

2020 Comprehensive Training Plan

NEA-EC Training Institute

I. PROFESSIONAL DEVELOPMENT DIVISION (Electric Cooperative Training)

A. Public Offering (Top Management)

Code	Course Title	Course Objectives	2020 Schedule/ EC Region	Target Participants
EPIRA	Philippine Electric Power Industry for ECs	<ul style="list-style-type: none"> • Explain the fundamental scientific principles, concepts, and terminologies used in the discussion of Electric Power Systems; and • Discuss the major provisions of EPIRA, its historical perspective, and its significance to the EC. • Understand and familiarize on the principles of power supply contracting, load forecasting, and evaluating the price-related provisions of power supply contracts. 	September 15-18, 2020	Newly-elected/appointed EC Board Directors, newly designated General Managers/ Officers-in-Charge
PPPF	Parliamentary Procedures and Policy Formulation	<ul style="list-style-type: none"> • Discuss the basic principles of corporate governance, finance in governance setting and best practices and pathways to reforms; • Explain the rights and duties of the corporation and its board; • Analyze financial information of the organization in order to make sound board decision. 	October 2020 (TBD): BECA Bicol	All EC Board Directors, General Managers and Officers-in-Charge
ALPS	Advanced Leadership Program for Sustainability (Asian Institute of Management)	<ul style="list-style-type: none"> *Learn fundamental knowledge of sustainability and create a platform to prepare the organization's business strategy plans in the new normal; *Reinvigorate the organization with futures thinking and viable pivot plans for a sustainable business model; *Reflect on your role as a leader and your ability to change, through growing social and environmental challenges; and *Gain the confidence to influence other senior executives in boardroom discussions on embedding sustainability in the organization's corporate strategy. 	2nd Week November 2020	General Managers and Officers-in-Charge

B. Public Offering (Middle Management)

Code	Course Title	Course Objectives	2020 Schedule/ EC Region	Target Participants
EMTE	Effective Management in Turbulent Environment	<p>*Have a macro-perspective of their role in the organization, and shift their mindset from a specialized technical staff with micro-orientation into a manager whose decisions have wide-reaching impacts for the organization;</p> <p>*Develop coaching abilities so that subordinates are motivated to align their actions with the achievement of the organizational goals;</p> <p>*Put together a repository of information that details the experience and learnings of their respective organization in relation to disruptions/crises/disasters, and subsequently use such repository to collate, analyze, and distill information into actionable items that will help the upper management in decision making; and</p> <p>*Effectively communicate scenarios and resulting recommendations for decision in times of disruption/crises/disasters.</p>	Sept. 21-23, 28-29, 2020	Department Managers
SDP	Supervisory Development Program	<ul style="list-style-type: none"> • Identify the roles of supervisors in the different aspects of the organization and define duties as well as responsibilities; • Describe the skills required in supervision and the personal attributes of a supervisor; • Determine road maps on how supervisors can become leaders and make a difference; • Discuss the essence of the communications process and its importance to organizational effectiveness; and • Articulate appropriate work values and ethical standards and examine attitudes toward self and their career. 	Sept. 22-25, 2020	Division Managers

C. Public Offering (Associates)

Code	Course Title	Course Objectives	2020 Schedule/ EC Region	Target Participants
GSP	General Safety Program	<ul style="list-style-type: none"> • Discuss the OSH situation in the country; • Identify the different hazards in the workplace and prevent related injuries; • Implement proactive safety control measures and practices; • Determine the role of each personnel in EC operations; and • Develop strategic plans in promoting a healthy and safety culture. 	<p style="text-align: center;">September 2020 October 2020</p>	<p style="text-align: center;">Lineworkers, Field and Safety Personnel</p>

D. Public Offering (Mixed-Levels)

Code	Course Title	Course Objectives	2020 Schedule/ EC Region	Target Participants
PATA	Performance Assessment and Technical Audit	<ul style="list-style-type: none"> • Discuss the organization's need to conduct the performance assessment and technical audit; • Determine the procedures of performance assessment and technical audit; • Validate EC's performance and compliance; • Identify solutions/corrective measures/improvement in the event of non-compliance; and • Describe the importance of having a developed manual on EC performance assessment and technical audit. 	September 2020	Technical Auditors and Senior Engineers with expertise on Sub-Station, Distribution System and Planning and Design
SOCS	Setting up Online Customer Service	<ul style="list-style-type: none"> • Setup, Install, and Run their very own SuiteCRM • Increase Customer satisfaction through the use of various modules for customer-facing channel communications and customer data integrations • Use SuiteCRM for workflows, task assignments, and team's collaborations in resolving a customer ticket 	September 14-18, 2020	Frontliners, Technical Employees, HR, customer service providers
RSMPR	Responsible Social Media and Public Relations	<ul style="list-style-type: none"> • Setup their very own Facebook Page and Twitter Account • Increase Customer satisfaction through the presence and responsiveness of your company in various social media platforms • Use the administrative features of the Page/Account to monitor and assess effectiveness of campaigns, responsiveness, and publicity/communications. 	October 5-9, 2020	PR Team, Social Media Management Team
DIS	Distribution Impact Study	<ul style="list-style-type: none"> • Develop the competencies required to conduct an effective distribution impact study; and • Determine the impact of embedded generation and CAPEX projects to the distribution system. 	October 2020	EC staff assigned to technical operation and related areas with background on power distribution systems and analysis protection and coordination.

F. Customized Trainings / In-House Trainings

Code	Course Title	Course Objectives	2020 Schedule/ EC Region	Target Participants
COG	Orientation on the New Code of Governance for EC Board of Directors	<ul style="list-style-type: none"> • Provide a coherent understanding of the new Code of Governance and its implications to the overall performance of the ECs. Further, to discuss the latest updates on the status of submission of the Ecs 	4th Quarter 2020	Board of Directors
WOP	Work Order Procedures	<ul style="list-style-type: none"> • Discuss the process of a work order from used collecting data to a request for construction or repair; and • Formulate plan to address the system of retirement of materials and equipmetn and the role of record keeping. 	4th Quarter 2020	Engineers, Finance Managers/Accountants, Work Order Officers/ Clerks, Foremen, Staking Chiefs/ Crews, Technical Auditors and Warehousemen
RPS	Revised Procurement Guidelines and Simplified Bidding Procedures for Electric Cooperatives IRR – RA 10531	<ul style="list-style-type: none"> • Enforce the governance standards for the efficient operation of Ecs in the observance of appropriate procurement procedures for projects funded by EC Internally Generated Funds, Loans, and Reinvestment Fund for Sustainable CAPEX (RFSC) with governing principles. 	4th Quarter 2020	EC Executives and BAC Members
QCR	Quality Customer Relations	<ul style="list-style-type: none"> • Develop knowledge, attitude and skills in dealing and handling complaints of different types of member-consumers. 	4th Quarter 2020	Frontliners
WAVE-W	Work Attitude and Values Enhancement at Workplace (WAVE-W)	<ul style="list-style-type: none"> • Integrate professional life into the personal principles with the participants to have a healthy, motivated life; • Walk through the important aspects of re-aligning the personal and professional values of the participants to the company's values; • Rediscover strengths as well as to create strategies and intervention activities to determine improvement areas in the participants' attitudes and behaviors to work performance; and • Prepare a Re-Entry Action Plan to sustain one's positive attitude towards work. 	4th Quarter 2020	Mixed Employees

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