

HRD PLAN IMPLEMENTATION MATRIX

Calendar Year 2017

#20. SEMINAR ON DELIVERING EXCELLENT SERVICE

Desired Outcome	Outputs to be produced	Learning Objectives	Proposed HRD Intervention	Target Learners			Planned Schedule												Support Requirements					Source of Funds						
				Number	Office(s)	Position(s)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Financial	Human Resource	Logistics	Executive Sponsorship	Other							
							Male	Female																						
Enhanced employee's skills in delivering excellent service. Refined and improved employees way in dealings with clients and increased level of alertness in process improvements in a given circumstance.	Action Plan on improving mechanisms in dealing with clients and delivering outstanding service.	By the end of the intervention the participants will be able to: 1. Identify the benefits of delivering excellent client service. Financial rationale of excellent customer service 2. Identify the individual's role in client's interactions. 3. Explain the importance of attitude 4. Enumerate techniques in gaining customer trust and rapport 5. Describe the principles of emotional intelligence. 6. Identify techniques in dealing successfully	Seminar on delivering Excellent Service	50 employees/ batch (continuing)	All Offices	All Levels																		50,000	1 Resource Speaker 1 Documenter 1 Secretariat	Venue Projector Training Materials & Supplies White Board Laptop Honorarium	Memo Order from PGO Approved Activity Design	Contingency fund for miscellaneous expenses		HRDP