



Global University for Lifelong Learning

Enabling YOU to make a difference in OUR world ...



Turks and Caicos Islands Airports Authority

TCIAA Graduation Event, 22 July 2009

The Turks and Caicos Islands

The Turks and Caicos Islands consist of 40 islands and cays, eight of which are inhabited. The islands are located 550 miles southeast of Miami, Florida, just below the Bahamas chain and just to the northeast of Cuba and north of the island of Hispaniola (Dominican Republic and Haiti.)

The Turks and Caicos Islands Airports Authority (TCIAA) operates the TCI's eight regional airports.



John T Smith
Chief Executive,
TCIAA





Providenciales
International



Grand Turk
International

TCIAA runs eight airports in the Turks and Caicos Islands:
Providenciales International, Grand Turk International, North
Caicos International, South Caicos International, Middle Caicos, Salt
Cay, Pine Cay and Ambergris Cay



North Caicos
International



South Caicos
International



Ambergris Cay

Getting started with GULL ...

‘It has been a remarkable journey – the GULL process raised many questions for me. I have discovered a lot about myself and it is helping me to think about what I need to do to make myself even better. I want to endorse the action learning process. You can sit in the Air Traffic Control unit, participate in a discussion and learn so much in a few minutes - it would takes months to learn these same things in a university classroom.’

EM (initials), Air Traffic Controller and Supervisor, TCIAA.

‘Thank you staying with it and for completing your individual projects. I have seen the difference and you’ll be working even more closely together at the next level as you journey together via group projects.’

Claudia Been-Munnings, Human Resources,
Training & Development Manager, TCIAA.



‘I found this entire exercise to be most enlightening. At the outset, the personal learning statement really opened my eyes as I have not consciously stopped to think about my professional goals. I’ve been an Air Traffic Controller for almost 20 years now and so this is what I know and I am accustomed to telling people what to do. GULL is causing me to think and I realize that in life I have a long way to go and this is just the beginning.’



JJ, Air Traffic Controller and Supervisor, TCIAA.



‘I’ve really enjoyed this course so far and I’ve learnt a lot from it. I’m looking forward to acquiring more skills and to developing the skills that I have already acquired in order that I can become a more complete person and a true professional. I’d like to be a role model for others at work and in the community too. During my research, I discovered that the objective of GULL is not only to certify professionals at work but also to assist those in the community to be more productive.’



EM, Air Traffic Controller and Supervisor, TCIAA.



‘It was pleasure to participate in the GULL process. It took a lot of time and effort to compile the personal learning statement but it helped me to get a better feel as to where I am heading from a professional standpoint. Overall this experience was so important ... It helped me to look at myself and to evaluate whether I am doing enough to motivate my staff. The process also helped me to evaluate my own managerial effectiveness in terms of interacting with staff. In so doing, it helped me to see where I was falling short in certain areas and how I need to develop my own skills so as to sustain the motivation and productivity of my team.’



ER, Executive Air Traffic Control
Manager, TCIAA.

TCIAA July 2009



‘This has been an interesting experience because at the beginning I found it difficult. After a while the process clicked and towards the end of this level, I found that I had the assignments ready ahead of schedule. The programme made me more aware of who I am and what I want to do. I found that if you really want to do it, you can, but you have to get yourself into the right frame of mind. GULL gives you an opportunity to stop and think instead of the routine ‘this is next’ etc. I found that I was learning to hold back and to reflect more.’



DR, Engineering Manager, TCIAA.



TCIAA July 2009

‘Starting this programme was exciting for me because my husband was a GULL participant at Beaches Turks & Caicos Resort & Spa. When Claudia brought the programme to TCIAA, I really wanted to be a part of it. I didn’t realize at the time how challenging it is, but everyone here has been helpful and my family have been encouraging me. My kids try to help me out – especially on the computer in the evenings. I enjoy doing this – it has really opened up a lot for me. It has helped me to reflect on the things that I do day to day and where I can improve, so as to assist the people around me, assist with customer service and in order to broaden my own sphere of work.’



SW, Executive Personal Assistant to the
CEO, TCIAA.

TCIAA July 2009





TCIAA-GULL pioneers

Right: John T Smith
GULL Elder





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