

Scan the QR code or type the URL in browser to access the activity-related information, evaluation, pre-post test, presentations, and submit output.



<https://depedctd.github.io/hrd-school/project-digital-skills-2025>



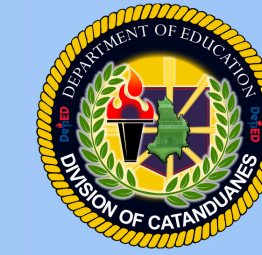
HUMAN RESOURCE DEVELOPMENT SECTION

School Governance and Operations Division

DepEd Compound, San Roque, Virac, Catanduanes

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🌐 <https://depedctd.github.io/hrd-school>



Digital Skills to Elevate Competence and Customer Engagement *of the Non-Teaching Personnel*



March 27-28, 2025 | 08:00 AM-05:00 PM



Rhaj Executive Inn, Gogon, Virac

This serves as an invitation



March 27, 2025

07:30–08:00 AM	Arrival and Registration	PMT
08:00–9:15 AM	National Anthem Opening Prayer Inang Catandungan DepEd Quality Policy Statement Welcome Remarks	AVP AVP AVP AVP MARY JEAN S. ROMERO SGOD Chief ROMEL G. PETAJEN CID Chief ELIZABETH S. URBANO EPS II, SGOD–HRD CAROL P. GIL SEPS, SGOD–HRD DELFIN A. BONDAD PSDS OIC–Office of the ASDS CECILE C. FERRO, CESO VI ASDS OIC–Office of the SDS
	Acknowledgement of Participants Presentation of PMT Statement of Purpose and Norms Message	
09:15–9:30 AM	Health Break	
09:30–10:00 AM	Session 1: Handling Customer Service in the Workplace	EVA S. TOLENTINO AO V, Admin Section
10:00–11:00 PM	Session 2: Digital Literacy and Technical Competency	JESSA F. PURCIL Teacher III, Cabcab NHS
11:00–12:00 PM	Session 3: Effective Email Communication	ANJO G. TUGAY Information Officer III CATSU
12:00–01:00 PM	Lunch Break	
01:00–02:30 PM	Session 4: Microsoft Teams	NIÑO JOSHUA O. BALBIN Teacher III, Palta NHS
02:30–03:30 PM	Session 5: Mastering Real–Time Customer Support	JAYCEE T. GONZALES Teacher III, Dominador C. Guerrero ES
03:30–03:45 PM	Health Break	
03:45–04:45 PM	Session 6: Microsoft Excel	MAYBELLE V. RUBIO School Principal I, San Andres Vocational School
04:45–05:00 PM	Clearing House and Debriefing	PMT

March 28, 2025

08:00–08:30 AM	Management of Learning	PMT
08:30–09:30 AM	Session 7: Microsoft One Drive	JENNIFER B. METICA Information Technology Officer, ICTU
09:30–09:45 AM	Health Break	
09:45–10:45 AM	Session 8: Foster Cross Departmental Collaboration Through Digital Tools (HRD Active Links Manager)	ELIZABETH S. URBANO EPS–II, SGOD–HRD
10:45–12:00 PM	Session 9: Customer Service Management	JESSA F. PURCIL Teacher III, Cabcab NHS
12:00–01:00 PM	Lunch Break	
01:00–02:00 PM	Session 10: Improving Services Through Data Analysis	RODEL TAYO School Principal I, Dominador Guerro ES
02:00–03:00 PM	Session 11: Basic Data Protection Practices	ATTY. NORLITO JR. P. AGUNDAY Legal Officer III OSDS Legal Unit
03:00–03:15 PM	Health Break	
03:15–04:15 PM	Session 12: Preparation of Re–Entry Action Plan	CAROL P. GIL SEPS, SGOD–HRD
04:15–05:00 PM	Closing Program Ways Forward Distribution of Certificates Photo Opportunity	PMT

“The goal is not to simply use technology, but to harness it to solve meaningful problems.”

Tim Cook, CEO of Apple, Inc.

