

2017 Training Programs Conducted

Training Program	Course Description	Objectives	Schedule	Status
<p>1. Art of Communicating</p> <p>Target Participants: SG 1 – 8</p> <p>Target Competency: Communication</p>	<p>This two-day program is designed for employees with Salary Grade 1-8 or the Staff Aide positions. The Staff Aides are mainly responsible for providing messengerial, administrative, transportation, and clerical services which includes receiving, processing, filing, encoding, and safekeeping of all documents and records for data and information. This program is the most basic program in Communication designed to provide the participants with the fundamental principles and skills in communication. It will make the participants become aware of their communication styles as they practice important skills in having a truly engaging and effective communication.</p>	<ol style="list-style-type: none"> 1. Create an open environment for communication; 2. Explain the basic principles of an effective communication; 3. Analyze own communication style; 4. Apply clear, appropriate and effective communication tools to address communication challenges and promote team engagement; 5. Utilize key listening techniques/approaches for a more effective communication process; and 6. Identify your communication outcome and plan the best approach to achieve them. 	<ul style="list-style-type: none"> • B1: June 22 – 23 • B2: June 27 – 28 • B3: June 29 – 30 	<ul style="list-style-type: none"> • Training completed within target schedule of May – June • 89% of target participants attended the program (67/75) • Post Training Report submitted within set deadline
<p>2. Different Thinking Styles</p> <p>Target Participants: SG 9 – 11</p> <p>Target Competency: Creativity and Innovation</p>	<p>The training on Different Thinking Styles is a 2-day program intended for GSIS employees with SG 9-11 or the Staff Assistant position. The program was identified based on the results of the 2016 On-line Competency Assessment. The Staff Assistant position provides a variety of clerical-support related activities by following specific processes and procedures to ensure the efficient operation of their respective unit.</p> <p>This training program will help them discover their thinking styles and hone their skills to think critically and creatively especially in looking at workplace processes and concerns to generate the best outcome for the organization.</p>	<ol style="list-style-type: none"> 1. Explain different thinking styles and the different tools and techniques associated with each; 2. Compare thinking styles and be able to identify the appropriate tools to be used in a particular situation/case; 3. Assess workplace scenarios and be able to apply appropriate thinking style; and 4. Share their creative/ innovative ideas to improve their division/department's performance. 	<ul style="list-style-type: none"> • B1: Sept. 19 – 20 • B2: Sept. 22 & 25 • B3: Sept. 26 – 27 • B4: Sept. 28 - 29 	<ul style="list-style-type: none"> • Training completed within target schedule of August - September • 98% of target participants attended the program (98/100) • Post Training Report submitted within set deadline
<p>3. Effective Communication</p> <p>Target Participants: SG 12 – 15</p> <p>Target Competency: Communication</p>	<p>Effective Communication Skills is a 2-day program designed to enhance the Communication Competency of those with Salary Grade 12 – 15 as a result of the 2016 On-line Competency Assessment. This program aims to embed practical skills in communicating ideas in a logical and organized fashion, both in written and verbal communication.</p> <p>Employees with SG 12-15 provide support services such as routine tasks within established procedures to maximize the efficiencies/implementation of their division/department. The program shall impart appropriate methods, tools, format, styles, techniques set standards and ethics, which can be applied in the preparation of various business documents (i.e. memoranda, business letter, reports, proposals, reports, etc.)</p>	<ol style="list-style-type: none"> 1. Clarify purpose and importance by organizing communication in a logical sequence; 2. Speak clearly and specifically and develop confidence in speaking; 3. Frame messages that are meaningful to the audience; 4. Apply the conventions of grammar in communication appropriately; 5. Employ effective methods, tools, format, styles and techniques in drafting business documents 6. Apply appropriate illustrations to complement and clarify ideas and increase the effectiveness of documents; and 7. Apply communication skills to address communication gap(s) identified in the action plan. 	<ul style="list-style-type: none"> • B1: Oct. 5 – 6 • B2: Oct. 10 – 11 • B3: Oct. 12 – 13 • B4: Oct. 19 – 20 • B5: Oct. 26 – 27 	<ul style="list-style-type: none"> • Training completed within target schedule Sept – Oct • 90% of targeted participants attended the program (113/125) • Post Training Report submitted within set deadline
<p>4. Business and Technical Report Writing</p>	<p>The Business and Technical Report Writing Workshop is a 2-day program, designed to gain foundational knowledge in business writing and present effective writing tools for preparing reports, drafting business letters, e-mails, proposals, recommendations, executive summaries, and internal business communications. The course will also cover the basic structure for technical report writing.</p>	<ol style="list-style-type: none"> 1. Write clear, logical, appropriate, and error-free business and technical documents; 	<ul style="list-style-type: none"> • B1: Aug. 10 – 11 • B2: Aug. 17 – 18 • B3: Aug. 22 – 23 • B4: Aug. 24 – 25 	<ul style="list-style-type: none"> • Training completed within target schedule of July – August • Actual attendees exceeded the target number of participants (108/100)

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Target Participants: SG 16 – 18 Target Competency: Communication		<ol style="list-style-type: none"> 2. Employ effective methods, tools, format, styles and techniques in drafting business and technical documents; 3. Observe set standards and ethics in drafting business and technical documents; 4. Use appropriate language to improve persuasiveness and impact; 5. Develop a report writing style which matches one's audience and purpose; and 6. Draft business and technical documents in the least possible time. 		<ul style="list-style-type: none"> • Post Training Report submitted within set deadline
5. Creativity at Work Target Participants: SG 19 – 20 Target Competency: Creativity and Innovation	<p>The training on <i>Creativity at Work</i> is a 2-day program that aims develop creativity and innovation and to provide the target participants with different creativity tools and techniques that will help them become idea generators and innovative problem solvers.</p> <p>The program also aims to increase their confidence in their creativity and involve other members of their team to explore thinking strategies and apply them in the workplace.</p>	<ol style="list-style-type: none"> 1. Identify characteristics of creative people; 2. Generate fresh perspectives and new ideas; 3. Compare, evaluate, and propose ideas for action; 4. Explore and compare different creativity tools and techniques; 5. Apply appropriate creativity tools and techniques to be used in workplace scenarios; and 6. Prepare an action plan to share their creative/innovative ideas to improve division/department's performance. 	<ul style="list-style-type: none"> • B1: Sept. 6 – 7 • B2: Sept. 12 – 13 • B3: Sept. 14 – 15 • B4: Sept. 19 – 20 	<ul style="list-style-type: none"> • Training completed within target schedule of August • 98% of target participants attended the program (98/100) • Post Training Report submitted within set deadline
6. Collaborative Communication Target Participants: SG 19 – 20 (Technical) Target Competency: Communication	<p>Collaborative Communication is a 2-day program designed for SG 21 - 25 personnel to adapt a collaborative style of communication that proactively creates an engaging environment where understanding occurs among individuals. The Technical Positions are responsible for project management and/or implementation. They largely do the gathering, analysis, and evaluation of data. They conduct studies about existing systems, procedures, and policies. They also provide technical and high level administrative support.</p> <p>It aims to allow them to recognize relational links, utilize thinking patterns, and tools to overcome communication challenges and build teamwork.</p>	<ol style="list-style-type: none"> 1. Define Collaborative Communication; 2. Identify the different frameworks, methodologies, and resources in Collaborative Communication; 3. Apply effective Collaborative Communication tools and techniques to address communication challenges and promote team engagement; 4. Assess participants' growth areas when they apply the techniques taught in the program back to the workplace; and 5. Create an action plan to apply the insights gained from the program. 	<ul style="list-style-type: none"> • B1: June 20 – 21 • B2: June 22 – 23 • B3: June 27 – 28 • B4: June 29 – 30 	<ul style="list-style-type: none"> • Training completed within target schedule of May – June • 83% of target participants attended the program (83/100) • Post Training Report submitted within set deadline
7. Excellence in Customer Service Target Participants: Across SG Target Competency: Delivering Service Excellence	<p>The 2-day program aims to address the competency requirement for delivering service excellence. The program will allow the participants explore the different factors which lead to a customer experience revolution and learn how to deliver solutions and services that are results-oriented and customer-focused at every opportunity and interaction. They will learn the different aspects of professional communication, customer experience management, and develop confidence in any customer situation.</p>	<ol style="list-style-type: none"> 1. Differentiate government customer service from the private sector customer; 2. Build connection between excellence in customer services and organization policies and practices; 3. Recognize and address barriers to the delivery of outstanding customer service; 4. Explore the different communication styles and develop the skills to model them; 5. Communicate more assertively and effectively; 	<ul style="list-style-type: none"> • B1: Oct. 10 – 11 • B2: Oct. 12 – 13 • B3: Oct. 24 – 25 • B4: Oct. 26 – 27 • B5: Nov. 2 – 3 	<ul style="list-style-type: none"> • Training concluded on November 2 – 3 due to the work suspension on W3 Of October • 96% of target participants attended the program (120/125) • For preparation of Training Report

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		<ol style="list-style-type: none"> 6. Recognize the signs of customer irritation and respond appropriately; 7. Manage stressful situations effectively; and 8. Develop a personal commitment plan to improve customer service skills. 		
<p>8. Introduction to Coaching</p> <p>Target Participants: SG 21 – 25 (Supervisory)</p> <p>Target Competency: Managing Performance</p>	<p>The training on <i>Introduction to Coaching</i> is a 2-day program intended for GSIS Division Chiefs which aims to provide them with the basic understanding of coaching, mentoring and supervision processes. This is also an avenue for them to learn about critical skills and specific tools needed to conduct coaching conversations and mentoring sessions with key individuals or positions within the organization.</p>	<ol style="list-style-type: none"> 1. Define coaching, mentoring and supervision – purposes and functions, roles, limits and boundaries; 2. Explore a range of models for coaching and mentoring; 3. Use a range of structured tools to facilitate coaching and mentoring; 4. Demonstrate the personal skills and attributes of a competent mentor/coach; 5. Create positive coaching environments; 6. Discuss ethical issues for coaches, mentors and supervisors; and 7. Manage a coaching and mentoring session. 	<ul style="list-style-type: none"> • B1: July 11 – 12 • B2: July 13 – 14 • B3: July 20 – 21 • B4: July 25 – 26 • B5: July 27 – 28 	<ul style="list-style-type: none"> • Training completed within target schedule of June – July • 97% of target participants attended the program (145/150) • Post Training Report submitted within set deadline
<p>9. Influencing Skills</p> <p>Target Participants: SG 26</p> <p>Target Competency: Influence</p>	<p>The results of the 2016 On-line Competency Assessment indicated that the Leadership Competency – Influence is the priority for development for Managers in the GSIS. It is defined as creating and executing influence strategies that persuade key stakeholders to take actions that will advance shared interests and business goals.</p> <p>The Human Resources Office (HRO) is proposing to conduct a 2-day training on Influencing Skills for Managers to develop/enhance this competency. It is focused on the principles of influence, communication dynamics, and the different strategies to attain the best outcome for any situation and to motivate people to work together towards making this vision a reality.</p>	<p>At the end of the program, participants should able to:</p> <ol style="list-style-type: none"> 1. Explain the goals and critical factors for influencing others and how it differs from manipulation; 2. Gain buy-in of team, partners, and stakeholders by dynamically adjusting communication approaches to others; 3. Apply influencing strategies to gain commitment and foster collaboration; 4. Deal effectively with challenging behaviors to overcome resistance and inertia in others; and 5. Develop effective influencing skills in a variety of situations 	<ul style="list-style-type: none"> • B1: Aug. 10 – 11 • B2: Aug. 15 – 16 • B3: Aug. 17 – 18 • B4: Aug. 24 – 25 	<ul style="list-style-type: none"> • Training completed within target schedule of July – August • 95% of target participants attended the program (95/100) • Post Training Report submitted within set deadline
<p>10. Strategic People Development</p> <p>Target Participants: VPs and SVPs</p> <p>Target Competency: Building Organizational Talent</p>	<p>The course is a 2-day program designed for top executives to assist them in their role of providing strategic focus in people development. The program discussed the concepts/principles of people-centered leadership and its implication to the organization. It presented how leaders can partner with their people to produce results and look at strategies that will enable them to build commitment from employees and provide an engaging work environment. It also discussed the employee development cycle from sourcing and recruiting talent, building/enhancing and managing workforce capabilities, driving performance, and providing rewards to foster an organizational culture of growth and learning.</p>	<ul style="list-style-type: none"> • Develop people using the right perspective and applying the correct techniques/measures; • Identify and employ measures that build commitment, align employee goals and experience with corporate purpose, and provide an engaging work environment; • Apply the people perspective in leadership style to link employee growth with that of the organization; • Develop innovative ways to ensure that the organization will be appropriately staffed to meet current and future business challenges; 	<ul style="list-style-type: none"> • B1: July 13 – 14 • B2: July 17 – 18 	<ul style="list-style-type: none"> • Training completed within target schedule of June – July • 79% of target participants attended the program (27/34) • Post Training Report submitted within set deadline

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		<ul style="list-style-type: none"> Assess the learning culture and identify effective approaches to enhance and manage workforce capabilities; and Discuss strategic performance and rewards system to help build a culture of growth and opportunities in the organization 										
11. Fundamentals of Leadership Target Participants: SG 19 – 25 (TLs and Technical) Target Competency: Leadership 12.	This 2-day program aims to provide a supervisor or potential leaders with the right mind-set how to effectively lead and manage people. It covers essential leadership and supervisory principles as well as styles to effectively engage people and achieve set targets. It also includes a discussion on effective interpersonal communication to have a harmonious working relationship within their groups.	<ol style="list-style-type: none"> Define and discuss the roles and responsibilities of a supervisor; Identify key leadership principles and styles; Identify specific, useable motivational keys and techniques for team performance; Apply effective interpersonal communications in managing teams; and <ul style="list-style-type: none"> Recognize their personal strengths and improvement areas in team leadership and management. 	<ul style="list-style-type: none"> B1: Sept. 28 – 29 B2: Oct. 5 – 6 B3: Oct. 12 – 13 B4: Oct. 19 – 20 B5: Oct. 26 - 27 	<ul style="list-style-type: none"> Training completed within target schedule Sept - Oct Participants who attended the program exceeded target number at 115% (144 actual vs. 125 target) Post Training Report submitted within set deadline 								
13. New Employees Orientation Target Participants: New Hires Across the Organization	Pursuant to PPG No. 289-15 on GSIS Employee Development Program approved on 25 June 2015, training interventions are offered according to the various development stages of the GSIS employees. Among these are the following trainings offered during the Entry Stage to assist new employees to become productive in their roles and to adapt to the organizational culture and practices: a. Department Level Orientation (Induction) b. Organizational Level Orientation , which is implemented through the New Employees Orientation (NEO), c. Values Orientation Program (VOP) . New employees shall complete all foundational training programs within one (1) year from the date of their appointment. The NEO is a three-day program aims to introduce the organization as a whole – its mandate, vision, vision and organizational structure. The products and services offered by various function groups are presented to the new hires, as well as their benefits, the rules and regulations and their duties and responsibilities as employees of the GSIS and as public servants. The six-month period given to new hires to attend the New Employees Orientation (NEO) is linked to the probationary period for GSIS new hires. Examinations are given after discussion/presentation of the various topics and scores are recorded and form part of the following basis for the continuation or termination of their services after the 6-month probationary period: <table border="1" data-bbox="456 1073 1021 1179"> <tr> <td>NEO Exam Scores</td> <td>10%</td> </tr> <tr> <td>Performance Appraisal Rating for the semester</td> <td>60%</td> </tr> <tr> <td>Written Actual Performance Test Scores</td> <td>30%</td> </tr> <tr> <td style="text-align: right;">Total</td> <td>100%</td> </tr> </table> A new hire must obtain a passing score of 75% to continue service in the GSIS.	NEO Exam Scores	10%	Performance Appraisal Rating for the semester	60%	Written Actual Performance Test Scores	30%	Total	100%		<ul style="list-style-type: none"> Conduct depends on assumption of new hires B1: Jan 27-29 B2: Apr 13-15 B3: May 04-06 B4: May 11-13 	
NEO Exam Scores	10%											
Performance Appraisal Rating for the semester	60%											
Written Actual Performance Test Scores	30%											
Total	100%											
14. Values Orientation Program Target Participants: New Hires Across the Organization	The Values Orientation program is a 2-day program intended for GSIS employees, particularly the new hires. The program will focus on the GSIS core values, GSIS competencies and public service code of ethics. The program aims to contribute in aligning the organization's values with employees' personal values to ensure that their efforts to make themselves better will also redound to the achievement of organizational goals. The program modules and activities will allow the participants to gain awareness of their personal values and how these affect the way they interact with other	<ol style="list-style-type: none"> Appreciate the rationale for the organization's new vision and mission statement; Gain awareness of their personal values and how these affect the way they interact with other people and perform their work; Examine their work values in the light of the following new core values of the organization: 	<ul style="list-style-type: none"> B1: Nov. 9 – 10 B2: Nov. 21 – 22 B3: Nov. 23 – 24 B4: Nov. 28 – 29 									

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	<p>people and perform their work. These also aim to make them examine their own work values and develop traits or behavior consonant with the core values of the organization.</p> <p>As the VOP is among the Foundational Programs to be attended by GSIS employees during their Entry Stage¹, the program shall be conducted every quarter to ensure that all new hires will be covered within three (3) to six (6) months from their date of assumption.</p>	<ul style="list-style-type: none"> • Professionalism • Love of Country • Integrity • Service Excellence • Spirituality • Innovation • Teamwork <p>4. Synthesize the values of being a public servant/a Filipino and the corporate values.</p> <p>5. Develop in the new employees a favorable attitude where their personal values align with core values of the organization to attain its sets goals; and</p> <p>6. Formulate a personal development plan to support their commitment as values advocate.</p>		
