

Lok Jack GSB CONSULTING





Built on a history of Partnership & Innovation

The UWI - Arthur Lok Jack Global School of Business (UWI-ALJGSB) was founded on December 14th 1989 as a joint venture between the University of the West Indies (UWI) and the Trinidad and Tobago private sector.

Its purpose was to deliver postgraduate business and management education designed to meet the emergent needs of the business community. Throughout the past 30 years, we have grown to provide education, research and consultancies for the development of both private and public sector, through the Caribbean region.

Supported by a solid network of consultants, in-house industry experts, research academics and teaching faculty, our Consulting Team engages in local and regional projects, in the public and private sector. We have adopted a highly specialized engagement model, which allows us to satisfy each of our clients particular needs, and deliver added-value solutions to them.

Lok Jack GSB works on aligning its scope of services with the continuously changing needs of the market, in parallel with broadening our clientele base to include clients from all different sectors across the Caribbean.

Services



Talent Management

- Recruitment & Selection
- Succession Planning
- Performance Management
- Employee Engagement
- Employee On-boarding Programmes
- Competency Gap Assessment & Development
- Career & Outplacement Services

Leadership Impact

- Executive Recruitment & Selection
- Succession Planning & Career Pathing
- Coaching
- Leadership Competency Profiling & Gap Analysis
- Experiential Competency Transformation Programs
- Leadership Visioning

Strategy & Organisational Transformation

- Strategy Visioning & Planning
- Organisation Design & Restructuring
- Culture Transformation
- Change Management
- Business Process Re-engineering
- Competency Based Management
- Workforce Planning
- Corporate Governance

Organisational Analysis

- Job Competency Profiling
- Organisational Change Readiness
- Organisational Culture Inventory
- Employee Engagement Surveys
- Stakeholder & Value Chain Mapping
- Job Evaluations
- Compensation Surveys & Reviews
- HR Audits

Behavioural & Skills Assessments

- Psychometric Assessments
- Aptitude & Critical Thinking Tests
- Situational Judgement Tests
- 360 Assessments
- Job Simulation Exercises
- Assessment/Development Centres
- Team Effectiveness

Consulting Partners and Relationships



Association of Caribbean States
Social Actor Status (2019-2022)

01



Bermuda Health Council

02



DOOR Consulting (Suriname)

03



Nordicity (Canada)

04



Trinidad and Tobago
Manufacturers Association (TTMA)

05



Energy Chamber of Trinidad
and Tobago (ECTT)

06



Caribbean Behavioural
Change Network

07



Powered by :
Arthur Lok Jack Global School of Business
Ogilvy BSP London
Vessel Trinidad & Tobago



Consulting Projects

Project: Consultancy for Improving Communication and Stakeholder Engagement at Belize Water Services

Client: Belize Water Services Ltd

Funding

Agency: Caribbean Development Bank

Description: To establish clear guidelines for engaging communities in water projects. Additionally, the consulting team will review the general communication practices and policies within BWS with recommendations for change, and to build capacity in the PR team for future internal and external engagement

Project: Preparation of Purchasing Policy

Client: Trinidad Generation Unlimited (TGU)

Description: Review and update TGU's existing Procurement Policy and drafting the Standard Operating procedures Consultancy Services

Project: Development of a National Curriculum, Montserrat

Client: Ministry of Youth, Education and Sport- Montserrat Funding Agency: Ministry of Youth, Education and Sport- Montserrat

Description: To develop and write the national curriculum for all subjects in primary and secondary school, ensuring alignment to Caribbean Examination Council and preparing students for future global work.

Project: Generation Unlimited- Youth Development Roadmap and Country Investment Agenda Report

Client: UNICEF

Funding

Agency: UNICEF

Description: To provide critical data and a well-articulated roadmap and recommended investment agenda that can inform youth focused strategies over the next three to five years.

Project: Catalogue of Services and Programmes for Women's Economic Empowerment

Client: United Nations Population Fund

Funding

Agency: United Nations Population Fund

Description: Create a user friendly, comprehensive catalogue of services to enhance the economic empowerment of survivors of domestic and gender based violence.

Project: Measures to Support Civil Society Organisations in Trinidad and Tobago for the Development of Business and the Economy.

Beneficiaries: Civil Society Organisations that support business in Trinidad and Tobago

Funding

Agency: European Union

Description: Strengthening the capacity of forty national and local CSOs and improve the effectiveness of the national civil society organisations (CSO's) in participating effectively in the decision making and implementation of the national and local policies related to business and the economy through training, sub-grants and conferences.

Project: Action Plan for the Enhancement of the TA Marryshow Community College 4 (TAMCC) - Grenada

Client: Ministry of Education, Human Development and the Environment – Grenada

Funding

Agency: Caribbean Development Bank

Description: Strengthening of TAMCC operations for teaching, learning and administration. This consultancy focuses on five specific deliverables, viz, a finance and resource mobilisation plan, a student services improvement plan, a gender action plan, an environmental and social management plan, and a physical development plan. These elements are integrated into a single action plan which also makes provision for the enhancement of the College's capacity to deliver technical-vocational (TVET) programmes.

Project: Creation of a National Services Export Registry - Trinidad and Tobago

Client: Trinidad and Tobago Coalition of Service Industries

Funding

Agency: Government of Trinidad and Tobago

Description: The Trinidad and Tobago Coalition of Industry Services (TTCIS) identified the need for the establishment of a registry of key exporting companies operating in the service based sector. The registry will increase awareness of existing sectors, creates opportunities, facilitates business to business networking (B2B), competitiveness and ultimately stimulates investment in a range of services. The creation of National Exporters Registry provides detailed information in terms of possible avenues for diversification, opportunities for investment generation and also has information readily persons wanting to explore opportunities for business to business networking.

Project: Strategic Analysis of the IT Service Sector - Trinidad and Tobago

Client: Ministry of Planning - Trinidad and Tobago

Funding

Agency: Inter-American Development Bank Project Partner: Nordicity

Description: Facilitation of the proactive development of IT Enabled Services Sector driven by the development work that has taken place, through a strategic assessment of the sector and in particular a positioning in the global context. Nordicity-Arthur Lok Jack team's (Nordicity-ALJ) strategic assessment of the Trinidad and Tobago IT enabled services sector is based on a sound technical understanding of the development requirements within the value ecosystem and is guided by international best practice and expertise. This approach delivers the maximum impact downstream for the stakeholders concerned and the citizenry at large.

Projec: Training and Consultancy services for implementation of a Quality Management System (QMS) within the department of the Bureau for Intellectual Property of the Ministry of Trade, Industry and Tourism (MTI&T) of Suriname

Client: Bureau for Intellectual Property of the Ministry of Trade, Industry and Tourism - Suriname

Funding

Agency: Inter-American Development Bank

Description: The UWI Arthur Lok Jack Global School of Business of Trinidad successfully led and implemented a project to provide training and consultancy services to ensure that all applicable processes and systems at the Bureau for Intellectual Property of the Ministry of Trade, Industry and Tourism (MTI&T) of Suriname met the requirements of the ISO 9001:2015 standard.

Project: Consultancy to Supply, Install, Maintain and Provide Training and Support for ISO 901:2015 Compliant Software for the QMS for the Environmental Management Authority

Client: Environmental Management Authority - Trinidad and Tobago

Project: Caribbean Regulatory System Business and Sustainability Plan

Client: Pan American Health Organisation

Funding

Agency: World Health Organisation

Description: Business and Sustainability Plan for Caribbean Regulatory System through stakeholder feedback sessions with CARICOM, Caribbean Public Health Association (CARPHA), Pan American Health Organisation (PAHO) and World Health Organisation (WHO) to incorporate as part of an analysis of core activities such as work load, staffing demands, past achievements and future goals.

Project: SINNOVAL - Social Innovation Lab

Client: CITI Foundation

Funding

Agency: CITI Foundation

Description: The Arthur Lok Jack Graduate School of Business partnered with the CITI Foundation to help tackle the challenges faced youths in Trinidad and Tobago – some of the most vulnerable – and promising – stakeholders in society and the future of the country. This was done through the development of a social innovation lab, which built on and augmented the many initiatives locally, and developments globally, in the realm of social innovation. We understand social innovation to be a novel solution to a social problem that is more effective, efficient, sustainable, or just than current solutions. The value created accrued primarily to society rather than to private individuals.

Project: Increasing competitiveness through Business Analytics

Client: Inter-American Development Bank

Funding

Agency: Inter-American Development Bank

Description: The goal of this project was to foster sustainable economic growth and enhance competitiveness in Trinidad and Tobago. The general objective was to promote the awareness and adoption of Business Analytics solutions to improve the strategic planning, decision making and business processes of firms.

Project: Capacity Building for the Local Government Reform of Guyana
Beneficiaries: Ministry of Communities, Government of Cooperative of Guyana
Funding
Agency: International Development Bank

Description: Build capacity to deliver reform in local government and governance to facilitate decentralisation of public service delivery, and greater local involvement in social and economic development, consistent with the SDGs.

Project: Development of National Curriculum in Montserrat
Client: Ministry of Education, Youth Affairs and Sports
Funding
Agency: Government of Montserrat

Description: Develop a National Curriculum for Montserrat (and curriculum development framework from Early Childhood Education (ECE) through to post-secondary level and to provide capacity building support on curriculum development.

Project: Study on Enabling Environment for Sustainable Enterprise in Suriname
 – Phase 1& 2
Client: International Labour Organisation
Funding
Agency: International Labour Organisation

Description: Assessment of the business environment in Suriname with respect to fostering sustainable enterprises and promoting increases in productivity.

Project: Baseline Assessment Employers Consultative Associations in the Caribbean Region
Client: International Labour Organisation
Funding
Agency: International Labour Organisation

Description: Review and understand the present capacity of the National Economic Organisations to identify the challenges faced, labour and employment issues in light of changing global labour employment.

Project: Assessment of Secondary Markets for Movable Assets in Jamaica
Client: International Finance Corporation
Funding
Agency: World Bank Group

Description: Research on the status of secondary market for movable assets in Jamaica, with focus on the manufacturing sector.

Our Project Management Team

The Consulting team UWI Lok Jack GSB is a blend of dedicated project managers and consulting specialists with excellent business and operations literacy. This ensures that our clients have the benefit of all-encompassing high level services across several disciplines and issues. Our team is committed to seeking added value by solving our clients' problems.



Marketing & Consulting Director
Fayola Nicholas

Fayola Nicholas is Doctoral Candidate of the DBA Programme of Grenoble Ecole de Management, France and Webster University, Switzerland in Branding. She holds an International MBA from the UWI - Arthur Lok Jack Global School of Business, and a B Sc. Management Studies from the University of the West Indies.

She is a member of faculty with the Master of Marketing Management programme and in Executive Education. She has previously held the positions of Director - Market Development Centre and Director - Human Resources at the Lok Jack GSB, and has worked at Coca-Cola, Unilever and Carib Brewery Ltd. Her areas of expertise include Marketing Strategy, Brand Management, Cross-Cultural Management and Stakeholder Relations. She has led consultancies in Trinidad and Tobago, Belize, Bahamas and others spanning the Caribbean region.



Consulting Project Manager
Natthoya Baptiste

Natthoya Baptiste is an Attorney at Law, who also holds an MSc. in Public Policy and Management, a Bachelor's degree in International Relations and Social Work, and substantial training in Project Management, Intellectual Property Rights, Corporate Governance and Alternative Dispute Resolution, stakeholder engagement and event management.

Natthoya's professional life spans over twenty (20) years in both the local and international arena. In her present position as Consulting Project Manager, she engages in grant research and development consulting. This portfolio requires her to serve as a liaison with international donor agencies, principals and other major stakeholders on grant-related issues. Previously, she served as the Manager - Customized MBAs, which required the forging of relationships with the business community and engagement in capacity building through the co-design and execution of customized programmes.

Natthoya has engaged in several consultancies, spanning areas such as higher education policy, the creative industries, quality management, local government reform and NGO development, in the Caribbean region, North America and Europe.

Natthoya is a Commonwealth Scholar and apart from her native English, she has advanced proficiency in Spanish and intermediate in French.



Consulting Project Manager
Sasha Dhoray

Sasha Dhoray is a business professional with almost twenty years experience in organization Development and Human Resources Strategy. As organizations and countries grapple with the new normal, she is particularly interested in working with organizations to align its strategy and operations (vision, strategy, people, systems and technology) to create the hybrid employee and employer of the future.

She has been an employee of the UWI- Arthur Lok Jack Global School of Business for the past 20 years in capacities such as Business Research Professional, Advisor, Senior Advisor and Director Organisational Development and Assessment Centre. Her most recent role is Corporate Relations Officer in the Academic Centre.

Apart from her MBA qualifications, Mrs. Dhoray is certified in psychometric testing, assessment center design and administration; Behavioural Competency Based Management Systems; Change Management, Management Consulting and Organization Development. Her Balanced Scorecard associate and Key Performance Indicator associate certificates have positioned her favourably to work with organisations at the highest level of Strategic Planning, Transformation, Organisational Alignment and Design. Sasha has lead consultancies with private and public sector organizations across the region and internationally in countries such as Jamaica, Grenada, Antigua, St. Lucia, Barbados, Guyana, Ghana, USA and Trinidad & Tobago and has amassed significant experience across sectors such as mining, finance and insurance, energy, public utilities, logistics, automotive, manufacturing and distribution.



CONSULTING



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