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Cayman National is ‘Putting People First’

Cayman National is putting its people first through the launch of an internal training programme known as Putting People First (PPF). Faced with the challenges of growing competition and the need to be more customer focused, Stuart Dack, President and Chief Executive of Cayman National, recognized the need to modify the business culture within the organisation and foster employee confidence and morale. In June 2003, the financial services company contacted Time Manager Incorporated (TMI) about PPF in an effort to increase its employees’ awareness relative to its internal and external customers.

In March 2004, all Cayman National employees attended the educational and motivational training programme to learn about personal development and how to apply those skills in their private and professional lives. “Our objective in introducing PPF was to help employees understand that they provide value to our customers – both internal and external – through quality service,” explained Mr. Dack. “The programme has not only met this objective, but it will help change the way our employees treat each other and our customers.”

“I feel like this was, by far, THE BEST program put together for staff & management. I found it to be very mind stimulating. New things were learnt about myself and other staff members. Togetherness was felt and laughter was in the air,” said Kira Whittaker, Cayman General Insurance Underwriter.

“The biggest takeaway for me was the personality profiling,” explained Michele Ebanks, Cayman National Bank SVP, Card Services. “I found it interesting to find out what animal I was and what animal my colleagues were. Learning how to communicate with each of these animal types was extremely beneficial to me. I was also able to resolve a conflict with my daughter by using the ‘DEESC’ technique. It worked very well and I’m happy to report that the problem is behind us now.”

Peta Peter, Senior Partner of Time Manager Incorporated (TMI) USA, facilitated the workshops over a two-week period in March. Shortly before Ms. Peter’s arrival, a team was established to prepare for the workshops, which included 250 staff members. “Many organizations would require a much longer planning period to organize an event of this magnitude, however, the successful three, two-day sessions were a tremendous success,” explained Claudia Welds, Cayman National Executive Secretary and PPF Coordinator. “I am grateful to the team for their hard work. The strength of the team was in each member and the strength of each member in the team.”

To ensure the long-lasting results of the programme, Cayman National has implemented a follow-up to *Putting People First* with their own PPF coaches, referred to as Internal Champions.



The Champions will facilitate a series of ongoing training and discussion sessions for all work groups.

"Cayman National Corporation is strong and successful as a result of the pride, care and professionalism demonstrated by each Cayman National employee I have met - the 'heart' of Cayman National," stated Ms. Peter. "Each of the 250 people I have worked with for the last nine months embody what the Cayman Islands represents to me - an estimable 500-year history, pride in being Caymanian, prosperous, far-sighted and, above all, warm and welcoming. I feel honored to have had the opportunity of working with the management and staff of this visionary organization for the past nine months, and look forward to Cayman National's continued prosperity."

"For 30 years, we have served the people of the Cayman Islands with a host of financial services. Our longevity, strength, stability and service are proof of our commitment to our people – customers, staff and community included," stated Mr. Dack.

Cayman National Corporation is the leading financial services group headquartered in the Cayman Islands and a *Major Sponsor of CIASA's Senior Swim Team*. Companies in the group include Cayman National Bank, Cayman General Insurance, Cayman National Trust, Cayman National Securities, Cayman National Insurance Brokers and Caymanx Trust Company.