

# CIVIL SERVICE COMMISSION

# LEARNING & DEVELOPMENT CATALOG

## 2014



*“Shaping the Servant-Hero  
towards Public Service Excellence”*

# “Shaping the Servant – Hero towards Public Service Excellence”

**T**he goal is to align all L&D interventions to CSC’s mission and strategic objectives as it strives to become Asia’s Leading Center of Excellence for Strategic Human Resource and Organizational Development by 2030. This means L&D will aim to develop CSC employees so they can deliver the best service.

L&D interventions and initiatives in the CSC shall be hinged on the following overall principles:

- Every CSC official and employee is an important resource valued by the organization. The CSC gives priority and invests on L&D of every official and employee.
- L&D interventions for CSC officials and employees shall be purposive and aligned with the CSC strategic objectives and goals. L&D is a means to upgrade the capability and expertise of CSC to address and respond to the multi-faceted HRD/HRM/OD needs of the civil service. L&D shall be based on development needs as determined by competency assessment and performance assessment exercises. L&D shall likewise consider the differentiated needs of women and men in the organization to ensure equitable access to L&D interventions.
- L&D shall focus on the development, improvement or enhancement of competencies required by the current or future position/job of the official/employee.
- L&D is a shared responsibility of the management, supervisors and the employees. While CSC provides the nurturing and enabling environment by opening up opportunities, among others, employees and their respective supervisors have an equal responsibility to plan and manage their development and career by determining, seeking and seizing available opportunities.
- CSC regards investment for learning and development as equally important as investments in researches, information technology (IT), purchase of equipment and product development. Capacity development of CSC officials and employees is given equal, if not a paramount importance in terms of allocating resources. Partnership with other institutions shall be explored to supplement existing resources for L&D.
- L&D shall be designed to increase the portability of skills of employees. This, therefore, requires an approach or various approaches that will allow Heads of Offices and/or supervisors to easily recognize skills which may be transferable between jobs and/or assignments.
- Continuing upgrading of competencies is essential to the maintenance of a corps of professional officials and employees of the Commission. It aims to develop a competent, credible, and high performing CSC workforce. Continuing competence is maintained and enhanced through lifelong learning and integration of learning into every facet of a Commission official or employee’s working life.
- L&D shall drive performance management. It shall integrate recognition and rewards mechanism as a strategy to ensure learning application in everyday work settings.

# The CSC L&D philosophy

The CSC L&D philosophy affirms the organization's overall focus on creating an excellent and high-performing organization through its people supporting the following strategic objectives in the CSC Balance Scorecard:

- High Performing, Competent, and Credible Civil Servants;
- Provide Excellent HR Processes;
- Enhance the Competency of our Workforce; and
- Cultivate Partnerships with Local and International Institutions.

Emphasizing that women and men in the organization matter, the CSC's aim is always to create significant changes in the workplace through programs that help CSC officials and employees:

- Strengthen mission-critical competencies particularly those of strategic groups such as the executives/managers, supervisors and HR practitioners;
- Develop the right capabilities, perspectives and mindset required to contribute meaningfully to the efficient, effective and ethical achievement of CSC's strategic priorities and to work harmoniously with others and with respect for women and men's rights; and
- Improve their self-knowledge and human potentials and strengthen their employability.



# Learning & Development



## Interventions Menu

Each individual has specific competency requirements for their work roles which can be dealt through various developmental activities. The L&D interventions encompasses a

number of options designed to address and meet the specific learning needs and levels of proficiency of every CSC employee which include the following:

<b>Formal Classroom Training</b>	In-house or External training on specific topic
<b>On-the-Job-Training</b>	includes coaching on the job from supervisor/senior colleague, knowledge sharing and learning session on a specific topic, job shadowing, cross-program, job rotation or rotational/temporary assignment to a specific function, and interventions such as counseling, secondment and teambuilding
<b>Self Development</b>	such as programmed self-study through a third party provider, including self-study video or audio packages; working on e-Learning through web-based courses being offered by online learning providers such as coursera.org and alison.com; PC tutorials or computer assisted training program or webinar; taking evening or weekend courses; tertiary courses run by academic institutions; and reading books and other publications
<b>Developmental Activities/ Interventions</b>	like special work project; additional responsibilities on assigned work or technical competency; service on technical or research committees or Committee/Taskforce assignment on specific area sanctioned by the CSC and other professional bodies/organizations; appropriate educational and developmental activities presented under the auspices of CSC, academic institutions, commercial establishments or other professional bodies such as but not limited to congresses, conferences, forums, conventions, courses, seminars, workshops, lectures, brown bag discussions, orientations, briefings and other professional educational activities; meetings of professional organization body and their technical discussion groups; researching and writing technical publications relating to human resource management/human resource development/organizational development or appropriate to the field of work of the concerned official or employee, and preparation and delivery of technical papers

# CSC Pool of Subject Matter Specialists

**T**he Pool of Subject Matter Specialists (SMS) is an internal resource of the CSC comprised of individuals who are authority on a subject matter. They also display high level of proficiency in the various CSC competencies based on their professional and work experience as well as experience in a personal pursuit.

The members of the CSC Pool of SMS may be tapped by CSC officials and employees through the conduct

of learning sessions, coaching, mentoring, consultations and other activities that may develop or enhance their competencies pursuant to their Individual Development Plan.

The list of CSC SMS can be accessed in the CSC website or requested from the OHRMD.

The request for assistance or services of CSC SMS may be coursed through the OHRMD.

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## Resource Books, Articles and Journals



A list of books, articles and journals dealing with competencies or combined competencies will be uploaded to the CSC website.

These study materials have been identified to enhance knowledge of individuals and support and encourage them on self-learning in terms of theories, new perspectives, and examples of best practices to successfully perform their functions thereby strengthening the services and operations of the whole organization.

## Honing Effective and Responsive Officers Towards Excellent Service (HEROES) (Delivering Service Excellence)

### Why You Should Attend

This course will enable the participants to enhance their competencies in becoming proactive, responsive, accessible, courteous and effective public servants.

### Learning Objectives

- Explain CSC Service Standards and basic CSC rules and policies;
- Provide correct, adequate and prompt information to customers to ensure quality service; and
- Demonstrate courtesy in dealing and communicating with clients.

### Schedule

- June 25-27, 2014
- July 29-31, 2014

### Venue

CSC Central Office

### Who Should Attend

- 1st Level
- 2nd Level
- Sup A&B

## Positive Results through Effective Problem Solving and Decision Making (Solving Problem and Making Decision)

### Why You Should Attend

This course shall provide the necessary knowledge and skills that will enable the participants to solve problems and make decisions systematically. The course shall also equip participants with various methods and tools to generate possible solutions based on facts and select the best option.

### Learning Objectives

- Investigate, gather, and organize information to understand the problem;
- Identify alternatives to solve the problem;
- Use an analytical framework for evaluating alternatives and selecting the best option.

### Schedule

- June 30-July 2, 2014
- July 15-17, 2014
- Aug. 12-14, 2014

### Venue

CSC Central Office

### Who Should Attend

- 1st Level
- 2nd Level
- Sup A&B

## Improving Planning and Delivery (IPAD) (Planning and Delivering)

### Why You Should Attend

This course shall enable participants to enhance their competencies in setting priorities, implementing plans, and monitoring of progress of the work using available tools. It shall also enable them to discuss potential challenges and coordinate with individuals or groups to ensure implementation of goals or tasks.

### Learning Objectives

- Plan and prioritize for personal or team goals and strategies based on cascaded or given office or division goals and strategies; and
- Implement and monitor plans with few or minor snags or is able to control and correct deviations in plans immediately, monitoring and checking progress of work against proposed timeline and set deliverables using available tools or employing simple methods of control.

### Schedule

- June 23-24, 2014
- July 9-10, 2014
- Aug 6-7, 2014
- Aug. 20-21, 2014
- Oct. 1-2, 2014
- Oct. 15-16, 2014
- Nov. 12-13, 2014

### Venue

CSC Central Office, except for Oct. 1-2 which will be held in Cebu

### Who Should Attend

- 1st Level
- 2nd Level Non-Sup
- Sup A&B

## Skills Training on Writing Effectively

### Why You Should Attend

This workshop will enable the participants to apply synthesis and visual approaches to studying English grammar and be motivated to master it to increase their productivity in their workplace.

### Learning Objective

- Review and refresh on English grammar and prepare a simple report.

### Schedule

- June 4-5, 2014
- July 9-10, 2014
- Aug. 13-14, 2014
- Oct. 8-9, 2014
- Nov. 3-4, 2014
- Dec. 1-2, 2014

### Venue

CSC Central Office

### Who Should Attend

- 1st Level
- 2nd Level
- Sup B

## Advancing Innovation in the Workplace (Championing and Applying Innovation)

### Why You Should Attend

This training workshop aims to champion innovation among participants by instilling in them its value and importance which would drive to unleash and apply their innovative skills leading to organizational productivity and growth.

### Learning Objective

- Explain the importance of innovation in the workplace; Discuss the principles of innovation; Unleash and demonstrate the participants' innovative skills applicable to work.

### Schedule

- Aug. 6-8, 2014
- Aug. 26-28, 2014
- Oct. 28-30, 2014
- Nov. 25-28, 2014

### Venue

CSC Central Office

### Who Should Attend

- 1st Level
- 2nd Level
- Sup A&B

## Managing Information

### Why You Should Attend

The course will enable the participants to organize, process, distributes and manages information in order to support or facilitate the learning and data requirements of CSC.

### Learning Objective

- Organize and maintain data using a software tool, and generate relevant information.

### Schedule

- Oct. 21-22, 2014
- Nov. 18-19, 2014
- Dec. 9-10, 2014

### Venue

CSC Central Office

### Who Should Attend

- 1st Level
- 2nd Level Non-Sup

## **“THOT-N-TELL” (Speaking Effectively)**

### **Why You Should Attend**

This course will enable the participants to actively listen, understand and respond appropriately when interacting with individuals and groups.

### **Learning Objectives**

- Deliver messages that simply focus on data, facts or information.
- Deliver messages that require some planning for the method used and the possible reception to the message.

### **Schedule**

- Aug. 6-7, 2014
- Oct. 1-2, 2014
- Nov. 11-12, 2014

### **Venue**

CSC Central Office

### **Who Should Attend**

- 1st Level
- 2nd Level
- Sup B

## **Enhancing Supervisory Skills Program (Managing Performance, Developing Personal Effectiveness, Building Commitment, Thinking Strategically, Partnering and Networking, and Coaching for Results including Planning and Delivering)**

### **Why You Should Attend**

The program will enable the first-line supervisors and potential first-line supervisors and those who may need enhancement of supervisory skills to meet the demands of their work.

### **Learning Objective**

- Identify personal effectiveness improvement principles and techniques; their roles as supervisors; Prepare and Implement work plan and discuss performance management problems and appropriate solutions.

### **Schedule**

- Nov. 27-28, 2014

### **Venue**

CSC Central Office

### **Who Should Attend**

- Sup A&B

## **Orientation for New Employees (OPEN)**

### **Why You Should Attend**

The Orientation program serves to welcome new appointees, deliver critical information about the organization and job roles, and also clarify what both parties expect from the employment relationship.

### **Learning Objective**

- Familiarize the new employees with the organizational vision, mission, goals, structure, flagship programs and advocacies of CSC, as well as to discuss the Civil Service laws and rules and their individual roles and accountabilities, rights, benefits and privileges; proper decorum, locations of various offices.

### **Schedule**

- July 1-3, 2014

### **Venue**

CSC Central Office

### **Who Should Attend**

- New Employees



## Gender Sensitivity Seminar (GSS)

### Why You Should Attend

The Seminar aims to raise awareness on gender and development.

### Learning Objective

- Discuss gender issues, the concepts of sex and gender, process of socializations and interrelatedness of experiences and manifestations of gender bias and to share a vision of gender equity.

### Schedule

- July 14, 2014

### Venue

CSC Central Office

### Who Should Attend

- New Employees

## Introduction to Strategic Human Resource

### Why You Should Attend

The program aims to build a common understanding and language of Strategic Human Resource Management and Development within CSC.

### Learning Objective

- Introduce the different HR systems.

### Schedule

- May 14-16, 2014
- May 28-30, 2014
- June 9-11, 2014
- July 29-31, 2014
- Aug. 20-22, 2014
- Oct. 7-9, 2014
- Oct. 28-30, 2014

### Venue

CSC Central Office

### Who Should Attend

- All Employees

## Orientation on CBERPP & CBLDMS & CSC L&D Plan

### Why You Should Attend

The orientation aims to provide awareness on the new development in recruitment and learning and development in the Commission.

### Learning Objective

- Awareness on the adoption of new policies on recruitment and learning and development

### Schedule

- May 30, 2014

### Venue

CSC Central Office

### Who Should Attend

- All Employees



*"Develop your most valuable asset, yourself, through in-house training programs and other forms of learning and development interventions."*



CIVIL SERVICE COMMISSION

Office for Human Resource Management and Development

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