1985
- *The Challenge for Communications in the Caribbean*. Conference of the Association for the Advancement of Policy, Research and Development in the Third World, Mexico City, 1990
- *The Classroom as Context in Multicultural Communication*. Eastern Regional Conference of the Association for Business Communication, Newport, Rhode Island, 1993
- *Communications Training for a Multicultural Workforce*. Annual Research Forum of the Washington Consortium of Schools of Business, Catholic University, Washington, DC, 1990
- *Students' Perception of the Importance of Business Communications in the Undergraduate Curriculum*. Eastern Regional Conference of the Association for Business Communication, Philadelphia, Pennsylvania, 1991

PUBLIC SERVICE

List main public service contributions with dates (and if considered appropriate achievements).

- NHT Board – Policy & Communications Committee, Member
- Ministry of Education Aspiring Principals Training Programme July 2105, Cohort 1 – understudied Anne Crick with the expectation to be a trainer in Summer 2016
- HEART 2013 Teaching Innovation Competition – Evaluator, February 2013
- Dunn, Pierre, Barnett – External Examiner for Train the Trainer Certification, 2010, 2011
- HEART- Review of Customer Service Standards, 2010
- NEST – Facilitated Focus Group for proposed project on responsibility in waste disposal

PROFESSIONAL ACTIVITY AND EXPERIENCE

Professional Affiliation

- International Association of Facilitators – Jamaica Chapter, 2011 to 2013
- The Jamaica Customer Service Association, 2003-2013
- Tourism Cluster, Private Sector Development Programme, 2009-2010
- International Communication Association
- Association for Business Communication

- Phi Delta Kappa, Professional Fraternity in Education
- Association for the Advancement of Policy, Research and Development in the Third World *Member: 1991-1997; Caribbean Representative: 1991-1993*

Board Membership

- Board Member, Ideal Portfolio Services Limited
- Former Chairman, MikiAyana Company Limited
- Member, Policy & Communications Committee of NHT Board
- Deputy Chairman of the Board, The Jamaica Customer Service Association
- Former Board Member, Milestones and Lifestyle Limited
- Former Board Member, NCB Foundation
- Former Board Member, Kidney Support Foundation of Jamaica
- Former Board Member, National Environmental Societies Trust (NEST)
- Career Placement Board, UWI, Mona – Represented Scotiabank

Awards

- *Best Team Player Award*, International Banking Division, Scotiabank Jamaica Limited, 2003
- *Commendable Service in the Field of Education*, St. Hilda's Alumnae Association, New York Chapter, May 1993

TEACHING AND RELATED EXPERIENCE

- Management Skills – Graduate level - MSC Taxation 2013- Present
- Managerial/Business Communication, DOMS, UWI – 2009-Present
 - ✓ Developed the new *MGMT1002 Communication Skills for Managers Course*, a replacement for the old Managerial Communication Course. Initiated and received approval to improve the teaching and learning experience in the Course –
 - Course now offered in multiple 3-hr streams capped at 50 and taught by part-time lecturers.
 - During the 2013-2014 academic year the Flipped Classroom^{1 2} methodology was introduced – class time is devoted to student engagement in the learning process through active participation rather than simply listening to lectures³.
 - ✓ Implemented (during 2010-2011) and continue to Manage a Speaking /Communications Centre as support for the Course.
- Integrated Marketing Communication, DOMS, UWI – 2011- Present

¹The Flipped Approach to a Learner-Centered Class. Faculty Focus - <http://www.facultyfocus.com/white-papers/the-flipped-approach-to-a-learner-centered-class-2/>

² Strayer, J. F. (2012). How learning in an inverted classroom influences cooperation, innovation and task orientation. Learning Environments Research, 15(2), 171-193.

³ The Learning Pyramid. <http://thepeakperformancecenter.com/educational-learning/learning/principles-of-learning/learning-pyramid/>

- Executive MBA – Business Communications – Mona Institute of Business (MIOB)
- Graduate – Report Writing & Presentation – School of Business, Howard University, 1990-1997
- Undergraduate – Business Communications - School of Business, Howard University, 1985-1997
- Undergraduate - Principles of Speech – School of Communications, Howard University, 1982-1985

CONTRIBUTIONS/EXTRA DEPARTMENTAL SERVICE

MSBM

Annual Student Orientation for New Students – On boarding Process – Planning & Execution Committee 2019 & 2020

DBA Program – Effective Presentation Strategies, April 2016

MSBM Inaugural Business & Management Conference Committee, Academic Year 2014 -2015

Member with responsibility for sponsorship/fundraising. Sponsorship from Kingston Wharves & shipping Association of Jamaica

MSBM - Accounting Unit "Exploring the Banking Services Act, 2014" Seminar, May 2015

Assisted with the planning and execution of this customized seminar for boards of directors of licensed deposit-taking institutions.

MSBM Teaching & Learning Committee, Member 2009 - Present

2014-2015 -Assisted with 2 workshops implemented by the committee

MSBM – Academic Advising and Counselling Committee, Member

FACULTY OF SOCIAL SCIENCES

FSS EMPLOYEE ENGAGEMENT COMMITTEE – Member - Assisted in planning 2013 Faculty Day

FSS POST GRADUATE AWARD CEREMONY – MC FOR PRESENTATION OF AWARDS SECTION OF THE CEREMONY

UWI

UWI Human Resources Management Department - *The COMPLEXITY of Communication: Challenges & Opportunities* (Workshop), April 28, 2016

UWI Office of Student Financing – Member /Chair of Scholarship Evaluation Committees – 2013 -2015

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- Faculty Development Program – Working with the Associate Dean FSS – 2013
 - Facilitator – Customer Service Group – Faculty Day 2012
 - Chaired a Faculty Development Program Committee charged with the responsibility to effectively evaluate, monitor, and improve performance in the classroom with regard to teaching skills. Selected by the Dean to be Evaluation Specialist. Chaired ad hoc committee on development of new faculty evaluation program, School of Business, Howard University, 1994-1996
 - Development, implementation, and coordination of a micro-computer communications laboratory, School of Business Howard University, 1988-1997

- Coordination of the Seventh and Eleventh Annual Research Forums of the Washington Consortium of Schools of Business, Washington DC

WORK EXPERIENCE

Business Consulting

Strategic Planning, Customer Experience, HRD- Workforce Development, Proposal Writing and Project Development, Research, Speech Writing, Editing, Facilitation – Strategic Planning, Training Workshops & Seminars

Financial Services

Chief Market Research and Planning Officer, National Commercial Bank Jamaica Limited, 2003- 2007

General Manager, ScotiaService, The Bank of Nova Scotia Jamaica Limited, 1998 – 2003

Executive Education/Education

Head, Executive Programmes, Mona Institute of Business, UWI, Mona 1997 – 1998

Lecturer, Department of Management Studies, UWI- Mona, August 2009- Present

Assistant Professor, Howard University, Washington, DC, 1985 – 1997

Teaching/Graduate Assistant & Special Assistant to the Director of Graduate Study, School of Communications, Howard University, Washington, DC, 1982 – 1985

Community Development/Public Relations

Promotions Officer, National Savings Committee, Kingston, Jamaica, 1977 – 1981

Human Resources Training & Development

- **Kingston Wharves Limited**
 - Lead/leading the development of a comprehensive customer service strategy including the identification and development of service standards to drive the vision and training staff to deliver on the standards
 - Customer service training for over 130 employees – managers and line staff
 - Consulting services for Human Capital Development, coaching (managers),

- Crafted and wrote the content for KWL'S 2010 -2014 annual reports including writing the Chairman/CEO's message
- Speeches for Chairman/CEO – developed content and wrote several speeches for different fora
- **Management Consulting Services – JN Subsidiary** 2014 -2015
 - Customer Service Training
 - Complaint Management to all staff
 - Leadership in Customer Service - Management Group
 - Customer Service Focus Group Research

Proven Wealth - Management Approach Sessions

Integrating Self – New Management Style & Culture, March 2015

Jamaica Institute for Financial Services

- Report Writing Workshop 2012-2015

Office of Utilities Regulation

- Customer Service training for Customer Service representatives & Service Managers – October/November 2014

Govstrat Limited

- Report Writing Workshop 2013

- *Moving Customer Service from Good to Great*, EXIM Bank Management & Staff, 2010
- *Transforming Public Organizations with Strategic Management*, HEART Trust NTA Board of Directors' Training Series, July 2009
- *Business Correspondence Workshop*, JPS & Partners Co-operative Credit Union, June 2009
- *Cascading Objectives: Enabling Strategy, Determining Performance*, presented as part of a Managing and Appraising Performance Training Program, Advantage General Insurance, 2008