



"Building Professionals in the Financial Services Sector"



Lunch & Learn

The Bahamas Institute of Financial Services is pleased to facilitate a series of Lunchtime Learning with:

Michaela Theophilus, D.Hum, CLF, MBA
QUALITY MANAGEMENT CONSULTANT

TOPIC:
LEADING YOUR TEAM FOR QUALITY PERFORMANCE

Venue:
Sandals Royal Bahamian Resort & Spa

Date:
Tuesday, April 28th, 2009

Time:
11:30 - 2:30 pm
Cost: \$75 Members / \$100 Non Members

*Course materials included
Certificate of Attendance*

Seminar Description

This Luncheon is designed to provide your supervisory personnel the skills that will enable them to develop more productive work relationships with their team members; align performance goals with organizational goals; learn how to adjust their personal communication style to positively impact ongoing interactions with team members; and also to help their team thrust into action with motivation, collaboration and innovation.

Seminar Topics

- Leading Your Team
- Qualities of a Good Manager
- Communicating with Your Team
- Resolving Problems in Your Department
- Encouraging Team Members' Initiative
- Tailoring Your Approach and Valuing Diversity
- Preventing De-motivation
- Planning Team's Career Path

Speaker Profile

Dr. Michaela Theophilus, a Quality Management & Performance Consultant by profession, has served as a Consultant for many companies in the financial services sector; the Ministry of Trade & Investment for the Government of the British Virgin Islands, the British Virgin Islands Chamber of Commerce and Hotel Association, and several banking institutions in The Bahamas. She has also served in the Shipping Industry as Director of Quality & Human Resources for Tropical Shipping in the Bahamas Region; and in the Insurance Industry as General Manager for The Bahamas Association of Life & Health Insurers, then later she was assigned to Family Guardian Insurance Company as Executive

Assistant to the President for project management. She later joined Kerzner International – Bahamas where she served as the Director of Recruitment in the Human Resources Division. Then she made a career move that significantly impacted her career growth at executive level. She served as the Vice President – Organizational Development at British American Insurance Company. She has a passion for coaching individuals; transforming employees into leaders with a quality and results-oriented mindset; and most of all, transforming organizations through Strategic Human Resource Management, Organizational Development and Change Management initiatives to achieve world class service excellence. Dr. Theophilus is currently serving as an independent Quality Management Consultant with her company Michaela Theophilus & Associates.

REGISTRATION FORM

PROGRAMME TOPIC

LEADING YOUR TEAM FOR QUALITY PERFORMANCE

PARTICIPANT 1 INFORMATION

(Please Print)

FULL NAME:

COMPANY:

WORK NUMBER:

Home Number:

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P O Box:

EMAIL ADDRESS:

PARTICIPANT 2 INFORMATION

(Please Print)

FULL NAME:

COMPANY:

WORK NUMBER:

Home Number:

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P O Box:

EMAIL ADDRESS:

Refunds & Cancellations: There will absolutely be no refund or cancellations once registration has been accepted via online or hard copy. Please make check payable to The Bahamas Institute of Financial Services.

Please fax this registration form to: 325-5674



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