

## INDIVIDUAL LEARNING REPORT

Part 1 (To be prepared by the participant)

<b>Name of Participant:</b>	CEEJAY G. CRUZ
<b>Office/Service:</b>	PENRO ORIENTAL MINDORO
<b>Training Title:</b>	ENR Frontline Course
<b>Learning Providers:</b>	DENR-HRD Region IV-B MIMAROPA
<b>Inclusive Dates:</b>	April 26-30, 2021
<b>Venue:</b>	DENR-PENRO, Calapan City, Oriental Mindoro

### I. EVALUATION OF THE COURSE:

#### Technical Content:

Frontline employees are the core of customer service. It is important that every frontline employee is equipped with knowledge of what services their office provides. Frontline employees also become the face of the department; this means that every action they made reflects directly the department's mission, vision and values.

The ENR Frontline Course aims to broaden and strengthen the knowledge of each participant on what frontline services our department's cater. Also what essential skills and characteristics the frontline employees must have in order to satisfy clients need. This five (5) day training course were participated by forty (40) participants.

The following topics were presented during the training.

#### Module 1: The DENR in Retrospect

- DENR's Organizational Structure
- DENR's Mission, Vision and Core Values
- Ten (10) Priority Programs PRRD, PDP & SDGs
- Ten Priority Programs of PRRD, PDP and SOGs
- Forest Resources Management Services
- Land management Services

#### Module 2: ENR Frontline Services

- Biodiversity Conservation and Management Services
- Mining Resources Management Services
- Environment Management and Climate Change Mitigation
- Water Resources Management Services
- Introduction to NAMRIA
- ENR Research Services

### **Module3: Ease Doing Business and Effective Government Services Delivery**

- RA 11032 & Anti-Red Tape Act
- Office Protocol & Etiquette
- Ethics in DENR
- Client Service Excellence & Financial Literacy

#### **Impression/Comments:**

The webinar was very informative and most of the topics are new to me. The resource speaker is knowledgeable and presented their topics well. I am also amazed how the HRD facilitated this kind of training using online tools.

#### **II. RELEVANCE OF THE LEARNING EVENT TO PARTICIPANT'S WORK/FUNCTION:**

The learning from the training is important to me because as a government employee, it is important that I know the different services our department offers. It's also necessary that I know what skill and characteristics I must have in dealing with the clients. The learning about ethics in work is relevant to the position I have. I deal not only to clients but also to my co-employee, I answer their quires regarding financial (ex. follow-up of claims).

#### **II. RECOMMENDATIONS:**

I recommend that not only the frontline employees can participate in this kind training course. I suggest that all employees attend this training because it is necessary that all employees are knowledgeable to frontline services. I also suggest the use of online tools in catering this service.

#### **IV. POST LEARNING ACTION PLAN/PROPOSAL:**

<b>Proposed Plan/Activity/Output</b>	<b>Time Frame</b>
Conduct of re-echo for what I have learned from this virtual seminar/learning.	January 2022

#### **Part 2 (To be prepared by the Supervisor)**

How will you support the post Learning Action/Proposal?

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Have you discussed any concerns/resources needed by your subordinate so that he/she can effectively transfer the skills and knowledge gained from the training?

Advise the train attendee to re-educate the knowledge gained in his  
Co-employee.

Would you be willing to send him/her again to other training/seminar/conference?

Yes ☒ No ☐ Others ☐

If yes, please specify courses.


Recommend to be consider in the CISCO Computer Networking  
(Cisco 1 & Cisco 2)

Submitted by:

  
CEEJAY G. CRUZ  
Attendee

May 06, 2021  
Date

Noted/Confirmed by:

  
NESTOR N. CUASAY  
Supervisor