

INDIVIDUAL LEARNING REPORT

Part 1 (To be prepared by the participant)

Name of Participant:	ROSAMIA J. SANCHEZ
Office/Service:	DENR-PENRO/ Management Division-Procurement section
Training Title:	ENR Frontline Course
Learning Providers:	DENR-HRD Region IV-B Mimaropa
Inclusive Dates:	April 26-30, 2021
Venue:	DENR-PENRO, Calapan City, Oriental Mindoro

I. EVALUATION OF THE COURSE:

- **Technical Content:**

The primary objective of the training course was to widen and strengthen the knowledge each participants on the different frontline services of the department and how to become an effective Government employee.it is the most essential to all personnel especially designated frontline desk officer of the office to effectively cater the needs of the clients and stakeholders visiting the Office or even online inquires, the webinar were attended by forty (40) participants from the MIMARO personnel.

The training was segmented into four (4) modules:

Module 1: The DENR in Retrospect

- *DENR's Organizational Structure
- *DENR's Mission , Vision and Core Values
- *Office Protocol and Etiquette
- *Ten Priority Programs of PRRD, PDP and SOGs

Module 2: ENR Frontline Services

- *Forest Resources Management Services
- *Land management Services
- *Biodiversity Conservation and Management Services
- *Water Resources Management Services
- *Environment Management and Climate Change Mitigation
- * Mining Resources Management Services
- *Introduction to NAMRIA
- *ENR Research Services
- *Client Services Excellence 101

Module3: Ease Doing Business and Effective Government Services Delivery

- *Ethic in DENR
- * Anti Red Tape Act

Module 4: Services Excellence

- *Financial Literacy (Financial Planning, Saving and Budgeting)

- **Impression/Comments:**

I learned a lot on this webinar and it is very informative. The teaching tools used by the resource speakers are easily understand and comprehend. Our speakers have the mastery of the topic teach to us. The topics discussed are really important as ENR Frontline employees. Thank you so much for our speakers and a job well done.

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

The subject/topics enhanced my knowledge in the fundamentals of ENR Laws and the priority projects of the DENR. The course strengthen me to perform more better in the office and serve better for our clients. He also teach me that our excellent service and pleasing personality should be extended not only to our office but go beyond our clients.

II. RECOMMENDATIONS:

I recommend that all ENR Frontline employees that graduated from the course will have a yearly refresher seminar to update information of the office programs and improve quality service in the office and building a good relationship with clients.

IV. POST LEARNING ACTION PLAN/PROPOSAL:

Proposed Plan/Activity/Output	Time Frame
Conduct of re-echo for what I have learned from this virtual seminar/learning.	November 2021

Part 2 (To be prepared by the Supervisor)

How will you support the post Learning Action/Proposal?

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 herein attendee to re-also the knowledge gained to 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.

Recommended to another Learning event related to his position

Submitted by:

Rosamia J. Sanchez
ROSAMIA J. SANCHEZ
Attendee

May 06, 2021
Date

Noted/Confirmed by:

Nestor N. Cuasay
NESTOR N. CUASAY
Supervisor