



September 29, 2021

DR. MADELYN P. MACALLING
Schools Division Superintendent
DepEd Division of Isabela
Capitol Complex, Alibagu, City of Ilagan

Dear Dr. Macalling:

We, at **ARCZONE Professional Development, Inc.**, are pleased to assist private and government agencies in addressing specific training needs of employees for their continuous professional growth. As an **Accredited Learning and Development Institution (ALDI)** of the **Civil Service Commission**, we are offering development services to support the commission in providing learning and development opportunities to government employees in order for them to achieve excellence in public service. With this, we are delighted to present to you the list of our Civil Service training programs for your consideration:

A. English for Specific Purposes

- o English for Human Resources
- o English for Telephoning
- o English in the Workplace
- o English for Marketing & Advertising
- o Hospitality English
- o English for Health professionals (Doctors, Nurses, PT, Radiographers, etc.)
- o English for Foreign Nationals (Koreans, Taiwanese, Chinese, Japanese, etc.)
- o Language Enhancement (Immersion to American and British English)
- o English for Office Personnel (Focused on grammar review, business communication, customer service management, accent neutralization and fluency exercise.)
- o And others...

B. Supervisory Development

- o Management and Supervisory Skills
- o Approaches to Supervision Development
- o Mentoring and Coaching
- o Effective Business Communication Skills
- o Maintaining a Safe and Respectful Workplace
- o Enhancing Resiliency in the Workplace
- o Enhancing your Leadership Potential through better Choice
- o Managing Human Resources
- o Time and Stress Management
- o Conflict Management

C. Learning and Development Courses

- o Measuring and Evaluating Learning for Learning and Development Practitioners
- o Learning and Development Program Design, Planning, and Implementation
- o Developing Learning Facilitation Skills among Learning and Development Practitioners

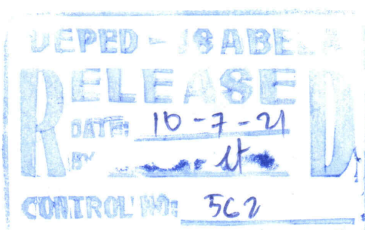
07 October 2021

To: **All Personnel Concerned**

From: **MADELYN L. MACALLING, PhD, CESO VI**
OIC - Schools Division Superintendent

Subject: **OFFER OF DEVELOPMENT SERVICES BY ARCZONE PROFESSIONAL DEVELOPMENT, INC.**

For information.





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D. Core HRM

- Strategic Human Resource Practices
- Strategies in Managing Learning and Development in the Workplace
- Strategic Approaches in Recruitment, Selection, and Placement for HR Management Practitioners
- Strengthening Organizational Culture through Effective Workplace Relationships
- Increasing Employee Productivity and Engagement: Revisiting Performance Management System, Rewards, and Recognition Programs

E. HR Courses

- Enhancing the Potentials of Future Leaders: Designing Career Development and Succession Management Programs
- Training of Trainers on Facilitating Open Space Technology (OST) and the World Café as Techniques in Group Facilitation
- Mentoring and Coaching for Improved Organizational Performance
- Competency-Based Management for Human Resource Practitioners
- Boosting Organizational Performance through Effective Capacity Building Strategies
- Levelling the Playing Field: Mainstreaming Gender in Government Agencies
- Knowledge Management System: Strategies, Methodologies, and Innovations
- Skills, Tools and Resources for Strategic Planning: A Seminar-Workshop for Human Resource Practitioners

F. Other Learning and Development Programs

- Prioritizing Mental Health Amidst the Covid-19 Pandemic
- Personality Development
- Trends and Issues in Quality Management
- Ethics in the Workplace
- Values formation in the Workplace: Building Desirable Work Habits and Positive Attitudes
- Negotiation in Business: Skills, Tools and Techniques for Better Customer Service
- Team Building Activities

N.B. We also provide customized training programs.

Each program is customizable to meet specific needs of the target clientele. Moreover, the training is done online through a video conferencing app and a Learning Management System (LMS).

Should you consider the training programs that we are offering, we will be very happy to discuss the program packages/costs that best suit your needs. You may contact us at 0945 238 5868 / 8781 6895 or you may send an email to online.arczone@gmail.com.

We look forward to working with you in providing professional advancement to your employees.

Sincerely yours,

Ms. Jermaine P. Ogking
Training Coordinator

Accredited by:

Civil Service Commission (CSC)
as a Learning and Development Institution

Professional Regulation Commission (PRC)
as CPD Provider

Authorized by:

National Educators Academy of the Philippines (NEAP)
as a Learning Service Provider

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