

TALENT

Recruit. Develop. Transform.





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COMPANY PROFILE/ BACKGROUND

TALENT+ is a leading Human Resource organization founded by human resource expert Camara C. Lee in June 2020.

From a modest introduction in the island of St. Kitts and Nevis, TALENT+ has been growing consistently throughout the Caribbean. We recognize the need for independent, expert support and guidance in all areas of human resources, including but not limited to – employee relations, health benefits administration, HR policies, recruitment and hiring, statutory compliance, career advice for job seekers as well as human resource support services for businesses.

Talent acquisition is at the forefront of TALENT+'s portfolio, supported by a deep talent pipeline to meet the needs of employers for short-notice vacancies, temporary support, or full-time roles, as well as long-term talent acquisition strategies. Our unique 360-degree approach means that the people you are looking for are already talking to us.

Similarly, TALENT+ provides bespoke services to candidates seeking employment opportunities. Our emphasis resume editing, interview preparation, skill learning and job search assistance provides an avenue for career planning and recovery while allowing all candidates to portray their truest selves. Through these services, TALENT+ seeks to bridge the gap between employers and jobseekers.

TALENT+ is the only all-encompassing human resource company in the Federation and strives to remain ahead of the curve in this ever-changing market. Our goal is always to provide the best-in-class services to our clients, while continuously striving to improve our service levels and processes.

Our Mission

To elevate the personal brand of candidates, match their talents with the right opportunities, and unlock the long-term value of our business clients through streamlined recruitment and strategic HR management.

Service Values

Commitment: *We are dedicated to the success of our clients, both employers and job seekers.*

Trust: *We respect the needs of our clients and our colleagues. We strive to gain and maintain the trust of clients by meeting our commitments.*

Quality: *We provide professional, innovative, and strategic solutions to meet the needs of our clients. Open and honest communication are key elements in the quality of service we offer.*

Honesty: *We strive to always be honest, even as we make tough decisions.*

Excellent Customer Service: *We strive to always provide the highest level of customer service. We do this by being courteous, prompt, and accurate.*

Integrity: *We represent consistent ethical and moral standards through our words and actions.*

OUR PROPOSAL

TALENT+ IS THE FUTURE FOR CHANGING THE HUMAN RESOURCE & ORGANIZATIONAL DEVELOPMENT LANDSCAPE IN ST. KITTS AND NEVIS

As organizations evolve and change, leaders around the world are recognizing the important role that Human Resource Management and Organization Development has in their success. TALENT+'s mission is to transform the recruitment and human resource culture in St. Kitts and Nevis and the wider Caribbean, through consultancy initiatives and both customized and open enrollment training sessions.

Our team of dedicated professionals guarantees efficient, achievable, and real results that will transform the operations of your business, creating both internal and external impact. TALENT+ is enriched with all Human Resource capabilities to manage activities in any organization. Our company is equipped to help businesses and employees become high performers. Your company's needs will be managed by our HR experts and a support team.

Below are a few ways that TALENT+ can significantly enhance your company's performance and effectiveness:

Risk Management: We remain current on the labour laws of the country and the wider Caribbean to mitigate risks involved in the day-to-day operations of the business.

Succession Planning: All organizations can benefit from the process of identifying crucial job skills, knowledge, and organizational practices and passing them on to prepare the next generation of employees, thereby ensuring the seamless movement of talent within the organization. At TALENT+, we assist with your transformational processes and team development.

Cost Savings: A fully functional human resources department requires additional office space and highly trained and experienced HR staff which can incur huge costs. Our purpose is to provide all HR functionalities to your company at a fraction of the cost.

Employee Development: Our HR functions manage employee performance and development by utilizing performance improvement plans, coaching, and training and development.

Efficiency: The implementation of advanced HR technology. Our company can streamline important HR functions, such as payroll administration and compliance management.

SERVICES FOR BUSINESSES

TALENT+ offers several specialist HR services to businesses in areas of Recruitment and Hiring, Training and Development and Human Resource Support.

A. Recruitment and Hiring



Vacancy Advertising

- Let the world know your company's current job postings through our Vacancy Advertising service. TALENT+ uses a variety of professional outreach methods to advertise job vacancies.



Talent Acquisition

- Employers can feel confident that when they need the right talent, whether for short notice temporary support or long-term strategic value, we have the expertise to help. Our unique 360-degree approach means the people our clients want are already talking to us.



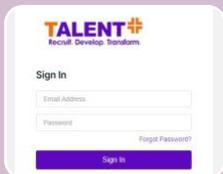
Employment Reference Checks

- This service allows our experts to check a variety of sources to verify data on designated individuals. Once that is done, we provide a comprehensive report to the employer.



Interview Services

- Employees aren't the only ones who should prepare for an interview. Thorough preparation and the methodical conduct of interviews must be deemed as important, by businesses. This not only makes a good first impression, but it also allows you to stand out as an employer of choice to the candidate. TALENT+ creates a questionnaire based on the employer's/ interviewer's needs and sits on the interview panel, if required.



Client Portal

- TALENT+ operates a first of its kind applicant tracking platform in St. Kitts and Nevis. This allows businesses to connect with applicants:
- Post jobs directly to the candidate job portal
- Direct access via our client portal
- Review applicants
- Perform candidate screening questionnaires
- Track applicants throughout the recruitment process
- Schedule interviews

B. Training and Development

Open Enrollment Workshops



- Our Open Enrolment Workshops cover a wide range of topics that apply to individual contributors at all levels. The variety of courses we offer are based on current and industry trends and are built on real-life business experiences. Our facilitators are all proven business leaders who are competent in leading these workshops which are open to the public.

Customised Training



- Our customised training seminars can benefit your company by helping to boost professional performance. These sessions are tailored to the fit the needs of businesses and employees. They include, but are not limited to: Customer Service, Enhancing the Exchange: Effective Communication, Professional Training for Administrative Professionals, Supervisory Training, Leadership/ Executive Training, Conflict Resolution, Change Management.

Psychometric Assessments



- A psychometric assessment, also known as an *Aptitude Test*, is a common part of many modern-day interviews and assessments. A psychometric assessment may take many forms and is an umbrella term for any assessment that tests one's cognitive ability or personality. TALENT+ has a variety of assessments for our clients to choose from. These assessments can also be included in customized training seminars to better understand and improve team dynamics, and call also be used in the recruitment process.

C. Human Resource (HR) Support Services



Human Resource (HR) Audits

- We offer comprehensive HR Audits for businesses by investing the time and resources needed and taking an intensely objective look at the organization's HR policies, practices, procedures and strategies to protect the organization, establish best practices and identify opportunities for improvement.



Performance Management

- Our comprehensive performance management approach combines the key processes, systems and tools that drive value throughout your organisation. Through this approach, we will help you to attract and retain the right employees.



Policy Drafting

- Managers and staff should always be able to refer to their Policies and Procedures Manual whenever there is doubt about what to do. We know that some companies do not regard such a document as priority when you have so many other things to do. Other companies often find it difficult to write them well. This can be one less burden if you put it in the hands of TALENT+.



HR Support Services

- Our HR support services are designed to provide businesses with a single resource which is dedicated to managing and supporting all HR and employment processes, thus allowing them to focus on key business areas. This support varies based on the needs on each business.

Human Resource support is a very broad area and can cover much more. At TALENT+ we can tailor a HR Support package to your requirements that will deliver the value you seek for your business. Let us help you get there.

SERVICES FOR JOB SEEKERS

TALENT+ offers six core services to job seekers that have been proven to help increase candidates' chances at being noticed and landing that dream job.

Job Search Assistance

- TALENT+ provides job search assistance to candidates who have registered via the Candidate Portal. When job opportunities arise in which your qualification and experience are a good match, you will be considered and contacted by TALENT+. This service is available at no cost to you.

Résumé Booster

- This service has been designed to help you stand out from the competition with a stunning, optimised résumé. We know what employers are looking for so let us help to make you the ideal candidate.

Job Interview Preparation

- A good résumé will get you an interview, but a great interview can land you that dream job. TALENT+ offers interview preparation tips and sessions that will help to make you the ideal candidate.

Career Advice

- At TALENT+, we make it our business to do everything we can to help you get the job you have been waiting for. We also provide feedback and guidance on professional/ career development.

LinkedIn Optimization

- At TALENT+, we understand that how you portray yourself is important to employers. This social media service has been designed to help you portray your professional self, thereby standing out to potential employers. We will craft your LinkedIn profile in a way that effectively highlights your skillset and background.

TALENT+ Premium

- TALENT+ provides essential tools and resources to help candidates maintain a competitive edge. As an option, you can enjoy members-only access to resources, connections and the support needed to advance professionally. The TALENT+ Premium package includes Job Search Assistance, Résumé Booster, Interview Preparation and Career Advice. As a member, you are also prioritised for employment opportunities.

Register at <https://jobs.talentplushr.com/candidateportal>



CALL TO ACTION

As this proposal has fully described, we offer a comprehensive approach to Human Resource Management Services that will add value to your organization. Our team has the relevant skills and competences to perform all HR functions along with customized services specific to your needs. We trust that our offerings have piqued your interest and we encourage you to send us an email or contact us via telephone for us to arrange a familiarization meeting. We look forward to working with you.

TESTIMONIALS

Training & Development – Customised Workshop

“Camara is a Human Resource Training Development Specialist who has established a stellar reputation in human resource management services and motivation.

Camara’s Human Resource and Management services have been pivotal in promoting employee career development and job training at the Nevis Disaster Management Department (NDMD). Her keen attention to detail is impressive. Her interactions with the NDMD staff have increased effectiveness, efficiency, and improved staff relations.

TALENT+ is the Human Resource Service of choice. It provides the best value in employee management and training, required for this dynamic working environment.”

Brian Dyer - Director, Nevis Disaster Management Department

Training & Development – Open Enrollment Workshop

“On November 4th, 2020 I attended a training workshop with TALENT+ at the Nevis Co-operative Credit Union Conference room. The name of the session was: “Enhancing the Exchange: Effective Communication for Administrative Professionals”. At first I was like, what more can I learn about communication skills? I think I know enough about communicating with the general public! I was so wrong. I learned how to utilise best practices for effective internal and external communication, how to follow up and follow through on matters in the office, how to be more professional with customers over the phone and via email etc. The facilitator - Camara Lee, was very informative. She really knows how to make you feel relaxed. Her energy was everything!!!

I thoroughly enjoyed the session. I would recommend anyone to attend one of her sessions because trust me, you will enjoy it. Ms. Lee

I’m looking forward to another successful session in the future. Keep up the excellent work!”

*S. Hanley
Ministry of Education
Nevis Island Administration*

Training & Development – Open Enrollment Workshop

“I recently attended the “Human Resource Management for Non – HR Managers” Seminar held by TALENT+.

“Wow!” This seminar far surpassed my expectations! I must commend the facilitator – Ms. Camara C. Lee, who successfully altered my mindset as it relates to the HR Function of an institution. With the negative impact of the Covid-19 pandemic, travels to International conferences are restricted and I must commend TALENT+ for offering this seminar that was of a HIGHER STANDARD, compared to many Conferences I have attended Internationally.

Camara successfully kept ALL participants engaged with relevant and practical materials. Clearly, with her extensive research and experience, she was able to highlight the importance of the Performance Appraisal Process to be used as a motivational tool for staff, if done correctly. One key takeaway was the MBTI Personality Type Indicators Assessment, that is key to developing the most viable teams. There were many ‘AHA’ moments and I can attest to leaving the seminar and implementing some of her key takeaways to further motivate my team.

I highly recommend that Businesses engage the services of TALENT+ to motivate their employees. Camara has the right fit, presentations are energetic, thought-provoking, and timely. Job well done!”

*Sandra P Richardson
Risk & Operations Manager – Bank Card
SKNA National Bank Ltd*

TESTIMONIALS CONTINUED

Resume Booster & Job Interview Preparation

“I thought myself as a very marketable individual with a comprehensive resume. However, translating who you are into an impressive resume is not always easy. Thank you to TALENT+ for assisting me in refreshing my resume to the point where I was identified as an outstanding candidate. The coaching provided for the interview ensured that I was at the top of the list of short-listed candidates.

A success story that would not have been possible without TALENT+.”

M. Marshall

Job Interview Preparation

“After being laid off from my work place of 7 years, within the tourism industry and seeking employment, I decided to research companies/persons for professional assistance, in terms of job seeking and interview preparations.

A friend pointed me in the direction of Ms. Camara Lee. Ms. Lee was very easy to speak to and very professional. I honestly thought that there wasn't much more to know about interview skills...I was wrong. I am very proud when I say that within a month I was interviewed for a position and aced it! I am confident that Ms. Lee's/ TALENT+'s involvement and training gave me the edge over all the other applicants. I highly recommend TALENT+ and Ms. Camara Lee!!! 5 stars!!! Thanks a million!!!!!!”

J. Johnson

Career Advice & Resume Booster

“I reached out to Camara Lee at TALENT+ when I needed help choosing a University to pursue studies. The guidance she provided was seamless. This allowed me to successfully narrow down my choices. She went even further by recommending scholarships that I could benefit from and providing contact information for resource persons who were able to help with the application process. I was successful in capturing one of the scholarships.

Upon leaving University, I reached out to TALENT+ again and received assistance with boosting my resume. I strongly suggest that you contact TALENT+ today for all your recruitment, development and transformation advice. You will not be disappointed!”

N. Evelyn

OUR CLIENTS



ROYAL ST KITTS HOTEL

THE TEAM

Ms. Camara C. Lee – Founder and CEO



Camara Lee is the Founder and Chief Executive Officer of TALENT+. She is a passionate, detailed, and competent Human Resource Professional with a strong track record in St. Kitts-Nevis and the wider Caribbean. Camara's professional career, which spans more than seven years, has helped her to develop skills in the areas of Human Resource Planning and Implementation, Recruitment and Retention, Training and Development, among others. Camara believes that working together to achieve a common goal or purpose is critical in a very dynamic and competitive work environment. She also believes that effective leadership and support play key roles in motivating employees to accomplish tasks which transcend into

quality service and optimum performance.

Prior to launching TALENT+ in June 2020, she worked with the St. Kitts Tourism Authority as the Human Resource and Operations Manager, for four years. Prior to that Camara was employed as the Training Officer in the Human Resources Department of the Nevis Island Administration from 2014 - 2015. During her tenure, Camara introduced and facilitated several open enrolment and customized training programs, which generated much interest and were quite effective.

While residing in Barbados, Camara was employed at the Cave Hill School of Business (CHSB) as a Programme Coordinator in the Strategic Business Services (SBS) Department. She held that post for two years, until 2015, just before returning to St. Kitts and Nevis.

Camara is passionate about community service. While residing in Barbados, she volunteered with the Human Resource Management Association of Barbados (HRMAB). There, she gained invaluable knowledge and experience in Human Resource Management as a member of HRMAB, from 2011 to 2015. She served on that organization's executive body for one year. She later served as the Chairperson of the Nevis Island Youth Council - from 2015 – 2016 - as well as the "*Board Member - Training and Development*" for the Caribbean Regional Youth Council. In 2016, Camara founded an NGO on the island of Nevis - Each One Reach One, which provides mentorship for ladies between the ages of 18 and 35.

Camara holds a Master of Science Degree in International Management as well as a Bachelor of Science Degree, with honors, in Management with Psychology, both of which were obtained from the University of the West Indies' (UWI), Cave Hill Campus. She is also a Certified Professional with the Society for Human Resource Management (SHRM).

Ms. Corissa Griffin – Human Resource Associate



Ms. Corissa Griffin is a Human Resources professional with over 6 years' experience in streamlining HR operations. Corissa has proven expertise in executive level management, payroll processing and administration, benefits administration, pension plan management, recruitment and retention, employee relations and performance management. She firmly believes that everyone plays an important role in ensuring a company's success and works hard to create and improve bottom line to top level impact.

Corissa is a current member of The Society for Human Resources Management (SHRM) and a member of the Human Resources Association of Broward County (HRABC). Prior to joining HRABC, Corissa was a member of the Greater Miami Society for Human Resources Association (GMSHRM). She was also instrumental in the re-launch of FIU-SHRM, a student chapter organization at Florida International University. While at FIU, Corissa served as Council for Student Organization (CSO) Representative and SHRM Merit Tracker.

Corissa holds a Bachelor of Business Administration Degree, in Human Resources Management and Management from Florida International University (FIU).

After residing in the United States of America for the past eleven (11) years, Corissa has returned to the Federation of St. Kitts and Nevis and hopes to continue her contribution in Human Resource Development and Management.

Mrs. Cashmine Thompson – Hope – Business Development Consultant



Mrs. Cashmine Thompson - Hope is an astute and multifaceted Marketing and Business Development professional with over 10 years' experience. Some of Cashmine's areas of expertise include brand development and management; marketing and business planning; financial and sales projection; business account management and events planning. She also possesses experience in managing cross-functional teams to increase customer satisfaction through process improvements. Cashmine has also developed and executed customer/client loyalty programs and assisted in creating networking initiatives to enhance business-to-business relations. Having worked closely with various stakeholders (customers, employees, suppliers, NGOs, and community groups) in developing and implementing strategic approaches to drive market

growth and bottom-line profitability, Cashmine has developed a strong understanding of the Sales/Marketing environment of Barbados and the Eastern Caribbean. In addition to the above, she is skilled in designing sales training, scripting, campaign timing, sales forecast, campaign tracking and reporting.

Cashmine holds a Master of Business Administration, obtained from Bradford University – United Kingdom and a Bachelor of Science Management with a minor in Economics, obtained from the University of West Indies – Cave Hill Campus – Barbados.

The services offered by TALENT+ are far reaching and well planned. The delivery of such services is facilitated through a network of HR and Executive Leadership professionals, who are often utilized for training and development initiatives in areas including, but not limited to:

- Human Resources
- Organizational Behaviour
- Policies and Procedures Management
- Change Management
- Leadership and Executive Development
- Project Management
- Strategic Planning and Implementation
- Marketing
- Information Technology
- Risk and Compliance
- Accounting and Auditing
- Training and Development



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