

## **MEDIA RELEASE**

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### **CIAA's Employee Development on Track**

**Grand Cayman, Cayman Islands (24 January 2017)** The Cayman Islands Airports Authority (CIAA) has started off the new year with a continuing focus on employee development. In keeping with the Airports Authority's strategic goals, the senior management team recently completed an intensive five week Leadership Development Program.

The course was based on five separate modules which included: goals and objective setting, motivating performance at work, situational leadership, conflict management and team building, and personality assessment and organizational effectiveness. Mr. Rod Waddell of Performance Path, who has provided similar training for Fortune 100 companies in North America as well as private and public sector organizations in the Cayman Islands, led the course for twenty CIAA staff members.

The goals were to improve performance, cultivate continuous improvement through the identification of key areas for development, foster improvements in the organizational culture and to help the senior management team understand their leadership style as well as any strengths and weaknesses.

In addition to this development program, several senior staff members have also embarked on an Institute of Leadership Management Level 3 Leadership & Management course through the Cayman Islands Civil Service College. All CIAA staff also took part in airport specific customer service workshops conducted by US based company Butterfly Consulting. The workshops were tailor made for both management and front line personnel.

“As the CIAA continues to work towards a world class facility we also need to focus on ensuring that all our employees, who facilitate the daily operations of our two international airports, have all the necessary training. The redevelopment of Owen Roberts International Airport terminal building is only a part of our strategic goals, as we strive to ensure that we develop the talent of the staff so that our passengers always have a first class experience at the Owen Roberts and Charles Kirkconnell International Airports,” said CIAA’s CEO, Mr. Albert Anderson.

**Photo 1:** Instructor Rod Waddell teaching the Leadership Development Program

**Photo 2:** CIAA’s senior managers in the Leadership Development Program

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