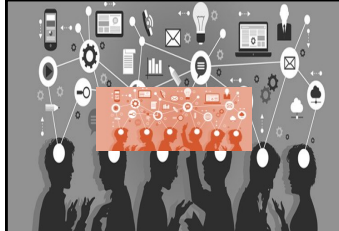
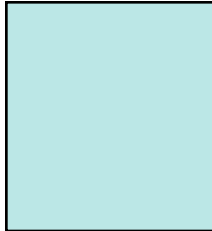
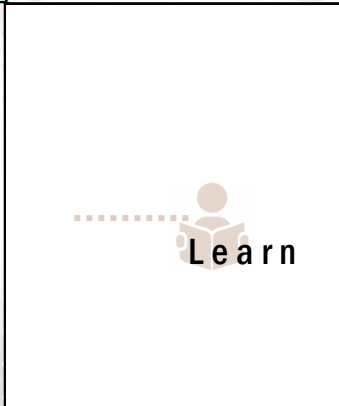
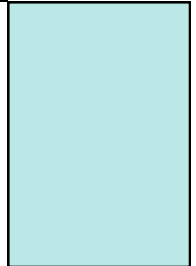
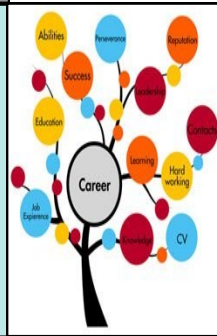


# 2017 PROGRAM OFFERINGS

Civil Service Commission-QCG/UP  
Field Office



Development



Director II Jocelyn Patrice Lolarga-Deco

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We are pleased to inform you that the CSFO-QCG/UP is open for training requests. A short description of the programs we are offering are as follows:

Basic Customer Service Skills (BCSS)	Encourages all government officials and employees to improve on customer responsiveness and develop customer-oriented service culture within the agency; learn one's critical roles in improving excellent service and obtain necessary skill in handling various types of customers or clients.	Duration: 2 days InterAgency Dates: none
Public Service Ethics and Accountability (PSEA)	Aims to imbibe in all government personnel the ideal attitudes and traits that promotes ethical and accountable service to the public.	Duration: 2 days InterAgency Dates: October 26-27, 2017 Fee: 3, 200.00
Values Orientation Workshop (VOW)	The workshop gives opportunities for one to clarify own values and how one can align these to one's own vision.	Duration: 3 days InterAgency Dates: none
Gender Sensitivity Seminar (GSS)	Aims to promote awareness on gender needs and equality among both sexes.	Duration: 1 day InterAgency Dates: none
Enhanced Training on Appointments Preparation (ETAP)	Intends to upgrade the knowledge, skills and understanding of government officials and employees in-charge of personnel actions on the policies, systems and procedures on appointments processing and other personnel actions.	Duration: 2 days InterAgency Dates: none
Leave Administration Course for Effectiveness (LACE)	Aims to capacitate government officials and employees on the proper administration of leave benefits as well as enhance and develop accurate computation skills.	Duration: 2 days InterAgency Dates: October 10-11, 2017 Fee: 3,200.00
Seminar-Workshop on Administrative Justice (SWAJ)	Aims to teach and update all government officials and employees who conducts administrative investigations and handles non-disciplinary cases for effective and concise report writing and proper know-how on related policies.	Duration: 3 days InterAgency Dates: none
Supervisory Development Course	(Track 1) Designed and developed for first line supervisors, which serves as an enabling tool towards understanding one's self and career; handling responsibilities becoming better leaders.	Duration: 4 days InterAgency Dates: Feb.7-10; Apr. 18-21; May 22-25; Jul 18-21; Aug..22-25; Dec. 5-8, 2017 Fee: 6,000.00
	(Tracks 2 &3) For first line supervisors which serves as guide in assessing one's organization's readiness for change and empowerment; developing and enhancing one's skills in making effective presentation; and imparting basic skills on planning and leading a meeting.	Duration: 4 days InterAgency Dates: Mar. 20-23; June 20-23; Nov. 21-24, 2017 Fee: 6, 000.00
Coaching	"Coaching is a way of managing, a way of treating people, a way of thinking, a way of being." -John Whitmore	
Sexual Harassment	Covers contextualization of SH, Legal Foundations, administrative disciplinary rules and general principles in resolving administrative cases.	

Moreover, programs/ courses may be conducted for a class of 30-35 participants, which can be availed of for a fee through a Memorandum of Agreement (MOA) at Php 1,000.00/ participant/ day (exclusive of meals and venue). A training fee shall be collected on or before the training date to defray cost of training materials. Should you be interested in our training programs, kindly submit your request to Ms. Shiela L. Majomot at telefax no. 981-8500 loc. 3022 or email address at roncr.fo\_up@csc.gov.ph or csfo\_up@yahoo.com.ph.