

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](https://depedctd.github.io/hrd-school/project-digital-skills-2025)



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
08:00-09:00 AM	National Anthem	AVP
	Opening Prayer	AVP
	DepEd Quality Policy Statement	AVP
	Welcome Remarks	MARY JEAN S. ROMERO SGOD Chief
	Acknowledgement of Participants	ELIZABETH S. URBANO EPS II, SGOD-HRD
	Presentation of PMT	CAROL P. GIL SEPS, SGOD-HRD
	Statement of Purpose	DELFIN A. BONDAD PSDS OIC-Office of the ASDS
	Message	CECILE C. FERRO, CESO VI ASDS OIC-Office of the SDS
	Message	PMT
	Photo Opportunity	
09:00-10:00 AM	Session 1: Handling Customer Service in the Workplace	EVA S. TOLENTINO AO V, Admin Section
10:00-10:30 AM	Morning Break	
10:30-12:00 PM	Session 2: Effective Email Communication	ANJO G. TUGAY Information Officer CATSU
12:00-01:00 PM	Lunch Break	
01:00-02:00 PM	Session 3: Microsoft Teams	NIÑO JOSHUA O. BALBIN Teacher III, Palta NHS
02:00-03:00 PM	Session 4: Mastering Real-Time Customer Support	JAYCEE T. GONZALES Teacher III, Dominador C. Guerrero ES
03:00-03:30 PM	Afternoon Break	
03:30-04:30 PM	Session 5: Digital Literacy and Technical Competency	JESSA F. PURCIL Teacher III, Cabcab NHS
04:30-05:00 PM	Debriefing	PMT



March 28, 2025

08:00-08:30 AM	Management of Learning	PMT
08:30-09:30 AM	Session 6: Improving Services Through Data Analysis	RODEL TAYO School Principal I, Dominator Guerrero ES
09:30-10:00 AM	Morning Break	
10:00-11:00 AM	Session 7: Microsoft Excel	MAYBELLE V. RUBIO School Principal III San Andres VS
11:00-12:00 PM	Session 8: Microsoft One Drive	JENNIFER B. METICA Information Technology Officer I OSDS ICT Unit
12:00-01:00 PM	Lunch Break	
01:00-02:00 PM	Session 9: Foster Cross-Departmental Collaboration Through Digital Tools	ELIZABETH S. URBANO EPS II, SGOD-HRD
02:00-03:00 PM	Session 10: Basic Data Protection Practices	ATTY. NORLITO JR. P. AGUNDAY Legal Officer III OSDS Legal Unit
03:00-03:30 PM	Afternoon Break	
03:30-04:30 PM	Session 11: Preparation of Re-Entry Action Plan	CAROL P. GIL SEPS, SGOD-HRD
04:30-05:00 PM	Closing Program/Ways Forward	PMT

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

Tim Cook, CEO of Apple, Inc.

