

# ED EBREO'S HUMAN RESOURCE DEVELOPMENT COURSES

## About Ed



Edwin C. Ebreo is currently a Freelance, Trainer and Training Consultant for one of the most innovative training companies today. He used to serve as HR Director for Athena E-Services Group of Companies. He once served as Human Resource Manager for three sister companies, Ingenium Technology Inc., PETNET Inc., and A.V. Ocampo Group, where he was responsible for the development and implementation of company-wide HR and OD plan. Ed's experience in managing the human resources department of companies that engage in I.T. Business Process Outsourcing, Re-

tail, Financial Services and Insurance gave him an in-depth experience in dealing with various types of organizational situations.

Edwin took up A.B. Mass Communication at New Era University; He has been conducting various Training and workshops for the last Ten Years. Edwin has designed and facilitated courses such as Trainers Training, Coaching, Leadership, Performance Management, Basic Supervisory Course, Meeting Management, Teambuilding, Values Orientation, Visioning Exercise and Labor-Management Cooperation among others. He is also an active member of The Toastmasters Club International, an organization whose goal is to help people develop better listening, thinking and speaking. He



was the organizer of SPI Toastmasters Club where he served as President in 2001.

Edwin's exposure in leading teams for 12 years and his expansive use of experiential learning and group dynamics as a learning methodology for most

of the courses he conducts helps him in developing suitable courses for teams and team leaders at various levels. He has served as trainer and resource person for the following organizations:

- Philippine Seven Corp (7-Eleven)
- SPI Technologies
- First Asia Mobile Inc.
- National Panasonic
- Trend Micro
- PETNET, Western Union
- Ingenium Technology Inc
- UNICEF
- JADEL Tech Inc.
- University of the East Caloocan
- Phil Data Business Solutions Inc.
- ISS, Inc.
- @ASP, Inc.
- Progressive Software Inc
- ECOMMSITE Solutions
- HR-IT Forum
- Material Resources International Corp
- National Starch and Chemicals, Inc.
- CASEDATA, Phil
- Optimum Source, Inc.
- OOCL
- BHF Prime Group
- Webworks OS
- Cobb Vantress Philippines
- Electrolux
- ASIAPRO
- Hitachi

## Programs

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## Taking the Team Approach

A team where the leaders are responsible for creating or cascading a vision and guiding the team in getting there. A team where both leaders and members are responsible for seeing its way through. A team that is empowered because everyone is expected to contribute in more ways than one. These are the nature of self directed, empowered and synergistic teams, the buzzwords in organizations these days. Many have jumped in this team building bandwagon because they see the need for the work teams to be confident, nimble and capable of steering themselves as they experience changes, twists and turns on the road towards achieving the organization's goals.

But that level of team maturity is

not that easy to reach. In order for teams to work that way, team members need to have a thorough understanding and acceptance of their goals and roles. They must be confident that they and their team mates are capable of achieving the teams' goal. They must have enough trust that all the members have the good of the team at heart. Without all these, communication among members can be superficial and dishonest, conflicts will be hard to resolve. With conflict abound, collaboration is difficult. Without collaboration there can be no synergy.

On the other hand, building a culture where there is trust paves the way for openness, the best way to communicate. With openness comes the opportunity

to resolve whatever conflicts may arise. With conflicts aside, comes readiness for collaboration. And lastly, in collaboration there is synergy, the power of teams to be greater than the sum of its parts.

Our goal is to help team members appreciate the value of the basic building blocks of team effectiveness. Transformation does not come overnight, but the activities we include in this program will hopefully pave the way for individual realizations and improvement in perspectives. With a team building workshop followed by establishing a nurturing environment afterwards, the teams may well be on their way to achieving the level of team maturity that brings about results..

## Sample Teambuilding Outline (Ropes Course)

### Course Objectives:

- Identify the components of effective and synergistic teams
- Clarify the team's goal
- Know others in the team better to foster harmonious relationship
- Clarify and appreciate each others' role in a team structure.
- Identify values needed in achieving team goals.
- Establish norms for team interactions

### Course Outline

#### Day 1

8:00 -9:00 a.m. Introduction  
Opening ceremony  
Energizer  
Workshop objectives  
9:00 - 10:00 Spider Web, A lesson about teams  
10:15 -12:00 Team Purpose Triangle, Clarifying Team Goals

1:00 - 1:30

1:30 - 4:00

4:00 - 6:30

8:00 - 10:00

#### Day 2

8:30 - 9:00

9:00 - 10:00

10:15 - 12:00

1:00 - 2:00

2:00 - 3:00

4:00 - 5:30

5:30

**Duration :** 2 days and 1 night

**Venue:** Client's Choice

Building Blocks of Team Effectiveness

Trust Building Activities

Free time - preparation for

Night Activity

Socialization

Blind Polygon, A Lesson in Communication

Belbin Team Role Inventory

Personal Symbolism

High V and Multiline Traverse -

Breaking Self-imposed

Limitations

Pole Tire, A lesson in

Collaboration and Synergy

"Team Contract"

Closure activity

### We Can Help!

Our approach to teambuilding is highly effective. We dig deep into the organization in order to find out how we can help your teams. We present our findings and suggest a set of strategies to help your teams reach their full potential. Specifically here's what we do:

- ♦ Hold a meeting with the client to present our teambuilding concept in person.
- ♦ Conduct a climate survey where we expect to uncover issues and blockages to performance.
- ♦ Present our findings together with our proposed interventions.
- ♦ Facilitate courses to jump-start your teams learning process.
- ♦ Conduct a debriefing to help you put up a forward agenda in order to sustain the learning

Call us! We're more than glad to serve.



**We conduct indoor and outdoor teambuilding activities like ropes course, paintball, orienteering and other customized programs depending on your needs.**

## Effective Communication Workshop

Communication is the basis of all human interaction and for all group functioning. Every group must take in and use information. The very existence of a group depends on communication, on exchanging information and transmitting meaning. All cooperative action is contingent upon effective communication, and our daily lives are filled with one communication experience after another. Through communication members of groups reach some understanding of one another, build trust, coordinate their actions, plan their strategies, agree upon division of labor, and conduct all group activities --- even exchange insults. It is through communication that members interact, and effective communication is a prerequisite for every aspect of group functioning. (Joining together: Group Theory and Group Skills by David W. Johnson and Frank P Johnson, 1987,p.173) this proves just how important communication is in the success of the organization. Poor communication can lead to poor performance and poor performance can lead to losses hence, a company cannot afford to have poor communication.

The goal of this course is to help members of the team by equipping them with the necessary knowledge and skills for effectively conveying understanding.

### Course Objectives:

- Appreciate the importance of communication in work success
- Identify various communication styles
- Pave the way for positive interactions
- Appreciate the art of active listening
- Anticipate and avoid common misunderstandings
- Practice assertive communication
- Manage challenging conversations

### Course Outline:

- Communication overview
  - Communication and performance
  - Pay-offs to effective communication
  - Good communication lead to excellent customer service
  - The communication process
  - Barriers to effective communication
  - Your communication rights and responsibilities
- Communication Styles
  - Passive, Aggressive and Assertive communication
  - Building your assertive communication Skills
- The art of listening
  - What you need to know about listening
  - Barriers to listening
  - Building your active listening skills
- Dealing with challenging conversations
  - Causes of conflicts
  - Fixing your assumptions
  - Blame game
  - Building your skills in professionally dealing with challenging conversations

## Maintaining Discipline in the Workplace

Maintaining Discipline is a line function, hence, managers have the important role of establishing and implementing rules pertaining to employee conduct, performance, and responsibilities so that all personnel can conduct themselves according to certain rules of good behavior and good conduct.

The purpose of these rules is not to restrict the rights of anyone, but rather to help people work together harmoniously according to the standards we have established for efficient delivery of results

Reasonable rules concerning personal conduct of employees are necessary if the facility is to function safely and effectively. Failure of the manager to communicate the company's rules or their failure to act on violations can have seriously adverse effect on people's perception of the company's seriousness to maintain a professional culture.

This training module is designed to equip managers to effectively communicate the company's rule and appropriately handle deviations without violating the rights of the employees.

### Course Objectives

- Describe the role of Managers in instilling discipline within their respective teams
- Appreciate the company's code of discipline
- Go through each step of the company's disciplinary action procedures
- Identify the dos and don'ts of disciplining

### Course Outline:

- Manager's role in maintaining discipline
- Understanding Company rules and regulation
- Setting up a Schedules of Disciplinary Action
- Setting up a disciplinary action process
- Writing disciplinary memos
- Discussing disciplinary issues
- Do's and Don'ts in disciplining employees
- Case Work



## Excellent Service Workshop

A thorough understanding of customer service concepts and having customer relationship skills is important. This is true whether you are a front-liner or the one responsible for daily interfacing with the internal clients or the ones in product development, order fulfillment or back office, seeing to it that all members of the team have what they need in order to delight the customer. In short, no one escapes the responsibility of making the customers happy.

Knowing what needs to be done in order to satisfy and delight customers and doing it defines a successful service provider.

This course AIMS to help participants learn and apply skills in delighting customers. Specifically, you will be able to:

- Imbibe the philosophy of total customer satisfaction;
- Identify opportunities for enhancing service quality
- Shift one's mindset and attitude towards a full customer-oriented or focused individual;
- Analyze the customer service process and eliminate snags in the process cycle;
- Obtain the skills in identifying customer's requirements and expectations and understand their motivational needs;
- Learn effective methods of interfacing and the skills in handling irate customers

### Course Outline

#### Module 1: Overview

- Program Objectives And Leveling Of Expectations
- Group Activity: The Customer Is You
- Identifying Your Customers
- Your Customer Service Responsibility
- Aligning Attitudes and Paradigms for Service Excellence

#### Module 2: Service Dynamics

- Redefining Quality Based on Customers' Point of View
- Ensuring Customer Happiness at every touch point
- Assessing the Service Chain
- Internal Customers: Satisfying the Next Person in Line
- Analyzing Process Capability to Satisfy the Customers
- Group Presentation and Critiquing

#### Module 3: Maintaining Customer Relationship

- Why some customers switch/ quit
- Why they complain
- An ounce of prevention
- Handling complaints
- Handling irate customers on the phone



## Managing a Customer-Focused Team

How do you build a service culture? Many companies wrongly think that by training alone they can make delighting customers a way of life for their front-liners. After many failed attempts to turn their front-liners into dazzling service providers however, some have realized that it's gotta be more than just that. They are correct. Building a team of customer-focused individuals should go beyond just giving them training. The organizational leader must accept this fact, do his/her homework and get down to work in setting an ideal environment, one that has empowerment and accountability ingrained in its system. Or he/she can attend this workshop on Managing a Customer Focused Team and equip him/herself with the information needed. Is this for managers who handle frontline teams? Absolutely not. If you are serious about building a service culture, you ought to have all your leaders thinking about how to make their teams customer-focused.

### Course Objectives:

- Explain the importance of cultivating a customer focused organizational culture
- Identify ways to align policies, systems and processes with customer expectations
- Go through each step in establishing customer-focused performance standards
- Describe strategies for aligning people with service goals and objectives

### Course Outline

#### Module 1: Overview

- Why build a customer focused organization
- Whose Job is it?
- Components of a customer-focused organization

#### Module 2: The System

- Customer-Focused Policies
- Listening to the Voice of the Customers
- Happy Customers at every touch-point
- Self-correcting processes
- Quality is Cheaper

#### Module 3: The Standards

- Results Vs. Efforts
- Measurability
- KRA,KPI and Targets
- Keeping Track
- Accuracy and consistency of monitoring

#### Module 4: The People

- Hiring
- Training
- Rewarding
- Correcting

## Basic Supervisory Course

Supervisors have a big responsibility to fulfill. These includes aligning individuals with the goals and vision of the organization, inspiring and motivating the members while seeing to it that team goals come to fruition. Since Supervisors are commissioned to bring in result Through other people, they must see to it that roles are clear and individuals in the team are capable of and willing to do their part. Considering all these, a Supervisor must be properly equipped with a battery of tools and tactics in order to succeed. This is the reason why it is important that the Supervisor being identified have the right qualities. That is the purpose of this workshop; to help individuals who are prospecting to become Supervisors or those who are burdened by the responsibility assimilate a Supervisor's role.

### Course Objectives:

At the end of the two-day workshop, the participants are expected to:

- Determine how to transition from being a "doer" to becoming a "leader."
- Describe how teams work.
- Describe various management tools and tactics.
- Define supervision and identify key skills requirement for effective Supervision.
- Describe the role of the Supervisors as facilitator.
- Go through each step of Supervising teams.

### Course Outline:

#### Module 1: Sifting to the Supervisor's Mind Set

- From Doer to Leader
- From Boss to Leader
- Key Responsibilities of a Supervisors
- To the Team
- To the Individual Members
- To the Organization
- Key Leadership Competencies and Qualities
- Overcoming Roadblocks to effective Supervision

#### Module 2 Understanding How Teams Work

- Understanding What a Team is
- 5 Stages of Team Development and the needs that come with each
- Building Blocks of Team Effectiveness

#### Module 3 Managing the Team

- Basic Management Tools
- Planning Tools
- Leadership Styles and Tactics
- Organizing to achieve best results
- Managing Individual Performance

#### Module 4 Communicating with your Team

- Basic Principle of Communication
- The Communication Process
- The Leader as a Listener
- Communicating to deal with Conflicts in Teams

## Performance Management

### RATIONALE:

Supervisors are responsible not only for seeing to it that everyday tasks are done. Most of all, they are expected to deliver tangible positive results through people. Only two types of results should be acceptable, the one that meets projection or the one that exceeds it. Given this fact, they need to have an efficient set of tools and develop skills for seeing to it that people under their ward perform according to expectations or the purpose of supervising them is defeated. Performance Management is defined as The systematic process by which an organization involves its employees as individuals and members of the group, in improving organizational effectiveness in the accomplishment of the organization's mission and goals. The goal of this workshop is to equip the leaders of the organization with the right set of knowledge, skills and mindset to successfully manage employees' performance.

### Course Objectives:

- Define Performance Management;
- Learn the importance of managing performance in contributing to the achievement of organizational goals;
- Understand the components of Performance Management and how each relates to their managerial or supervisory tasks.
- Identify their roles in managing employee performance; and
- Go through the steps towards successful employee performance management

### Course Outline

Overview of Performance Management

Breaking traditional assumptions about performance

The Roles of Organizational Leaders as Performance Managers

Aligning Individual and Departmental Objectives with Organizational Objectives

- Clarifying Performance Standards
- Seeking Understanding, Acceptance and Commitment
- Importance of Co. Policy in supporting and enforcing performance standards

Measuring Performance based on standard

- Setting up a Performance Monitoring System
- Identifying Performance Gaps
- Setting up a performance feedback system

Various Activities Involved in Addressing Performance Gaps

- Training as an important tool for improving performance
- Coaching as an effective tool for improving performance

Performance Appraisal – Doing it right

- Guidelines for conducting performance appraisal interviews
- Setting Developmental Action plan to address performance gaps

Impact of Rewards and Recognition

- Establishing a rewards and recognition program
- Individual Vs. Team-based reward
- Various Tactics for recognizing good performance

## Problem Solving and Decision Making

The Problem Solving and Decision Making Workshop will equip the participants with the knowledge and skills critical in individual and team based problem solving and decision making situations. The workshop will be premised on realistic day to day scenarios in the workplace. This will then be followed by a step-by-step approach of the various elements in this process. Each step will be discussed thoroughly and exercises and back home applications will be done to maximize learning.

The participants will also be given a chance to work on a problem situation that they currently have at work and together define how they can solve this.

### Objectives:

- Identify the steps necessary in problem solving;
- Formulate well meaning problem statements;
- Apply the tools in problem analysis and data gathering;
- Evaluate potential solutions to problem situations; and
- Conduct and participate in problem solving and decision making situations.

### Course Outline

#### Module 1: Problem Solving and Decision Making as Part of TQM

- Basic Principles of TQM
- Continuous Improvement
- Overview of the PSDM Model

#### Module 2: Problem Identification and Analysis

- Problem Definition
- Developing a problem statement

#### Module 3: Data Gathering

- Importance of data gathering
- Types of data
- Data gathering tools

### Day 2

#### Module 4: Data Analysis

- Brainstorming
- Pareto diagram
- Cause and effect/ Ishikawa diagram

#### Module 5: Solutions Formulation Result

- Tree diagram
- Criteria-based analysis
- Process decision program chart

#### Module 6: Conducting Follow-through

#### Module 7: The PDCA/SDCA Cycle

## Team Process Improvement

Good team relationship helps team members collaborate more and lessens the blockages that get in the way of effective team interaction. In order to maximize collaboration and improve team outputs however, teams must be equipped with the right tools to manage the process they own,



identify and anticipate problems and most importantly find creative ways to find solutions that are both effective and efficient. The goal of this course is to help team members understand their responsibility over the process they own and equip them with the tools they can use to optimize team performance.

### Course Objectives:

- Realize the need to take on a broader perspective and look at different ways of doing things
- Identify various approaches to problem solving
- Learn to use different types of problem identification and solving tools
- Take the right steps in implementing changes
- Make effective Team Decisions

### Course Outline

- Teams as process owners and instigators of Positive Changes
- Why things go wrong in a process
- Hindrances that keep teams from improving their processes
- Different Approaches to Process Improvement
- The Plan-Do-Check-Act Method
- The Quality Circle Approach
- The Define-Measure-Analyze-Improve- Control Approach (DMAIC)
- The Basic Problem Identification Tools
- Process mapping
- Checklists
- Check sheets
- Pareto charts
- Cause and effect diagrams
- Tools for Formulating Solutions
- Brainstorming
- Decision Tree and Affinity Diagrams
- Action Planning
- Steps in evaluating result
- Implementing changes

## Stress Management Workshop



As organizations strive to make it ahead of the competition, the need to meet and exceed performance standards became apparent. Managers need to continually look for ways to improve processes and motivate employees to give their best. The daunting task of bringing the company's goals to fruition can take its toll on everyone as they face the daily grinds of work that include,

frustrations, changes and physical exhaustion. All these bring stress that if not managed could burn people out and affect their motivation to work. Stress Management is conceived to promote awareness to participants about personal stressors and how it affects them, to learn and practice a variety of ways to cope. With these in mind, this program will give participants a chance to come up with different but effective coping strategies which will help them reduce present stress levels and their own individualized stress management plan.

This program is designed by taking into account the uniqueness of each participant, their sources of stress and their ability to address it which incorporates an integrated, holistic approach to stress and stress management which will not only be beneficial to the employees but to the company as well.

### Course Objectives:

At the end of the program, the participants will be able to:

- Increase their awareness of personal stressors, how they affect them and how they cope;
- learn and practice a variety of effective coping strategies; and
- develop stress management plan.

### Course Outlines

Module 1: Definition of Stress

Module 2: Type of Stressors

- minor hassles
- major changes

Module 3: Stress Symptoms

Module 4: Stress Management Model

- Avoid it
- Alter it
- Accept it
- Group game

Module 5: Accept Strategy – PMESS

- Physical Preparation
- Mental Preparation
- Emotional Preparation
- Social Preparation
- Spiritual Preparation

Module 6: Stress Management Plan

## Time Management

How many times have we wondered why time passed by before our very eyes without us accomplishing anything significant? We often feel frustrated and stressed because no matter how much we try to pursue the so many goals that we have, and no matter how we engross ourselves with work, there just isn't seem to be enough time to accomplish what we want to the point that we wish we have more of it. But we can't have more time... Time is constant and beyond our control, each moment that passes is a moment lost. There is however, a way to for us to accomplish more with the time that is available to us. This workshop aims to help participants acquire the right mindset towards themselves and the things around them in relation to time. It also aims to equip participants with practical tools and techniques to prioritize and organize the things they need to do in order to make effective use of their time.

### Objectives:

- Explain the importance of managing time effectively.
- Identify specific factors that impede employee productivity
- Determine top "time wasters" in the workplace.
- Discuss some other tips and approaches on how to manage time effectively.

### Course Outline:

- Introduction to Time Management
- Time Management, is it necessary?
- Determining top time wasters in the workplace
- Self-generated / factors that within a person's control
- Environment / factors that are beyond a person's control
- How Can I Manage My Time?
- Overcoming Procrastination
- What is procrastination?
- What causes procrastination?
- Taking in-charge of procrastination!
- Preventing interruptions
- How to say "No"
- Handling phone calls
- Handling unwanted "by passers" in the workplace
- Getting rid of unwanted jobs (e.g. handling paperwork)
- Making Plans that works!
- Why planning is important?
- The Planning Cycle
- Elements of a Good Plan
- Delegating Effectively
- Reasons why it is useful to delegate
- Principles of Delegation
- Summary

## Change Management

Many companies fail to successfully implement change because they ignored some of the critical requirements in managing it.

When effecting changes in the organization, managers are dealing with people with mindsets and comfort zones that were built overtime. People tend to resist change because they do not want to step out of these comfort zones-- they like to stay in an environment they are comfortable with. There are a number of things that need to be taken in to mind to help people accept and overcome the pain of change. This course aims to equip change managers with the knowledge skills and right mindset in managing change.

### Course Objectives:

- Understand the nature and concept of the change process and its components;
- Identify effective means in communicating change in the workplace;
- Apply the different approaches in overcoming resistance to change; and
- Achieve focus and control in managing change from start up to follow through.

### Course Outline:

#### 1.0 UNDERSTANDING CHANGE

- 1.1 Identifying the organizational period of growth
- 1.2 Defining the change concept and components
- 1.3 Recognizing the effects of change
- 1.4 Uncovering the change process
- 1.5 Categorizing major themes of change

#### 2.0 COMMUNICATING CHANGE

- 2.1 Classifying types of change
- 2.2 Identifying roles in the change process
- 2.3 Focusing on the qualities of a change agent
- 2.4 Accepting responsibility to lead change
- 2.5 Reviewing the phases of change

#### 3.0 MASTERING CHANGE

- 3.1 Assessing reactions to change
- 3.2 Uncovering manifestations of resistance
- 3.3 Identifying causes of resistance
- 3.4 Dealing with negative reactions
- 3.5 Reviewing ineffective responses to resistance
- 3.6 Focusing on means to overcome resistance

#### 4.0 MANAGING CHANGE

- 4.1 Choosing the success factors for effective change
- 4.2 Identifying reasons why change efforts fail
- 4.3 Guiding your staff to influence change behavior
- 4.4 Leading the change process
- 4.5 Keeping focus during transition
- 4.6 Monitoring effectiveness of the change process

## Coaching Workshop

The goal of this course is to equip managers and supervisors with the right information and skills to help bring out the best in their employees. The learning will be made intensive by utilizing learning games, case, studies and role plays. In order to ensure application of the knowledge and development of skills, the program includes a post-workshop project that will require them to identify a target person or teams to apply what they learned in the workshop. They will be required to submit a report detailing the applications of the tactics and the results. This tactic will show participants that all the techniques shared in the program are doable and helpful in building employee skills and work attitude.

### Course Objectives

- At the end of the training, the participants are expected to be able to:
- Appreciate the importance of coaching as a leadership role
- Describe the superior coaching model
- Equip participants with the minimum skills to use the superior coaching model
- Feedback on how well you apply the superior coaching model
- Set plans to reinforce learning by applying what they have learned at work

### Course Outline

#### INTRODUCTION

- Welcome and administrative details
- Program Overview
- Program norms
- Introductions
- Review and Action Team logs

#### Module 1: OVERVIEW OF COACHING

- Why Coaching is becoming so important
- The meaning of superior coaching
- The superior coaching model

#### Module 2: SHIFTING THE COACHING PARADIGM

- Key values and essential characteristics
- Critical Skills

#### Module 3: Performance Applications and Beliefs

- Clarifying the Core conversation
- Clarifying Performance Applications
- What superior coaches believe

#### Module 4: Skill Practice

- Practicing Communicating Respect
- Practicing Attending and Inquiring
- Practicing Attending inquiring and Reflecting

#### Module 5: Resolving Problems

- Resolving problems
- Teaching, Supporting performance or Adjusting Performance
- Course Summary
- Closing

## Trainers' Training Course

As Companies strive to maintain world-class business enterprise status, the need for a highly competent pool of specialists and experts arises. The organization's commitment to quality and customer satisfaction is expected to bring companies at the forefront of their respective industries. This commitment is manifested through maintaining the highest levels of perform-

ance in delivering quality products and services on time.

Training, as one of the components of quality systems, plays a vital and crucial role in increasing and enhancing skills and competencies. Training provides employees with knowledge, skills and tools necessary for the adequate performance of their job. Training programs respond to the organization's business

needs as well as the individual employee's performance and learning needs. Thus, training acts as a catalyst in the development of an organization.

The Trainers' Training Course aims to provide the company with qualified and proficient trainers to conduct training programs/briefings. The program responds to the ideal training setup in an organization;

one that is "close to line," which can respond immediately to the needs of the production units and its employees. With this change, we aim to equip our supervisors, trainers and training coordinators with specific skills on training conduct and administration.

## Course Objectives

At the end of the three-day session, the participants are expected to be able to:

- Explain the importance of training
- Describe the role of the trainer; enumerate and discuss the qualities of an effective trainer.
- Identify the key principles of Adult learning, approaches and styles.
- Identify the components of a training design; list down some techniques and methodologies suitable for training.
- Determine logistical requirements in organizing and conducting a training course
- Present a sample functional training design.
- Prepare a lesson plan.
- Enumerate tactics in effective presentation
- Practice Key Principles in managing interactions with learners
- Enumerate steps in the facilitating learning process

## Course Outline

### Module 1: OVERVIEW OF TRAINING

Training Definition and objectives  
Training Process/ Cycle  
Role of a Trainer  
Qualities of an Effective Trainer  
Identifying Training Needs

### Module 2: LEARNING PRINCIPLES

Facts and Principles of learning  
Adult Learning Process  
Learning Approaches/Styles

### Module 3: TRAINING DESIGN

Importance of designing a Training  
Steps in designing training  
Components of Training Design  
Formulating objectives

### Module 4: LESSON PLAN

Importance of a Lesson Plan

Elements of good Lesson Plan

Preparation of a sample lesson plan

### Module 5: Presentation Rules

Presentation design elements  
Presentation styles  
Platform skills  
Use of visual aids

### Module 6: Techniques in Facilitating Learning

The Facilitating Process  
Dos and Don'ts

### Module 7: Evaluating Training Effectiveness

Reaction Level  
Learning Level  
Behavior Level  
Operational Impact

Course Summary

Closing



## Meet My Team



**Fermin B. Chavez** is currently the Corporate Quality Manager of Victoria Group of Companies and a part-time instructor at De La Salle University – College of St. Benilde teaching Total Quality Management. As a freelance Trainer, he has conducted training in ISO 9000 Awareness, Internal Quality Auditing, Problem Solving and Decision Making, Effective Meeting Management, Leadership, Change Management, Performance Management, Teambuilding, Trainer’s Training and Effective Presentation. He is also a Competent Toastmaster who actively held official positions at SPI Toastmasters and Cargo Handlers Toastmasters Club. Aside from his exposure in Quality Management, Fermin also held positions in Human Resources Department at AMA Computer Learning Center and SPI Technologies. He received the Certificate in Human Resource Development at the UST Graduate School and took up Bachelor in Computer Data Processing Management at PUP.



**Phoebe Camasin** is currently a Human Resource Specialist, specializing in Organization Development at Corporate HR Services & Consulting Inc., a subsidiary of RAMCAR Philippines, also the company in charge of KFC and Mr. Donut. As a freelance Trainer, she has designed and conducted training in Time Management, Customer Service, Coaching, Teambuilding and Basic Supervisory Course. Phoebe completed her bachelor’s degree in Psychology at Silliman University, Dumaguete City.



**Gege Sugue’s** career started in 1989. She has been developing and conducting training programs since 1993. She has trained Filipino and foreign learners from Levi Strauss & Company Asia Pacific Division, Sykes Asia, Royal Sporting House and Bobson. Her training repertoire includes workshops in Group Process, Change Management, Service Excellence, Leadership, Effective Listening, Problem Solving, Accent Neutralization, Effective Business Writing, Phone Handling, Visual Merchandising, Product Development, and Retail Management. She has assisted in developing Total Quality Management training programs for Maynilad Water and 3M Philippines. Her training skills will further be honed as she starts teaching at the De La Salle University-Manila next term.

Her competence as a trainer is best exemplified by those who worked with her in teams which she led and managed. Her leadership style is motivating and inspiring. As a manager, she rallies her team to meet business objectives while at the same time serving as mentor and coach.



**Mary Helyd Andrade** is the team’s all around person and life saver (literally). She takes care of our logistics and acts as first-aid during teambuilding activities. She is a registered nurse. She graduated in Notre Dame of Dadiangas (General Santos).



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