

YOLANDE N. HYLTON

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PERSONAL PROFILE

Lecturer at the Mona School of Business and Management (MSBM) with over a decade of academic experience, specialising in Human Resource Management, Organisational Behaviour, Organisational Development and People Analytics at undergraduate and graduate levels. DBA Candidate at the Mona School of Business and Management, conducting research in Talent Management. Brings approximately 15 years of industry experience in finance, including business process operations, to enrich classroom instruction with practical insights.

RESEARCH INTERESTS

I am interested in Human Resource Development and Organisational Behaviour. I have an interest in the research areas highlighted below:

People Analytics	Performance Management
The Future of Work	Diversity and Inclusion
Careers and Career Development	Talent Management

EDUCATION

University of the West Indies, Mona Campus <i>Doctorate of Business Administration (DBA) Candidate</i>	Kingston, Jamaica 2019 - present
University of the West Indies, Mona Campus <i>MSc. Human Resource Development (Distinction)</i>	Kingston, Jamaica 2009 - 2011
University of the West Indies, Mona Campus <i>BSc. Management Studies (First Class Honours)</i>	Kingston, Jamaica 2004 - 2007

RESEARCH EXPERIENCE

Doctoral Dissertation - Exploration of Talent Management in Small and Medium-Sized Jamaica Companies: An Entrepreneurial Owner-Manager Perspective

Supervisors: Dr. Noel Cowell and Dr. Anne Crick
University of the West Indies, Mona Campus

- Necessary ethical approvals have been obtained for this research. Data collection is complete, and I am currently engaged in data analysis and thesis writing. The submission date for the thesis is 2026.

Organizational Diagnosis of the University Health Centre

Supervisor: Professor Disraeli Hutton

University of the West Indies, Mona Campus

June 2011 - Aug. 2011

- Gathered secondary and primary data on three levels: organisational, group and individual in order to identify areas of preliminary ineffectiveness at the University Health Centre.
- Analysed data to diagnose the current functions of the organisation. Statistical analysis software SPSS was used to analyse quantitative data.
- Selected, designed and implemented HRD interventions based on analysis of the findings.
- Institutionalised and evaluated the implementation process.
- Presented findings at the annual HRD Practicum Showcase.

Research/Teaching Assistant - International Business Management

Supervisor: Professor Lou-Anne Barclay

Department of Management Studies, UWI Mona Campus

Jan. 08 - May. 08

- Analysed secondary economic data for the project, “*FDI-facilitated Development: The criticality of institutional efficiency*”.
- Evaluated and provided feedback on student’s assignments for the course International Business Management.

PUBLICATIONS

Tasoulis, Konstantinos, Georgios Theriou, Foteini Kravariti, Hugh Scullion, and Yolande Hylton. 2025. "Talent Conceptualisations, Talent Management Bundles and Their Drivers in Small and Medium-Sized Enterprises: A Polycontextual Perspective." *Human Resource Management Journal*. <https://doi.org/10.1111/1748-8583.12608>.

TEACHING EXPERIENCE

Lecturer, MSBM UWI Mona Campus

2024 - present

- Cluster Leader Human Resource Management and Organisational Theory and Design
- Pioneered the undergraduate People Analytics course (MGMT3040), developing comprehensive curriculum materials and successfully delivering the inaugural class, establishing a foundation for future course iterations
- Courses include:
 - Human Resource Management (undergraduate level)
 - International Human Resource Management (graduate level)
 - People Analytics (undergraduate level)

Adjunct Lecturer, University of JAIN, CMS Business School

2023 - 2024

Organizational Behaviour and Human Resources Management (MBA) - Virtual

Adjunct Lecturer, Heriot Watt University, Edinburgh Business School 2023
People, Work and Organisations (EBS MBA) - Virtual

Adjunct Lecturer, MSBM UWI Mona Campus 2012 - 2024

- Successfully supervised MBA consulting projects in 2023, mentoring three non-HR professionals in applied HR strategy and analytics, resulting in grade 'A' outcomes, high client satisfaction, and comprehensive research solutions.
- Courses include:
 - Human Resource Management (undergraduate level)
 - Human Resource Management in Sports (graduate level)
 - International Human Resource Management (graduate level)
 - Organisational Behaviour (undergraduate level)
 - Organisational Theory and Design (undergraduate level)
 - Organisational Development and Change (undergraduate and graduate level)
 - Operations and Production Management (undergraduate and graduate level)
 - Team Building and Management (undergraduate level)

Tutor - Production and Operations Management

Department of Management Studies, UWI Mona Campus Jan. 2011 - May 2011
(now Mona School of Business and Management)

- Advised a visually impaired student on the methods used for efficiently managing the operating divisions of manufacturing and service-based firms.
- Student successfully completed the overall course and achieved an A.

Tutor - International Business Management

Department of Management Studies, UWI Mona Campus Jan. 2011 - May 2011

- Instructed a visually impaired student on the globally applicable theories of international business in the context of the practice of management in a small, open developing environment.
- Student successfully completed the exam paper with an A. He received an overall course grade of B+.

TEACHING AWARD

The Beryl Allen Teaching Award for Innovative Teaching – 2nd Runner Up 2026
Awarded in recognition of innovative teaching practices, interactive learning strategies, and contributions to student-centred learning at the University of the West Indies.

UWI Distinguished Teaching Award 2022
This was awarded for scoring above 4.5 on the student evaluation of teaching for the academic year 2021 - 2022

PROFESSIONAL EXPERIENCE

Management and HR Consultant Hylton Insights	Apr. 2022 - present
Senior Manager Metrics and Measurement Bank of Nova Scotia Jamaica Limited, Analytics, CCAU	Jan. 2021 - Mar. 2022
Manager Sales and Service Support Bank of Nova Scotia Jamaica Limited, Executive Offices	Feb. 2018 - Dec. 2020
Performance Management Analyst Bank of Nova Scotia Jamaica Limited, Executive Offices	Mar. 2016 - Feb. 2018
Sales and Service Support Officer Bank of Nova Scotia Jamaica Limited, Executive Offices	Feb. 2014 - Feb. 2016
Customer Service Officer Bank of Nova Scotia Jamaica Limited, Contact Centre	Aug. 2010 - Feb. 2014
Customer Service Representative Bank of Nova Scotia Jamaica Limited, Contact Centre	Nov. 2008 - Aug. 2010
Teller Bank of Nova Scotia Jamaica Limited, Liguanea Branch	Sept. 2007 - Nov. 2008

ACADEMIC HONOURS AND AWARDS

Sara & George McCune Scholarship University of Michigan Mixed Methods Program <i>Awarded a scholarship to receive advanced training in mixed methods research at the University of Michigan, focusing on contemporary approaches to qualitative and quantitative research integration.</i>	2019
Department of Sociology, Psychology and Social Work HRD Prize for Consultancy (Organisational Diagnosis) <i>This was awarded for researching and developing an intervention that contributed to the significant and quantifiable advancement of an organisation.</i>	2011
Faculty of Social Sciences Graduate Award for Distinction in MSc. Human Resource Development for academic year 2010/2011	2011
Inducted into the Faculty of Social Science Honour Society <i>This induction was for students who completed their BSc degrees with a GPA over 3.6</i>	2007

UWI UK Alumni Internship

2006

This was an internship which provided an opportunity to gain international experience and exposure by working at an organization (Prevista) in London for 6 weeks.

Invitation to the Dean of the Faculty of Social Sciences Breakfast

2005

This breakfast recognizes the top 40 students (in the second and third year of their studies) in the Faculty of Social Science. The top students meet with the Dean and the Heads of Departments to share breakfast and have fellowship

CONFERENCES

Conference Presentations

“Automate to Humanate”, presented at the Jamaica Customs Agency HRMD Conference, Jamaica, March 13, 2025

“Sprinting to Greatness: Talent Management Lessons from Athletics”, presented at Disrupt HR, Jamaica, September 27, 2023

“Talent Management in Small and Medium-Sized Jamaican Companies: An Entrepreneurial Owner-Manager Perspective”, presented at the 10th EAISM Workshop on Talent Management, Virtual Conference, October 4 - 5, 2021

“The Role of Talent Management in Successful Caribbean Firms”, presented at the MSBM 4th Business and Management Conference, Jamaica, July 10 - 12, 2019

ASSOCIATION

Human Resource Association of Jamaica (HRMAJ) - Member

Jamaica's Technology & Digital Alliance - Member

Private Sector Organisation of Jamaica - Member