




**REPORT AFTER ATTENDANCE TO TRAINING/
CONFERENCE/SEMINAR/WORKSHOP/FORUM**


- I. Title of training, conference, seminar/workshop, and forum attended:
"Personality Development and Developing Customer Satisfaction"
- II. Date & Venue: June 13-16, 2023 at A and A Plaza Hotel, Puerto Princesa City,
Palawan
- III. Organizer/Sponsor: Personnel Officers Association of the Philippines,
Inc (POAP) A Civil Service Commission (CSC)-Accredited
Learning and Development Institution
- IV. What are the most important learnings you got during this activity?
In this activity I have learned two things: service management and customer service. And also there are certain skills you have to apply to accomplish the task given and to satisfy the needs of your clientele. We must also understand ourselves and our customers that there are three ego states you have to adapt: the parent, adult and child stage. So with the dealing with our customer there are also types of transaction: parallel and crossed. I've learned also that the foundation of the service you give must be based on anti-graft and corrupt practices act and the norms of conduct of government workers.
In personality development, in this activity you have to develop a wholesome personality to achieve the goals you have to accomplished and that there are certain factors or traits that can affect your personality development, examples: parenting, interacting, education, culture and experiences.
- V. How can you apply the said learnings you gained to improved your performance?
It enhances my knowledge and skills to human relations, improve and develops positive attitude towards work and in dealing with clienteles.
- VIII. Attachment: Photocopy of Certificate of Participation/Attendance/
Appreciation, and Photographs, if available

-see attached sheets-

Submitted by:


ERNESTO A. GONZAGA, JR.
Admin. Aide VI

Noted:


LILIAN B. NUÑEZ
Director

MOISES NEIL V. SERIÑO
College Dean

Approved:

BEATRIZ S. BELONIAS
Vice President - Academic Affairs

(This report shall be submitted in lieu of the Travel Report which is required prior to the COVID 19 pandemic. It shall be submitted to the L & D Office of the ODHRM within 30 days from date of attendance. Future request to attend trainings/workshops/fora will not be processed unless the report from previous attendance has been submitted).