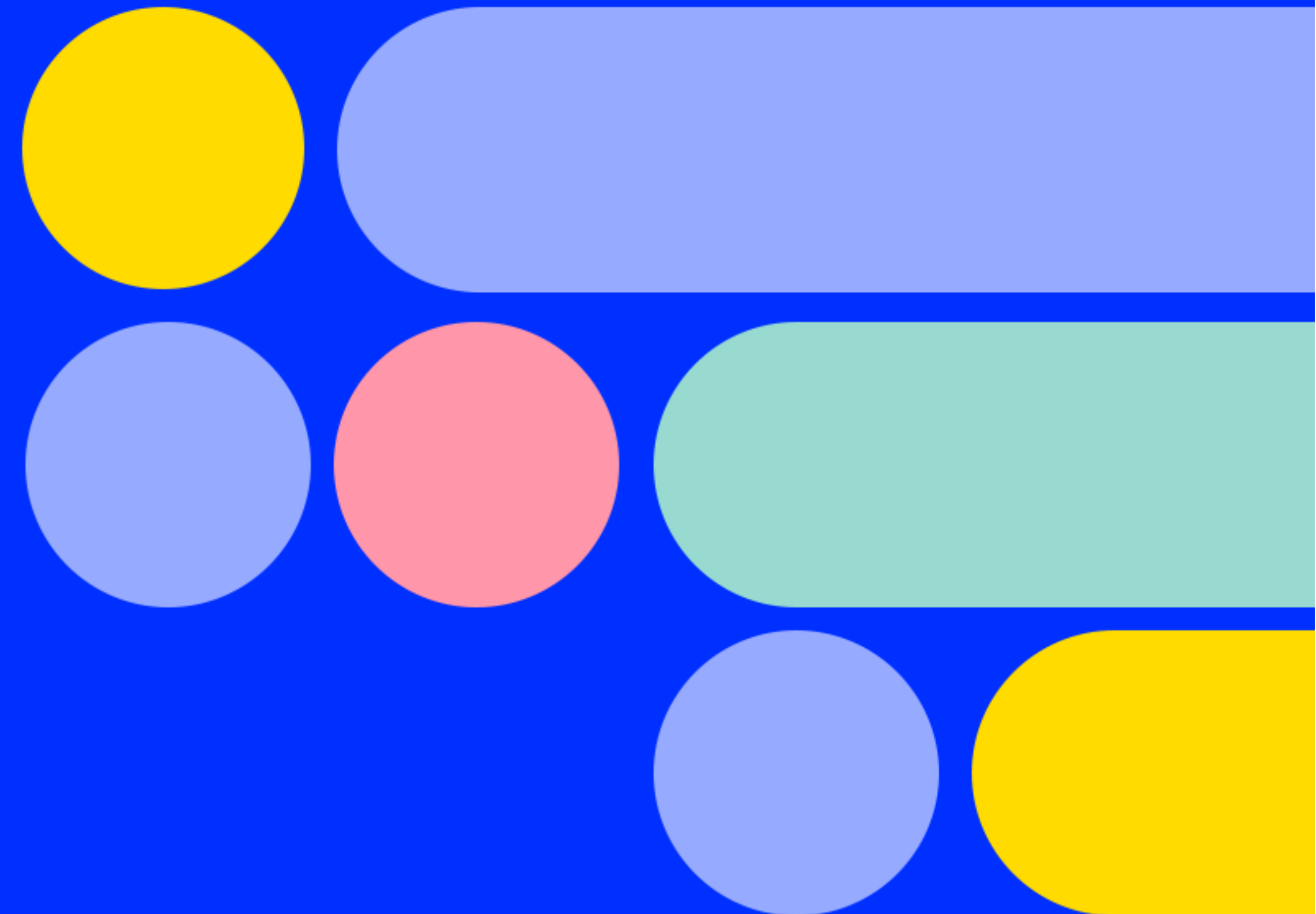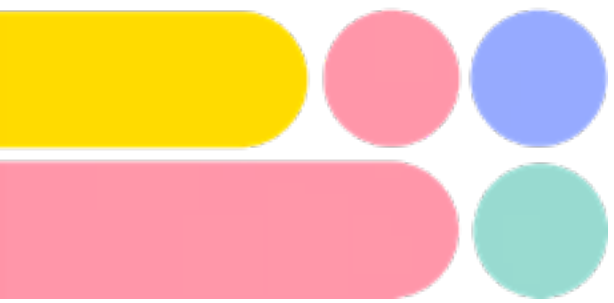**SM** ACADEMY

2023
Training Catalogue

First time using an interactive document?
Click here to learn the navigation.

How to **Navigate**

Navigation Buttons

For easier navigation, buttons such as Menu, Home, Next Page, and Previous Page are available for you to click on.

Curriculum titles and categories can also be clicked.

Core

Job-Based & Leadership

Accounting
HR Head Office

Modes of Delivery

Standard E-Learning
Basic Online E-Learning module to be taken on the SM Academy.

Interactive E-Learning
Interactive / gamified E-Learning module.

Classroom/Virtual
Standard face-to-face training or Virtual training through MS Teams or Zoom.

Competency Matrix vs Module Details
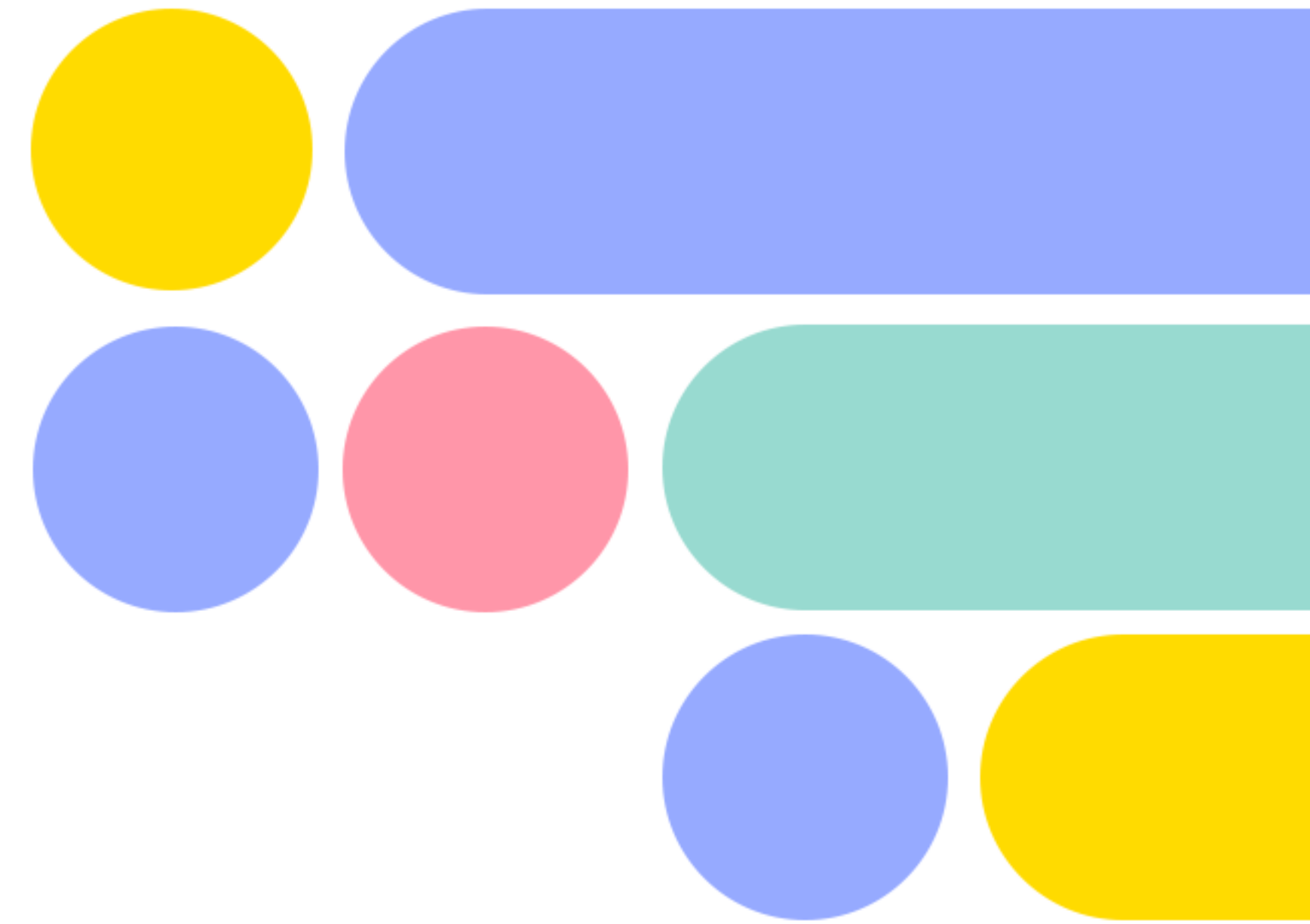
What can be found on the Competency Matrix?
Competency Title
Competency Definition
Module Title
Target Position Level
Level by Position

What can be found on the Module Details?
Module Title
Module Description
Learning Objectives
Mode of Delivery
Duration

Competency Matrix Legend

B - Basic   **I** - Intermediate   **A** - Advanced

Module
Categories
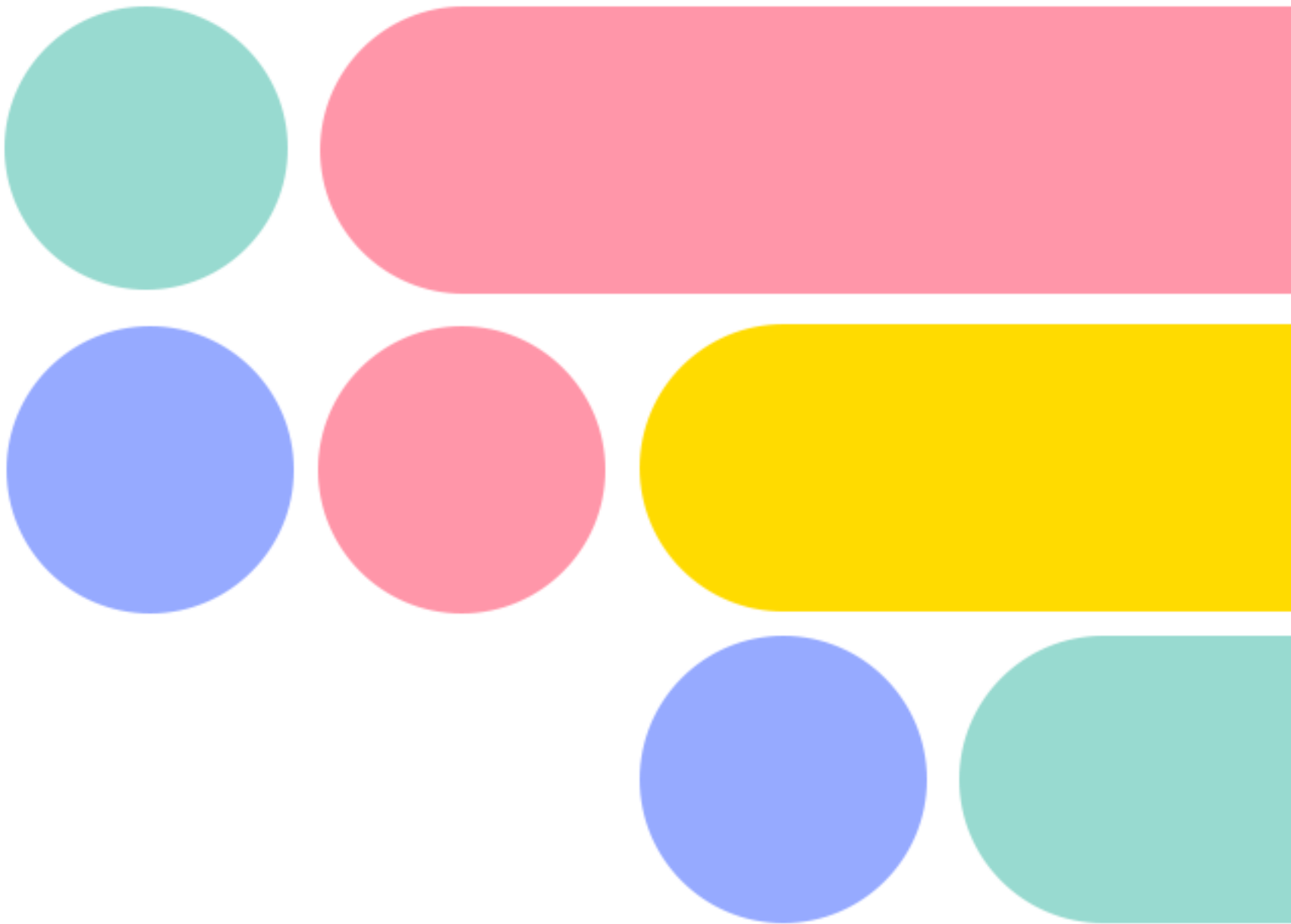
Core

Job-Based & Leadership
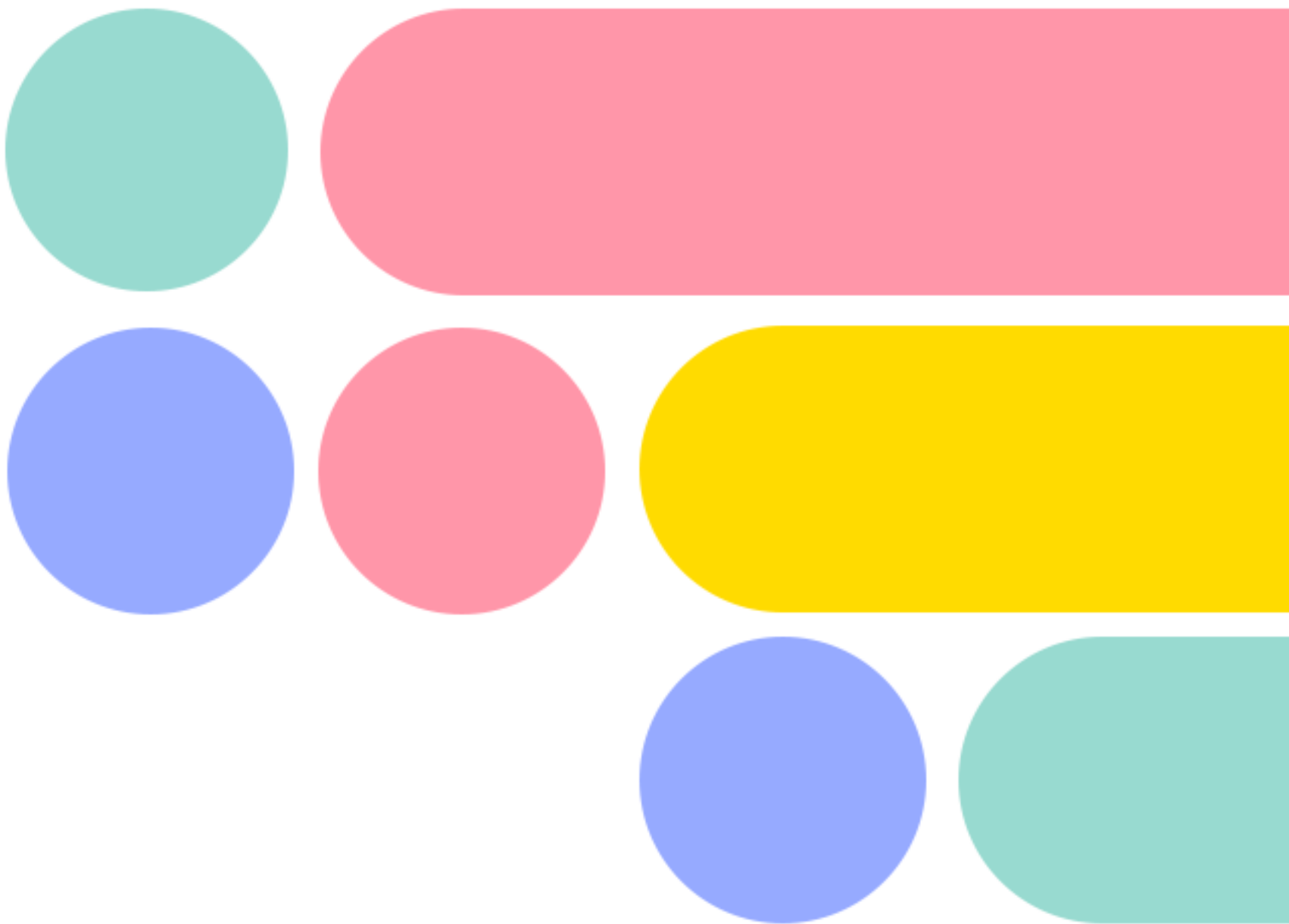
SBU Curriculum

**Customer Service &
New Store Opening Curriculum**

Head Office Curriculum

Personal Shopper Curriculum

Core Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Code of Conduct	This module explains the company's Code of Conduct; which defines the framework of the company's discipline system and compliance policies. Participants will learn about the set of rules outlining the responsibilities and proper practices of employees in an organization. Included here are the various offenses and their respective penalties.	• Identify the professional and ethical practices done within the company • Observe employee self-discipline and direction in order to establish a safe and secure work environment • Adhere to the disciplinary standards set by the company	Standard eLearning	1.5 hours
Customer Relations Service	In this module, various security practices implemented by the Customer Relations Service will be discussed. The participants will also have the chance to meet the CRS team to know their general tasks.	• Identify the Customer Relations Service (CRS) team and their general responsibilities • Explain SM Security and Safety protocols • Prevent unnecessary incidents by being vigilant when it comes to security and safety	Standard eLearning	1.5 hours
Data Privacy Act orientation	The Data Privacy Act Module intends to educate everyone about the law on data privacy and the company's obligations in its implementation. This module also contains the steps in compliance to the DPA.	• Explain the Data Privacy Act of 2013 • Recall the obligations of the company to ensure that the Data Privacy Act is not just a paper compliance • Practice the next steps to compliance • Learn the next steps to compliance	Standard eLearning	1.5 hours
Enabling Employee Psychological Well-being and Resilience	This course enables the participants on how to create a mentally-healthy workplace. The course walks the participants in different occupational stress and their causes, organizational and personal stress management strategies, as well as the basic skills needed when dealing with work related mental health disorders, stress and disasters. The course is carried through lectures, discussions and structured learning exercises.	• Creating a mentally healthy workplace • Understanding stress • Relating stress and mindfulness • Managing transitions	Classroom	4 hours
eTransmittal Application (END-USER GUIDE)	This series of modules will discuss the new and improved transmittal system for your documents and parcels.	• To explain new process from current manual transmittal process to Online seamless and contact less transition of transmittal	Standard eLearning	1 hour
eTransmittal Application (OBM GUIDE)	e transmittal application for branch OBM module	• To educate OBMs how to transact e transmittal consolidation and receiving on branch level	Standard eLearning	30 mins
Grammar Review	This module provides participants with the basics of grammar to help them in written and verbal correspondences.	• Explain the basic guidelines of the different parts of speech • Apply these guidelines in proper sentence construction	Standard eLearning	1.5 hours
Grooming and Etiquette for Females	This module cascades the SM grooming standards and basic work etiquette for female employees.	Apply professional look and decorum as SM female employees	Standard eLearning	1.5 hours
Grooming and Etiquette for Males	This module cascades the SM grooming standards and basic work etiquette for male employees.	Apply professional look and decorum as SM male employees	Standard eLearning	1.5 hours
Good Housekeeping Practices	This module provides participants with the housekeeping standards that they should adhere to.	• Define good housekeeping and its importance in the workplace • Enumerate the benefits of good housekeeping • Learn how to improve housekeeping in our workplace • Understand the 5S Methodology	Standard eLearning	1.5 hours
Information Security Awareness	The module will describe what is information security, why do we need to be aware of information security, different type of information security breaches, what are ways to prevent information security breaches and how to report if there are information security breaches.	Increase information security awareness of all our employees.	Standard eLearning	1 hour
ITS SDLC Playbook	This module with serve as guide to users on the different phases in software development.	Users to identify foreseeable challenges and minimize or eliminate those challenges	Standard eLearning	1.5 hours
Monitoring and Controlling Project Performance	This module covers the tasks and activities of Department Managers in runnig a project, and would need to know how to monitor and control their projects. This also incorporates concepts of project change management and project configuration management as part of how projects are properly monitored and controlled.	• Differentiate the concept of Project Monitoring versus Project Controlling • Analyze the various project management knowledge areas that can only be monitored and/or controlled by the project manager • Describe the purpose of configuration management and how projects benefit from conducting configuration audits • Explain how a consolidated performance report is created and used in reporting project performance.	Standard eLearning/ Classroom	1.5 hours/ 4 hours
New Hire Orientation	This module will orient the participants on SM's history and businesses. They will also learn about the Mission, Vision, and Values of the company, and the basic policies and procedures relevant to new hires.	• To familiarize new hires with the company history • To orient new hires on the company's values, mission and vision • To introduce the company's policies and procedures • To brief new hires with the business of the company • To provide new hires with all the pertinent information they need in working at SM	Standard eLearning	1.5 hours

Core Module Details

Module Title	Description	Learning Objectives	Mode	Duration
O365 Training	Short modules to familiarize participants with the different Microsoft productivity applications that SM provides. Moreover, quick run-throughs are also available to help them navigate through the different application interfaces.	Increase work productivity through the use of Microsoft Productivity applications	Standard eLearning	1.5 hours
Occupational Safety and Health Standards Training	Informational videos regarding operational safety and health standards to be observed by all employees of the company.	Observe at all times the operational safety and health standards.	Standard eLearning	8 hours
One Procure	A step-by-step e-learning tutorial on Zycus, the new, web-based, procurement system.	• Explain the general guidelines and process for requisition • Operate the Zycus interface by procuring the available and needed fixed assets	Standard eLearning	1.5 hours

2023 **Training Catalogue**

Accounting

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	**Supervisor**	**Department Manager**	**Senior Manager**	**Executive**
Evaluation	Makes astute decicions on the basis of thorough analysis, logic and data.	Discovering Insights through Data Analytics	Exec, SRM, DM, AAM, AAssoc	A	A	A	A	A
		Design Insight and Data Storytelling	Exec, SRM, DM, AAM, AAssoc	A	A	A	A	A
Ingenuity	Generates and drives innovative solutions to support long-term outcomes.	Basic Excel Training	Exec, SRM, DM, AAM, Aassoc, AA	I	B	B	B	B
		Intermediate Excel Training	Exec, SRM, DM, AAM, Aassoc, AA	A	I	I	B	B
		Advance Excel Training	Exec, SRM, DM, AAM, Aassoc, AA	A	A	A	A	A
		Basic Computer Skills	Exec, SRM, DM, AAM, Aassoc, AA	A	A	A	I	I
Directing Action	Leads, gives direction and drives progress through engagement and delegation	Leading Teams	Exec, SRM, DM, AAM, AAssoc	A	I	B	B	B
		Influential Leadership	Exec, SRM, DM, AAM, AAssoc	A	I	B	B	B
Communication	Shares information in a confident and articulte way that suits the audience	Assertive Communication	DM, AAM, AAssoc	A	A	I	B	B
		Technical Writing	DM, AAM, AAssoc	A	A	I	B	B
		Presentation and Facilitation Skills	DM, AAM, AAssoc	A	A	I	B	B
Organisation	Transforms objectives into actionable steps through detailed planning to ensure delivery.	Time and Task Managerment	Exec, SRM, DM, AAM, Aassoc, AA	A	I	I	B	B
		Organizatiion and Project Management Skills	Exec, SRM, DM, AAM, Aassoc	A	I	B	B	B
		Driving Efficiency	Exec, SRM, DM, AAM, Aassoc	A	A	I	B	B
Building Relationships	Initiates and maintains relationships with others, connects widely.	Leadership Insights (DISC)	Exec, SRM, DM, AAM, Aassoc	A	I	B	B	B
		Effective Communication	Exec, SRM, DM, AAM, Aassoc	A	I	B	B	B
Implementation	Works in a focused and meticulous manner to execute to a high standards	RISA	Exec, SRM, DM, AAM, Aassoc	B	B	B	B	B
		SAP	Exec, SRM, DM, AAM, Aassoc	B	B	B	B	B

2023 Training Catalogue

Accounting Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Discovering Insights through Data Analytics*	This program combines the basics of data analytics such as methods for analyzing and using statistical data; and the fundamentals of data and results presentation through the use of appropriate visual representation including frequency tables, charts, scatterplots, among others.	• Understand Data Analytics and its importance to the business • Apply descriptive statistics and data visualization	Virtual	3.5hours
Design Insight and Data Storytelling*	Data to Insights and Data Storytelling will provide clear structures to help you parse through data, and more importantly, determine the questions to ask that will provide value for your stakeholders. This module will also allow the participant to how to communicate with data, clearly and effectively – by connecting with your audience through story and visualization best practices – so that your data presentations and reports effortlessly lead decision-makers down the right path.	• Enumerate the 4As of Solving Business Problem • Determine the steps involved the in the 4As of Solving Business Probmen • Identify the 4 keys to Data Storytelling • Expound on the prijnciples behind Audience, Visuals and Narratives.	Virtual	3.5hours
Basic Excel Training*	This module is a collection of quick tips and tricks designed to give participants new skills. Topics includes saving and opening a workbook, managing worksheets, formatting cells, printing, sorting data, fimnd and replace option, paste special option and keyboard shortcuts.	• Apply excel functions appropriate to systems used in the workplace	Classroom/Virtual	3.5hours
Intermediate Excel Training*	This module is a collection advance excel skills designed to give participants new skills. Topics includes Excel Functions/Formulas (VLOOKUP, Concatenate, If functions, Index Match, etc.), Pivot Table, Charts, Go to Special, Name Range, Drop Down Lists, Conditional Formatting, Excel Table, Idea Button, Using Sparklines, Text to Column and Quick Analysis Tool.	• Apply intermediate excel functions appropriate to systems used in the workplace	Classroom/Virtual	3.5hours
Advance Excel Training*	This module is a collection intermediate excel skills designed to give participants new skills. Topics includes Advanced Excel Formulas, Advanced Excel Charts, Visual Basic for Applications, Power Query and Power Pivots	• Apply intermediate excel functions appropriate to systems used in the workplace	Classroom/Virtual	3.5hours
Basic Computer Skills*	This course will provide participants with basic knowledge of computer use, whichthey can apply in their daily tasks.	• Demonstarte basic proficiency in the use of computer	Virtual	3.5hours
Leading Teams	This module explains Bruce Tuckman's Four Stages of Team Development using different tools and techniques to handle teams in each stage. These methodologies aim to further build the leader's capabilities in leading his/her team including tactics in Setting Expectations and Accountability Conversations, which in turn, will help equip participants in becoming responsible and accountable for results and goals, and handle difficult conversations effectively.	• Expound on the 4 Stages of Team Development • List common strategies used in each stage • Apply techniques in leading and managing your team	Standard E-Learning	1.5 hours
Influential Leadership	This module provides participants with a deeper understanding of Influence in the workplace by defining Influential Leadership and explaining the components of the Influential Leadership Model. Participants will be able to further lead with character, competence, and curiosity by aligning their leadership practices with John Maxwell's 5 Levels of Leadership.	• Define Influential Leadership • Expound the 6 Principles of Persuasion • Explain the components of the Influential Leader Model • List and explain the Stages of Influence • Identify ways to develop Leadership • Influence in the workplace • Apply ways to use communication to influence others	Standard E-Learning	1.5 hours
Assertive Communication*	This course is designed to empower participants that are challenged in asserting themselves by providing tactics for overcoming the fear.	• Explain the difference between being assertive vs. being aggressive • List down tips for assertive communication.	Standard E-Learning	1.5 hours

* Coming Soon

2023 **Training Catalogue**

Accounting Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Basic Writing Skills	This module will tackle the difference between spoken and written language. Moreover, it will discuss the essentials of writing, which will be helpful in writing reports and communicating effectively through a written correspondence.	• Differentiate spoken and written language • Explain the essentials of business writing • Write a report using gender-neutral language • Write an effective email while observing proper email etiquette	Standard E-Learning	1.5 hours
Presentation and Facilitation Skills	This module equips participants with the skills and knowledge that will help them train and upskill their teams by the use of effective training techniques. The learning outcomes of this module will assist the participants to disseminate information across their team with clarity and consistency.	• Explain the principles of adult learning. • Identify the different learning styles. • Tailor ypur message to meet different learning styles. • Identify wauys to deliver better presentation. • Apply techniques in presenting in a group.	Virtual	3.5 hours
Time and Task Management*	This module will show participants how to get more things done, with less stress, and more efficiency	• Manage different types of activities • Identify and create priorities to add more value • Apply time management strategies	Virtual	3.5 hours
Organization and Project Management Skills	This module aims to develop the participants' strategic formulation in delivering the organization's vision and mission to progress to goals and objectives through the POLC framework. In- depth SWOT analysis is the key tool in realizing the module's objectives.	• To understand the significance of POLC framework in strategy formulation towards achieving the company's vision and mission • To apply formulated strategies for progress of the unit's objectives	Standard E-Learning	1.5 hours
Driving Efficiency	This module provides participants with an understanding of the Six Sigma methodology, DMAIC (Define, Measure, Analyze, Improve, Control), and when it is used when a product or process is present but is not meeting customer specifications or is not performing adequately. The Six Sigma DMAIC	• Define the DMAIC process • Expund on each phase of the DMAIC process • List common tools and technique used in DMAIC • Apply techniques in problem-solving • Identify common decision-making pitfalls	Standard E-Learning	1.5 hours
Leadership Insights*	This module aims to increase the participant's self-awareness in regards to leadership style, strengths, and development opportunities via the DISC profiling tool and feedback mechanism. By using their DISC profile, they can better manage their priorities, build stronger relationships, and communicate with honesty and sincerity.	• Identify SM Mart organizational context and strategic priorities • Identify your preferred leadership style and understand the value and limitations of your style • Expound on different goal setting techniques	Virtual	3.5 hours
Effective Communication	This module equips participants with practical and effective communication skills - listening, writing, and interpretation.	• Identify the reasons why you avoid difficult conversations and recognize methods to overcome these challenges. • Apply a story -telling technique to communicate with your audience. • Identify the different levels of conflict and strategies for resolving conflict. • Explain the importance of preparation when conducting a courageous conversation. • Conduct courageous conversations with colleagues and team members.	Standard E-Learning	1.5 hours
RISA Training*				
SAP Training*				

* Coming Soon

Branch Warehouse

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Senior Manager	Executive
Evaluation	Makes astute decisions on the basis of thorough analysis, logic, and data.	Creativity & Innovation	Sup/DM/SRM		B	B	B	
		Driving Efficiency	Sup/DM/SRM		B	B	B	
		Effective Problem Solving and Decision Making	Sup/DM		B	B		
Learning Agility	Grasps and applies new concepts quickly, enjoys learning and feedback	Grammar Review	RnF/Sup/DM	B	B	B		
		Critical Thinking Enhancement	Sup/DM/SRM		I	I	B	
		SMART Manager	Sup/DM		B	B		
Communication	Shares information in a confident and articulate way, that suits the audience	Grammar Review	RnF/Sup/DM	B	B	B		
		Effective Communication	Sup/DM		B	B		
		Coaching for Success	Sup/DM/SRM		B	B	B	
		Successful Negotiation Skills	Sup/DM/SRM		B	B	B	
		Trainer Essentials	Sup/DM		B	B		
Self Insight	Is aware of own strengths and weaknesses, and responsive to feedback.	Leadership Insights and Millenial Management	Sup/DM/SRM		B	I	I	
		Emotional Intelligence and Development Insights	Sup/DM/SRM		B	I	I	
Numerical Analysis	Enjoys skilfully analysing data to solve problems and make decisions.	Supply Chain and Inventory Management	Sup/DM/SRM		B	B	B	
		Merchandise Math	RnF/Sup/DM	B	B	B		
Resilience	Is confident and persistent, remains calm and optimistic even under pressure.	Change Management	Sup/DM/SRM		B	B	B	
		The 4 Essential Roles of Leadership	Sup/DM/SRM		B	B	B	
		Emotional Intelligence and Development Insights	Sup/DM/SRM		B	I	I	
Organization	Transforms objectives into actionable steps through detailed planning to ensure delivery.	Workplace Safety	RnF/Sup/DM/SRM	B	B	B	B	
		One Procure I Zycus	RnF/Sup/DM/SRM	B	B	B	B	
		Supply Chain and Inventory Management	Sup/DM/SRM		B	B	B	
		Driving Efficiency	Sup/DM/SRM		B	B	B	
		Business Acumen	RnF/Sup/DM	B	B	B		
		Records Management for Work Efficiency	RnF/Sup/DM	B	B	B		
		Organization with Project Management Skills	DM/SRM			I	I	
		Merchandise Management System	Sup/DM/SRM		B	B	B	
		Auto-Replenishment	RnF/Sup/DM/SRM	B	B	B	B	
		Occupational Safety and Health Standards	RnF/Sup/DM	B	B	B		

Branch Warehouse

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	**Supervisor**	**Department Manager**	**Senior Manager**	**Executive**
Directing Action	Leads, gives direction and drives progress through engagement and delegation.	The 4 Essential Roles of Leadership	Sup/DM/SRM		B	B	B	
		Innovation to Integration	Sup/DM/SRM		B	B	B	
		Influential Leadership	Sup/DM/SRM		A	I	I	
		Leading Teams	Sup/DM/SRM		B	B	B	
		Effective Problem Solving and Decision Making	Sup/DM		B	B		

Branch Warehouse Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Creativity & Innovation	This module emphasizes on the value of creativity and innovation to create improved business and deliver new approach to problems.	• Define and differentiate creativity and innovation • Identify blocks to creativity by exploring the thinking process • Apply the creativity process in developing innovative services and in solving problems	Standard E-Learning	1.5 hours
Driving Efficiency	This module provides participants with an understanding of DMAIC improvement cycle used to drive Six Sigma projects. With the use of data-driven improvement cycle, learners can correctly formulate problem statements and propose effective, long-term solutions. Through the integration of the right tools and techniques, participants will be able to drive simplification in existing workflows by eliminating variation and defects, break barriers through a different way of thinking when resolving issues and/or seeking continuous improvement.	• Define the DMAIC Process • Expound on each phase of the DMAIC Process • List common tools and technique used in DMAIC • Apply techniques in decision making • Identify common decision-making pitfalls	Standard E-Learning	1.5 hours
Effective Problem Solving and Decision Making	Problem solving and Decision Making are skills that are important in the daily business and in life. These are especially important for management and leadership. This module aims to provide creative problem solving techniques to help leaders make the right decisions	• Analyze potential and actual problems • Distinguish between symptoms and root causes of problems • Apply creative problem-solving techniques to generate multiple solutions • Assess alternative solutions and select the best one based on available data	Virtual	5 hours
Grammar Review	This module provides participants with the basics of grammar to help them in written and verbal correspondences	• Explain the basic guidelines of the different parts of speech • Apply these guidelines in proper sentence construction	Standard E-Learning	1.5 hours
Critical Thinking Enhancement	This module introduces participants with concepts of creativity and innovation. The knowledge and skills gained in the module will enable them to take different emotional states and frames of mind when drawing out new ideas by using Edward De Bono's Six Thinking Hats model. At the end of the module, learners are able to be open-minded with genuine interest and respect to learn from the team through the effective application of innovative practices and team-oriented idea-generating tools.	• Define innovation • List the 4 practices of innovative teams • Explain the 4 practices of innovative teams • Enumerate tools in each of the 4 practices of innovation • Expound on Edward de Bono's 6 Thinking Hats	Standard E-Learning	1.5 hours
SMART Manager	This module aims to empower leaders from any department and reinforce their leadership skills to produce game-changing results in business and personal life. Through the application of proven methods of self-leadership techniques, role-modeling, coaching, and team development management tools, participants are equipped and empowered to lead with character, competence, and curiosity (SMART Me), be responsible and accountable for results and goals (SMART Manager), promote a positive mindset (SMART Me), and inspire others to attain more than what is expected (SMART Role).	• Define your purpose, apply 6 steps to well-being, enumerate motivation drivers, and apply role appreciation methods • Define role modeling, describe POLC, and apply SBE and GROW coaching model • List your strengths, describe ways to use your/team's strengths, define 4DX, and enumerate the steps to an effective career conversation • Review and apply skills as a Manager/Supervisor	Virtual	1 day
Effective Communication	This module equips participants with the fundamentals of communication and techniques on how to handle difficult conversations effectively. The knowledge and skills gained from this module will enable participants in building relationships with internal and external customers through refining their skills to be able to communicate with impact.	• Identify the reasons why you avoid difficult conversations and recognize methods to overcome these challenges • Apply a story-telling technique to communicate with your audience • Identify the different levels of conflict and strategies for resolving conflict • Explain the importance of preparation when conducting a courageous conversation • Conduct courageous conversations with colleagues and team members • Use appropriate structure and style in writing effective emails • Apply the rules in replying and managing business emails • Use proper structure in writing impactful business memos	Standard E-Learning	1.5 hours

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Branch Warehouse Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Coaching for Success	This module provides coaching strategies using the GROW Coaching Model. It aims to help leaders and managers in delivering performance-based coaching using the S-B-E feedback method. Through the use of these methodologies and principles, coaches are able to create an environment conducive to growth and learning and at the same time provide a venue to inspire others to attain more than what is expected.	• Evaluate scenarios where Performance Coaching is effectively applied • Apply feedback as a take-off point to effective coaching • Demonstrate the SM Coaching and Feedback process	Standard E-Learning	1.5 hours
Successful Negotiation Skills	This module provides negotiation strategies and matrix. This will help participants understand the negotiation process; enumerate the desirable communication and interpersonal skills needed that will help bring desired outcomes during a negotiation and realize that negotiation is important in our business as it creates the perfect environment for business success.	• Define negotiation and its 3 phases • Explain the negotiation process • List commonly used negotiation strategies and its matrix • Enumerate skills needed for a successful negotiation • Expound on the different negotiation outcomes	Standard E-Learning	1.5 hours
Trainer Essentials	This module equips participants with the knowledge and skills that will help them train and up-skill their teams using effective training techniques. By understanding Adult Learning Principles, participants will be able to break barriers when presenting to a diverse group of audience.	• Explain the principles of adult learning • Identify different learning styles • Tailor your message to meet different learning styles • Identify ways to deliver better presentations • Apply techniques in presenting to a group	Standard E-Learning	1.5 hours
Basic Writing Skills	This module will tackle the difference between spoken and written language. Moreover, it will discuss the essentials of writing, which will be helpful in writing reports and communicating effectively through a written correspondence.	• Differentiate spoken and written language • Explain the essentials of business writing • Write a report using gender-neutral language • Write an effective email while observing proper email etiquette	Standard E-Learning	1.5 hours
Computer and Presentation Skills	This module prepares participants in delivering impactful presentations to increase credibility and effectiveness. It will teach participants practical tips and techniques in planning key messages, delivery structure, and creating an interesting and entertaining presentation. It will also provide participants basic to intermediate MS Word, MS Excel and PowerPoint knowledge and skills.	MS Excel: • Create and modify an Excel spreadsheet • Perform numerical calculations using formulas and pre-defined functions • Create and understand the chart elements • Apply all topics learned through hands-on exercises MS PowerPoint: • Work with the basic features • Create and modify presentations using PowerPoint graphics, texts and objects • Organize, run and deliver PowerPoint presentations • Make use of the tips on delivering an effective presentation	Virtual	5 hours
Administrative Support	This module will provide participants develop their administrative skills essential for the company to run efficiently. Through this module, participants will learn core skills that will help them use their resources efficiently, manage time wisely, communicate effectively, and collaborate with other skillfully.	• Properly managed time through organization and setting priorities • Manage and complete tasks • Proper use of communication skills • Dealing better with management	Standard E-Learning	1.5 hours
Leadership Insights and Millenial Management	This module aims to increase the participant's self-awareness in regards to leadership style, strengths, and development opportunities via the DISC profiling tool and feedback mechanism. By gaining more understanding of behavioral tendencies, enablers, and derailers, participants can effectively lead with character, competence, and curiosity. By using their DISC profile, they can better manage their priorities, build stronger relationships, and communicate with honesty and sincerity.	• Identify SM Mart organizational context and strategic priorities • Identify your preferred leadership style and understand the value and limitations of your style • Expound on different goal setting techniques	Virtual	1 day

* Coming Soon

2023 **Training Catalogue**

Branch Warehouse Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Emotional Intelligence Development Insights	This module explains Daniel Goleman's Emotional Intelligence Framework: Self and Social Awareness. Participants will learn to develop and implement techniques to enhance relationships at work by gaining more understanding of social and emotional behaviors, and learning how to adjust and manage responses. The knowledge and skills gained from this module will enable learners to lead with character, competence, and curiosity and better communicate with honesty and sincerity through an expanded knowledge of emotional patterns in oneself and others.	• Develop an awareness of Emotional Intelligence (EI) • Recognize the benefits of EI • Expand your knowledge of emotional patterns in yourself and others • Explain the difference between EQ and IQ • Explain Daniel Goleman's EI Framework • Identify the signs of having low EI • Apply tips and techniques in improving EI at work	Standard E-Learning	1.5 hours
Supply Chain and Inventory Management	In this module, participants will examine the retailer's need to analyze and understand the supply chain in which it operates and look at the activities in the supply chain and discuss the control and management of inventory within the chain.	• Identify basic information required for inventory control system • Differentiate between perpetual inventory and the periodic inventory control system • Identify the problems caused by overstocking, under stocking and the solutions to optimize inventory • Explain aged inventory and the means to reduce obsolescence • Identify the various stock replenishment strategies • Explain the importance of information technology and its role in modern retail store • Explain the different activities of the Cyclical Count	Standard E-Learning	1.5 hours
Merchandise Math	In this module, the participants will learn about the components of retail price and the various types of markup and markdown as part of Merchandising Mathematics. Also included in this module are topics on Pricing Strategy and Price Change Procedures.	• Define and calculate basic sales elements in the buying and selling process • Explain the basic pricing elements • Relate pricing objectives, policies and strategies • Identify different types of markups • Recognize the impact of markdown on profit • Calculate markup and markdown as dollar amounts and percentages for individual items and group of items	Standard E-Learning	1.5 hours
Change Management	This modules focuses on the importance of Change Management in growing the business.	• Define Change Management • Explain the importance of change management in the business • Identify the benefits and reactions to change • Expound the five pillars of successful change • Identify ADKAR Model of Change	Standard E-Learning	1.5 hours
The 4 Essential Roles of Leadership	This workshop helps managers identify and develop the four critical abilities of true leaders.	• Participants discover how to implement these roles practically without taking their eye off day to-day management needs. • This will help leaders and employees achieve superb results by pulling together at the highest levels of effectiveness and teamwork	Virtual	5 hours
Workplace Safety	This module will help us ensure that our workplace is kept healthy and safe by identifying workplace risks anad hazards and formulate action plans to improve workplace health and safety.	• Explain the importance of Workplace Health and Safety • Identify workplace risks and hazards • Create action plans to improve workplace health and safety	Standard E-Learning	1.5 hours
One Procure/Zycus	A step-by-step Standard E-Learning tutorial on Zycus, the new, web-based, procurement system.	• Explain the general guidelines and process for requisition • Operate the Zycus interface by procuring the available and needed fixed assets	Standard E-Learning	1.5 hours

* Coming Soon

2023 **Training Catalogue**

Branch Warehouse Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Business Acumen	This module will improve participants judgment and decisiveness skills and help them recognize learning events, manage risk better and increase critical thinking. This underpins knowledge, sound decision-making capabilities and having the confidence to lead an organization or department.	• Define Business Acumen • Expound the Benefits of Building Strong Business Acumen • Know the steps on How to See the big picture	Standard E-Learning	1.5 hours
Records Management for Work Efficiency	• Introduction to Records Management • Life Cycle of Records • Benefits of Records Management • 5S	• Explain the importance of Record Management in their Job • Identify the lifespan of records from its creation to its preservation • Use efficient systems and techniques on record keeping • Create awareness in company policies and procedures on retention and procedures	Virtual	5 hours
Organization and Project Management Skills	This module aims to develop the participant's strategic formulation in delivering the organization's vision, mission, goals and objectives through the basic management framework – POLC (Planning, Organizing, Leading, and Controlling). SWOT Analysis is the key tool presented in the module which will aid participants to drive simplification in their respective work groups. Through the use of a thorough OPMS Process and Feedback Control Model, participants become responsible and accountable for results and goals. Delegation is also a key concept that creates an environment conducive to growth and learning.	• Explain the significance of POLC framework in strategy formulation towards achieving the company's vision and mission • Apply formulated strategies for progress of the unit's objectives	Standard E-Learning	1.5 hours
Merchandise Management System for Warehouse	This module will provide participants knowledge on how to navigate the MMS, particularly those that are relevant to warehouse and distribution center operations such as (inbound/outbound; all systems-outright, SC, Receiving, Dispatching). This module also includes a discussion on how to use the RF-PDT for warehouse and distribution centerrelated activities	• Make use of the MMS Receiving using CP60 • Explain the different activities involved in MMS Receiving • Apply learning through hands-on activities	Virtual	5 hours
Auto-Replenishment	In this module, participants will learn the functional and technical use of Auto Replenishment. Participants will be walked through the different features of Auto Replenishment module and be familiarized with the process.	• Explain the Auto Replenishment Process Flow • Identify the common parameters used to establish the replenishment rules • Use Auto Replenishment module to organize, prioritize and select item(s) for allocation	Standard E-Learning	1.5 hours
Occupational Safety and Health Standards	Informational videos regarding operational safety and health standards to be observed by all employees of the company.	• Observe at all times the operational safety and health standards.	Standard E-Learning	1.5 hours
Innovation to Integration	This module will emphasize on the value of being an innovative facilitator. It will impress on the participats that execution of programs has to be sophisticated and inventive, with a level that generates even more ideas for development	The learning initiative will help cultivate a personal innovation mindset by: • Identifying the different opportunities in coming up with innovative ideas or solutions. • Increasing the likelihood of ideas or suggestions being executed • Applying the different methods in integrating executed ideas or suggestions to the process.	Standard E-Learning	1.5 hours
Leading Teams	This module explains Bruce Tuckman's Four Stages of Team Development. Tools and techniques to handle teams are presented to the participants in each stage. These methodologies aim to further build the leader's capabilities in leading his/her team including tactics in Setting Expectations and Accountability Conversations. Specific steps in delivering these interactions help equip participants in becoming responsible and accountable for results and goals, and handle difficult conversations effectively.	• Expound on the 4 Stages of Team Development • List common strategies used in each stage • Apply techniques in leading and managing your team	Standard E-Learning	1.5 hours
Influential Leadership	This module provides participants with a deeper understanding of Influence in the workplace. By defining Influential Leadership and explaining the components of the Influential Leadership Model, participants are able to identify the communication skills needed to influence up, laterally, and down. Through the application of influencing and persuasion techniques, participants will be able to inspire others to attain more than what is expected and promote a positive mindset. At the end of this module, participants will be able to further lead with character, competence, and curiosity by aligning their leadership practices with John Maxwell's 5 Levels of Leadership.	• Define Influential Leadership • Expound the 6 Principles of Persuasion • Explain the components of the Influential Leader Model • List and explain the Stages of Influence • Identify ways to develop Leadership • Influence in the workplace • Apply ways to use communication to influence others	Standard E-Learning	1.5 hours

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2023 **Training Catalogue**

Business Center Operation

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Senior Manager	Executive
Managing Talent	Provides coaching, guidance and feedback. Manages conflict; Supports development	Leading Teams	Sup/DM		B	B		
		Leadership Insights and Millenial Management	Sup/DM		B	B		
		How Do Leaders Grow from My Team (Leadership Session 101 for BCO)	OIC/Sup/DM		I	B		
Directing Action	Leads, gives direction and drives progress through engagement and delegation	The 4 Essential Roles of Leadership	OIC/Sup/DM		B	B		
		Influential Leadership	DM			B		
Teamwork	Works inclusively and prioritises team goals; delivering on commitments	Being an Effective Team Member	RnF/Sup/DM	B	B	B		
		Thriving Across Differences	RnF/Sup/DM	I	B	B		
Customer Focus	Fulfills customer obligations, interacts in a friendly and composed manner	Effortless Customer Experience (ECX)	RnF/Sup/DM	B	B	B		
Numerical Analysis	Enjoys skillfully analysing data to solve problems and make decisions	Discovering Insights from Data	Sup/DM		I	I		
Judgement	Shares information in a confident and articulate way, that suits the audience.	Effective Problem Solving and Decision Making	Sup/DM		B	B		
Implementation	Works in a focused and meticulous manner to execute to a high standard.	Driving Efficiency	HO/Sup/DM/RM		B	B	B	B
		Records Management	RnF/OIC/Sup	B	B			
		Billing Transactions 101	Sup/DM		B	B		
		BCOOP Refresher	RnF	B				
		BCO BSTs Refresher	RnF	B				
Sales Tenacity	Demonstrates energy, enthusiasm, and ambition to influence customers to buy	Customer Focused Leadership	RnF/Sup/DM	B	B	B		
Resilience	Is confident and persistent, remains calm and optimistic even under pressure	Change Management	RnF/Sup/DM	A	I	B		
		Developing Resilience and Grit	DM/RM			B		B
Communication	Shares information in a confident and articulate way, that suits the audience.	Effective Communication	RnF	B				
		Use of Positive Language	RnF	B				

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Business Center Operation Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Leadership Insights and Millenial Management	This module aims to increase the participant's self-awareness in regards to leadership style, strengths, and development opportunities via the DISC profiling tool and feedback mechanism. By gaining more understanding of behavioral tendencies, enablers, and derailers, participants can effectively lead with character, competence, and curiosity. By using their DISC profile, they can better manage their priorities, build stronger relationships, and communicate with honesty and sincerity.	• Identify SM Mart organizational context and strategic priorities • Identify your preferred leadership style and understand the value and limitations of your style • Expound on different goal setting techniques	Classroom/Virtual	3 hours
How Do Leaders Grow from My Team (Leadership Session 101 for BCO)*	This course focuses on tools that participants can apply to uncover potential leaders from their team, especially during times of adversity.	• Recognize the signs of a potential leader. • Utilize the appropriate tools to uncover potential leaders in the team.	Classroom/Virtual	3 hours
4 Essential Roles of Leadership	The session aims us to learn and understand the 4 essential Roles of Leadership and be able to apply these roles as SM Leaders. The 4 Essential Roles 1.Inspire Trust: Be the credible leader others choose to follow- one with both character and competence 2. Create Vision: Clearly define where your team is going and how they are going to get there. 3. Execute Strategy: Consistently achieve results with and through others using disciplined processes. 4. Coach Potential: Unleash the ability of each person on your team to improve performance, solve problems and grow their careers.	• Participants discover how to implement these roles practically without taking their eye off day to-day management needs. • This will help leaders and employees achieve superb results by pulling together at the highest levels of effectiveness and teamwork.	Classroom/Virtual	1 day
Influential Leadership	This module provides participants with a deeper understanding of Influence in the workplace. By defining Influential Leadership and explaining the components of the Influential Leadership Model, participants are able to identify the communication skills needed to influence up, laterally, and down. Through the application of influencing and persuasion techniques, participants will be able to inspire others to attain more than what is expected and promote a positive mindset. At the end of this module, participants will be able to further lead with character, competence, and curiosity by aligning their leadership practices with John Maxwell's 5 Levels of Leadership.	• Define Influential Leadership • Expound the 6 Principles of Persuasion • Explain the components of the Influential Leader Model • List and explain the Stages of Influence • Identify ways to develop Leadership • Influence in the workplace • Apply ways to use communication to influence others	Online	1.5 hours
Being an Effective Team Member*	Learn tips that can help you increase your self-awareness, demonstrate that you're a reliable teammate, approach teamwork more collaboratively, and more.	• List benefits of putting your team's needs before your own. • Name the qualities of a teammate who is considered to be reliable. • Explain what it means to be proactive. • Recognize the importance of adjusting to the collaborative decision of the team. • Recall the attributes displayed by a strategically focused team member.	Classroom/Virtual	1 day
Thriving Across Differences*	Find greater meaning, well-being, and productivity by learning how to interact with others across differences. Continue your Thrive journey and discover how to create inclusive environments where everyone can thrive.	• Distinguish between diversity and inclusion. • Determine the cause for why people say and do the wrong thing. • Explain what happens when an individual processes unconscious bias. • Interpret the types of unconscious bias. • Determine the appropriate ways to respond when you say or do the wrong thing.	Classroom/Virtual	1 day
Effortless Customer Experience (ECX)*	SM Effortless Customer Experience is the Customer Service Framework that uses the values proactive that uses the foundation to be proactive, engaging and open minded while always personalizing services linking together to drive solutions and going the extra mile to drive customer loyalty and enable effortless experiences for all.	• Recall the different characteristics of Effortless Customer Experience • Identify the importance of Customer Touch Points and the impact of BCO Assistants • Distinguish the Four Steps of Service and the Four Steps to Recovery • Categorize shoppers/customers thru the three types of shoppers	Classroom/Virtual	1 day

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2023 Training Catalogue

Business Center Operation Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Effective Problem Solving and Decision Making	Problem solving and Decision Making are skills that are important in the daily business and in life. These are especially important for management and leadership. This module aims to provide creative problem solving techniques to help leaders make the right decisions	• Analyze potential and actual problems • Distinguish between symptoms and root causes of problems • Apply creative problem-solving techniques to generate multiple solutions • Assess alternative solutions and select the best one based on available data	Classroom/Virtual	4 hours
Driving Efficiency	This module provides participants with an understanding of DMAIC improvement cycle used to drive Six Sigma projects. With the use of data-driven improvement cycle, learners can correctly formulate problem statements and propose effective, long-term solutions. Through the integration of the right tools and techniques, participants will be able to drive simplification in existing workflows by eliminating variation and defects, break barriers through a different way of thinking when resolving issues and/or seeking continuous improvement.	• Define the DMAIC Process • Expound on each phase of the DMAIC Process • List common tools and technique used in DMAIC • Apply techniques in decision making • Identify common decision-making pitfalls	Online	1.5 hours
Records Management for Work Efficiency	This module will cover records management and its benefits, explains the life cycle of records and application of 5S in the workplace	• Explain the importance of Record Management in their Job • Identify the lifespan of records from its creation to its preservation • Use efficient systems and techniques on record keeping • Create awareness in company policies and procedures on retention and procedures	Classroom/Virtual	2 hours
Billing Transactions 101	This module will discuss in detail each of the service transactions that CSAs process including dos and don'ts, and system workarounds.	• Recall the different products and services of BCO. • Review BCO policies and procedures related to its products and services.	Online	1.5 hours
BCOOP Refresher	Basic Skills Training of BCO	• Define BCO service standards. • Apply the latest BCO policies and procedures. • Demonstrate expertise in execution of transactions.	Classroom/Virtual	1 day
BCO BSTs Refresher	Basic Skills Training of BCO	• Define BCO service standards. • Apply the latest BCO policies and procedures. • Demonstrate expertise in execution of transactions.	Classroom/Virtual	1 day
Customer Focused Leadership	This module will allow participants to develop appropriate strategies to help them strengthen relationship with customers.	• Define Customer Focused Leadership • Explain the customer-focused leadership principles • Expound on Seven Rules of Service Leadership	Online	1.5 hours
Change Management	This Online course is a beginner course and supplement course on understanding change management from the HR essentials program. This course covers a basic learning of change, its value and benefits and the framework involved in order to achieve a successful transition into a change such as ADKAR and the 5 Pillars of successful change management. ADKAR: Awareness, Desire, Knowledge, Ability, Reinforcement	• Define change management • Explain the importance of change management • Identify the benefits and reactions to change • Expound the five pillars of successful change • Describe ADKAR model of change	Online	1.5 hours
Developing Resilience and Grit*	In the face of change and uncertainty, learn how to build your resilience and cultivate mental agility. Resilience and grit will help you to cope with change and create productive shifts in thinking and perseverance.	• Learn the fundamentals of emotional intelligence. • Build a plan for responding to change. • Practice resilience in your daily work.	Classroom/Virtual	1.5 hours

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2023 **Training Catalogue**

Counter

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Senior Manager	Executive
Managing Talent	Provides coaching, guidance and feedback. Manages conflict; Supports development	Leading Teams	Sup/DM		B	B		
		Leadership Insights and Millenial Management	Sup/DM		B	B		
Directing Action	Leads, gives direction and drives progress through engagement and delegation	4 Essential Roles of Leadership	Sup/DM		B	B		
		Influential Leadership	Sup/DM		I	B		
Strategic Vision	Understands big picture, long term view of the company; considers risk.	Strategic Thinking	Sup/DM		A	I		
		Critical Thinking Enhancement	RnF/Sup/DM	A	I	B		
Interpersonal Sensitivity	Sensitive to the needs and emotions of others. Responds with empathy	Emotional Intelligence and Development Insights	Sup/DM		B	B		
Communication	Shares information in a confident and articulate way, that suits the audience.	Effective Communication	RnF/Sup/DM	B	B	B		
		Use of Positive Language	RnF/Sup/DM	B	B	B		
Evaluation	Makes astute decisions on the basis of thorough analysis, logic and data	Effective Problem Solving and Decision Making	RnF/Sup/DM	A	B	B		
Organization	Transforms objectives into actionable steps through detailed planning to ensure delivery	Organization and Project Management Skills	Sup/DM		I	B		
Implementation	Works in a focused and meticulous manner to execute to a high standard.	Driving Efficiency	Sup/DM		B	B		
		Computer and Presentation Skills	Sup/DM		B	B		
Resilience	Is confident and persistent, remains calm and optimistic even under pressure	Change Management	RnF/Sup/DM	A	I	B		
		Developing Resilience and Grit	RnF/Sup/DM	B	B	B		
Teamwork	Works inclusively and prioritises team goals; delivering on commitments	Being an Effective Team Member	RnF	B				
		Thriving Across Differences	RnF	I				
Customer Focus	Fulfills customer obligations, interacts in a friendly and composed manner	Effortless Customer Experience (ECX)	RnF	B				
		De-Escalating Conversations for Customer Service	RnF	I				

Counter Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Leading Teams	This module explains Bruce Tuckman's Four Stages of Team Development. Tools and techniques to handle teams are presented to the participants in each stage. These methodologies aim to further build the leader's capabilities in leading his/her team including tactics in Setting Expectations and Accountability Conversations. Specific steps in delivering these interactions help equip participants in becoming responsible and accountable for results and goals, and handle difficult conversations effectively.	• Expound on the 4 Stages of Team Development • List common strategies used in each stage • Apply techniques in leading and managing your team	Standard E-Learning	1.5 hours
Leadership Insights and Millenial Management	This module aims to increase the participant's self-awareness in regards to leadership style, strengths, and development opportunities via the DISC profiling tool and feedback mechanism. By gaining more understanding of behavioral tendencies, enablers, and derailers, participants can effectively lead with character, competence, and curiosity. By using their DISC profile, they can better manage their priorities, build stronger relationships, and communicate with honesty and sincerity.	• Identify SM Mart organizational context and strategic priorities • Identify your preferred leadership style and understand the value and limitations of your style • Expound on different goal setting techniques	Classroom/Virtual	1 day
4 Essential Roles of Leadership	The session aims us to learn and understand the 4 essential Roles of Leadership and be able to apply these roles as SM Leaders. The 4 Essential Roles 1.Inspire Trust:Be the credible leader others choose to follow- one with both character andcompetence 2. Create Vision:Clearly define where your team is going and how they are going to get there. 3. Execute Strategy:Consistently achieve results with and through others using disciplined processes. 4. Coach Potential:Unleash the ability of each person on your team to improve performance, solve problems and grow their careers.	• Participants discover how to implement these roles practically without taking their eye off day to-day management needs. • This will help leaders and employees achieve superb results by pulling together at the highest levels ofeffectiveness and teamwork.	Classroom/Virtual	1 day
Influential Leadership	This module provides participants with a deeper understanding of Influence in the workplace. By defining Influential Leadership and explaining the components of the Influential Leadership Model, participants are able to identify the communication skills needed to influence up, laterally, and down. Through the application of influencing and persuasion techniques, participants will be able to inspire others to attain more than what is expected and promote a positive mindset. At the end of this module, participants will be able to further lead with character, competence, and curiosity by aligning their leadership practices with John Maxwell's 5 Levels of Leadership.	• Define Influential Leadership • Expound the 6 Principles of Persuasion • Explain the components of the Influential Leader Model • List and explain the Stages of Influence • Identify ways to develop Leadership • Influence in the workplace • Apply ways to use communication to influence others	Standard E-Learning	1.5 hours
Strategic Thinking	This module aims to develop strategic thinking skills and help participants build ideas to help the business move forward.	• Define Strategic Thinking • Know the qualities of a strartegic thinker • Learn how to develop strategic thinking skills • Understand the connection between Competition and Strategic Thinking and Listening and Strategic thinking	Standard E-Learning	1.5 hours
Critical Thinking Enhancement	This module introduces participants with concepts of creativity and innovation. The knowledge and skills gained in the module will enable them to take different emotional states and frames of mind when drawing out new ideas by using Edward De Bono's Six Thinking Hats model. At the end of the module, learners are able to be open-minded with genuine interest and respect to learn from the team through the effective application of innovative practices and team-oriented idea-generating tools.	• Define innovation • List the 4 practices of innovative teams • Explain the 4 practices of innovative teams • Enumerate tools in each of the 4 practices of innovation • Expound on Edward de Bono's 6 Thinking Hats	Standard E-Learning	1.5 hours

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Counter Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Emotional Intelligence and Development Insights	This module explains Daniel Goleman's Emotional Intelligence Framework: Self and Social Awareness. Participants will learn to develop and implement techniques to enhance relationships at work by gaining more understanding of social and emotional behaviors, and learning how to adjust and manage responses. The knowledge and skills gained from this module will enable learners to lead with character, competence, and curiosity and better communicate with honesty and sincerity through an expanded knowledge of emotional patterns in oneself and others	• Develop an awareness of Emotional Intelligence (EI) • Recognize the benefits of EI • Expand your knowledge of emotional patterns in yourself and others • Explain the difference between EQ and IQ • Explain Daniel Goleman's EI Framework • Identify the signs of having low EI • Apply tips and techniques in improving EI at work	Standard E-Learning	1.5 hours
Effective Communication	This module equips participants with the fundamentals of communication and techniques on how to handle difficult conversations effectively. The knowledge and skills gained from this module will enable participants in building relationships with internal and external customers through refining their skills to be able to communicate with impact.	• Identify the reasons why you avoid difficult conversations and recognize methods to overcome these challenges • Apply a story-telling technique to communicate with your audience Identify the different levels of conflict and strategies for resolving conflict • Explain the importance of preparation when conducting a courageous conversation • Conduct courageous conversations with colleagues and team members	Standard E-Learning	1.5 hours
Use of Positive Language	In this course participants will learn how to use positive language in every transactions that they will do. Awareness of choosing the right words and tone in delivering messages to customers and peers.	•Define what positive language is •Identify how to use positive language in customer service	Classroom/Virtual	1.5 hours
Effective Problem Solving and Decision Making	Problem solving and Decision Making are skills that are important in the daily business and in life. These are especially important for management and leadership. This module aims to provide creative problem solving techniques to help leaders make the right decisions	• Analyze potential and actual problems • Distinguish between symptoms and root causes of problems • Apply creative problem-solving techniques to generate multiple solutions • Assess alternative solutions and select the best one based on available data	Classroom/Virtual	1 day
Organization and Project Management Skills	This module aims to develop the participant's strategic formulation in delivering the organization's vision, mission, goals and objectives through the basic management framework - POLC (Planning, Organizing, Leading, and Controlling). SWOT Analysis is the key tool presented in the module which will aid participants to drive simplification in their respective work groups. Through the use of a thorough OPMS Process and Feedback Control Model, participants become responsible and accountable for results and goals. Delegation is also a key concept that creates an environment conducive to growth and learning.	• Explain the significance of POLC framework in strategy formulation towards achieving the company's vision and mission • Apply formulated strategies for progress of the unit's objectives	Standard E-Learning	1.5 hours
Driving Efficiency	This module provides participants with an understanding of DMAIC improvement cycle used to drive Six Sigma projects. With the use of data-driven improvement cycle, learners can correctly formulate problem statements and propose effective, long-term solutions. Through the integration of the right tools and techniques, participants will be able to drive simplification in existing workflows by eliminating variation and defects, break barriers through a different way of thinking when resolving issues and/or seeking continuous improvement.	• Define the DMAIC Process • Expound on each phase of the DMAIC Process • List common tools and technique used in DMAIC • Apply techniques in decision making • Identify common decision-making pitfalls	Standard E-Learning	1.5 hours
Computer and Presentation Skills	This module prepares participants in delivering impactful presentations to increase credibility and effectiveness. It will teach participants practical tips and techniques in planning key messages, delivery structure, and creating an interesting and entertaining presentation. It will also provide participants basic to intermediate MS Word, MS Excel and PowerPoint knowledge and skills.	• Create and modify an Excel spreadsheet • Perform numerical calculations using formulas and pre-defined functions • Create and understand the chart elements • Apply all topics learned through hands-on exercises MS PowerPoint: • Work with the basic features • Create and modify presentations using PowerPoint graphics, texts and objects • Organize, run and deliver PowerPoint presentations • Make use of the tips on delivering an effective presentation	Classroom/Virtual	1 day

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2023 **Training Catalogue**

Counter Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Change Management	This Standard E-Learning course is a beginner course and supplement course on understanding change management from the HR essentials program. This course covers a basic learning of change, its value and benefits and the framework involved in order to achieve a successful transition into a change such as ADKAR and the 5 Pillars of successful change management. ADKAR: Awareness, Desire, Knowledge, Ability, Reinforcement	• Define change management • Explain the importance of change management • Identify the benefits and reactions to change • Expound the five pillars of successful change • Describe ADKAR model of change	Standard E-Learning	1.5 hours
Developing Resilience and Grit*	In the face of change and uncertainty, learn how to build your resilience and cultivate mental agility. Resilience and grit will help you to cope with change and create productive shifts in thinking and perseverance.	• Learn the fundamentals of emotional intelligence. • Build a plan for responding to change. • Practice resilience in your daily work.	Classroom/Virtual	1.5 hours
Being an Effective Team Member*	Learn tips that can help you increase your self-awareness, demonstrate that you're a reliable teammate, approach teamwork more collaboratively, and more.	• List benefits of putting your team's needs before your own. • Name the qualities of a teammate who is considered to be reliable. • Explain what it means to be proactive. • Recognize the importance of adjusting to the collaborative decision of the team. • Recall the attributes displayed by a strategically focused team member.	Classroom/Virtual	1 hour
Thriving Across Differences*	Find greater meaning, well-being, and productivity by learning how to interact with others across differences. Continue your Thrive journey and discover how to create inclusive environments where everyone can thrive.	• Distinguish between diversity and inclusion. • Determine the cause for why people say and do the wrong thing. • Explain what happens when an individual processes unconscious bias. • Interpret the types of unconscious bias. • Determine the appropriate ways to respond when you say or do the wrong thing.	Classroom/Virtual	1 day
Effortless Customer Experience (ECX)*	SM Effortless Customer Experience is the Customer Service Framework that uses the values proactive that uses the foundation to be proactive, engaging and open minded while always personalizing services linking together to drive solutions and going the extra mile to drive customer loyalty and enable effortless experiences for all.		Classroom/Virtual	1 day
De-Escalating Conversations for Customer Service	This module will help participants to defuse intense situations, provide practical approaches that can help you calm angry customers. It will discuss common causes situations to escalate, and shares practical steps you can take to prevent an escalation. It will also provide tips that can help individual reframe conversations, manage expectations, handle customers who ask for supervisor, and more.	• Recognize examples of pushing when dealing with a customer. • Summarize the goal of reframing conversations. • Identify the benefits of using partnering language. • Determine the best response to a customer who asks to speak to a manager. • Identify statements that can be used to acknowledge a customer's issue.	Classroom/Virtual	1.5 hours

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2023 **Training Catalogue**

Customer Relations Service

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Senior Manager	Executive
Communication	Shares information in a confident and articulate way that suits the audience	Presentation and Facilitation Skills	RnF/Sup/DM	A	I	B		
		Basic Writing Skills	RnF/Sup/DM	A	I	B		
		Assertive Communication	RnF/Sup/DM	A	I	B		
Organization	Transforsm objectives into actionable steps through detailed planning to ensure delivery	Organization and Project Management Skills	RnF/Sup/DM	A	A	I		
		Driving Efficiency	RnF/Sup/DM	A	A	I		
		Time and Task Management Skills	RnF/Sup/DM	A	I	B		
		Basic Excel Training	RnF/Sup/DM	A	B	B		
		Intermediate Excel Training	RnF/Sup/DM	A	I	I		
		Basic Computer Skills	RnF/Sup/DM	A	B	B		
Adherence	Prefers to followrules, guidelines and processes consistently	One Minute Habits of Success	RnF/Sup/DM	A	I	B		
Evaluation	Makes astute decisions on the basis of thorough analysis, logic and data	Discovering Insights thru Data Analytics	Sup/DM		A	A		
		Data Insight and Data Storytelling	Sup/DM		A	A		
Resilience	is confident and persistent, relains calm and optimistic even under pressure.	Mastering Self Motivation	Sup/DM/SRM		I	B	B	
		Managing Your Emotions at your Workplace	Sup/DM/SRM		I	B	B	
Directing Actions	Leads, gives direction and drives progress through development and delegation	Leading Teams	DM/SRM			B	B	
		Influential Leadership	DM/SRM			B	B	
		Coaching Conversations	DM/SRM			B	B	
Implementation	Works in a focused and meticulous manner to execute to a high standard	Investigation Skills	SRM				B	
		Effective Problem Solving and Decision Making	SRM				B	
Buiding Relationships	Initiates and maintains relationships with others, connects widely.	Leadership Insights	SRM				B	
		Effective Communication	SRM				B	

Customer Relations Service Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Presentation and Facilitation Skills	This module equips participants with the skills and knowledge that will help them train and upskill their teams by the use of effective training techniques. The learning outcomes of this module will assist the participants to disseminate information across their team with clarity and consistency.	• Explain the principles of adult learning. • Identify the different learning styles. • Tailor your message to meet different learning styles. • Identify wauys to deliver better presentation. • Apply techniques in presenting in a group.	Virtual	3.5 hours
Basic Writing Skills	This module will tackle the difference between spoken and written language. Moreover, it will discuss the essentials of writing, which will be helpful in writing reports and communicating effectively through a written correspondence.	• Differentiate spoken and written language • Explain the essentials of business writing • Write a report using gender-neutral language • Write an effective email while observing proper email etiquette	Standard E-Learning	1.5 hours
Assertive Communication*	This course is designed to empower participants that are challenged in asserting themselves by providing tactics for overcoming the fear.	• Explain the difference between being assertive vs. being aggressive • List down tips for assertive communication.	Standard E-Learning	1.5 hours
Organization and Project Management Skills	This module aims to develop the participants' strategic formulation in delivering the organization's vision and mission to progress to goals and objectives through the POLC framework. In- depth SWOT analysis is the key tool in realizing the module's objectives.	• To understand the significance of POLC framework in strategy formulation towards achieving the company's vision and mission • To apply formulated strategies for progress of the unit's objectives	Standard E-Learning	1.5 hours
Driving Efficiency	This module provides participants with an understanding of the Six Sigma methodology, DMAIC (Define, Measure, Analyze, Improve, Control), and when it is used when a product or process is present but is not meeting customer specifications or is not performing adequately. The Six Sigma DMAIC	• Define the DMAIC process • Expund on each phase of the DMAIC process • List common tools and technique used in DMAIC • Apply techniques in problem-solving • Identify common decision-making pitfalls	Standard E-Learning	1.5 hours
Time and Task Management Skills*	This module will show participants how to get more things done, with less stress, and more efficiency	• Implement different types of activities • Identify and create priorities that will add more value to the business • Apply time management strategies	Standard E-Learning	1.5 hours
Basic Excel Training*	This module is a collection of quick tips and tricks designed to give participants new skills. Topics includes saving and opening a workbook, managing worksheets, formatting cells, printing, sorting data, find and replace option, paste special option and keyboard shortcuts.	• Apply excel functions appropriate to systems used in the workplace	Classroom/Virtual	3.5 hours
Intermediate Excel Training*	This module is a collection of more advanced excel functions designed to give participants advanced skills. Topics include Excel functions/formulas like VLOOKUP, Concatenate, If functions, Index Match, Pivot Table, Charts, Go to Special, Name Range, Drop Down Lists, Conditional Formatting, Excel Table, Idea Button, Using Sparklines, Text to Column and Quick Analysis Tool.	• Apply intermediate excel functions appropriate to systems used in the workplace	Classroom/Virtual	3.5 hours
Basic Computer Skills*	This course will provide participants with basic knowledge of computer use, which they can apply in their daily tasks.	• Demonstrate basic proficiency in the use of computer	Virtual	3.5 hours
One Minute Habits of Success*	Success happens when you have the right mindset, skillset and can reset. This course will help participants develop a mindset for success by providing ways to improve self confidence and mentally prepare to thrive under pressure.	• Create a success mindset to improve self confidence and thrive under pressure. • Practice the one-minute habits of success and achieve optimal performance in your function	Standard E-Learning	1.5 hours

* Coming Soon

2023 Training Catalogue

Customer Relations Service Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Discovering Insights through Data Analytics*	This program combines the basics of data analytics such as methods for analyzing and using statistical data; and the fundamentals of data and results presentation through the use of appropriate visual representation including frequency tables, charts, scatterplots, among others.	• Describe data analytics and its importance to the business • Apply descriptive statistics and data visualization	Virtual	3.5 hours
Design Insight and Data Storytelling*	Data to Insights and Data Storytelling will provide clear structures to help you parse through data, and more importantly, determine the questions to ask that will provide value for your stakeholders. This module will also allow the participant how to communicate data, clearly and effectively – by connecting with your audience through story and visualization best practices – so that your data presentations and reports effortlessly lead decision-makers down the right path.	• Enumerate the 4As of solving business problems • Identify the 4 keys to Data Storytelling Expound on the principles behind audience, visuals and narratives.	Virtual	3.5 hours
Mastering Self Motivation*	This course will demonstrate how to shift one's mindset and leverage practical tools to power self motivation, and in turn, set and achieve bigger goals.	• Distinguish your self-motivator type • Apply science backed techniques on how to sustain your own motivation	Standard E-Learning	1.5 hours
Managing Your Emotions at your Workplace*	The course introduces learners to an embodied way to relate and manage their emotions. While we are encouraged to bring emotions at work, knowing how to manage them in a dynamic and complex environment is a skill. Participants will discover how the body influences the mind's ability to regulate emotions, how to practice self-empathy and acknowledge emotions, and how to express emotions at work responsibly.	• Demonstrate the mind-body connection to manage emotions • Apply the tips in expressing your emotions at work • Practice self-empathy to manage your emotions at work	Standard E-Learning	1.5 hours
Leading Teams	This module explains Bruce Tuckman's Four Stages of Team Development using different tools and techniques to handle teams in each stage. These methodologies aim to further build the leader's capabilities in leading his/her team including tactics in Setting Expectations and Accountability Conversations, which in turn, will help equip participants in becoming responsible and accountable for results and goals, and handle difficult conversations effectively.	• Expound on the 4 Stages of Team Development • List common strategies used in each stage • Apply techniques in leading and managing your team	Standard E-Learning	1.5 hours
Influential Leadership	This module provides participants with a deeper understanding of Influence in the workplace by defining Influential Leadership and explaining the components of the Influential Leadership Model. Participants will be able to further lead with character, competence, and curiosity by aligning their leadership practices with John Maxwell's 5 Levels of Leadership.	• Define Influential Leadership • Expound the 6 Principles of Persuasion • Explain the components of the Influential Leader Model • List and explain the Stages of Influence • Identify ways to develop Leadership • Influence in the workplace • Apply ways to use communication to influence others	Standard E-Learning	1.5 hours
Coaching Conversations	This course aims to develop the coaching skills of the participants. By the end of this program, the participants should be able to have meaningful coaching conversations with their coachees that would lead to their coachees sustainable success.	• Define coaching • Differentiate coaching from training, mentoring and counseling • Explain the three aspects of coaching • Use powerful questions to bring awareness, realize clarity, and drive accountability • Practice coaching conversations	Classroom/Virtual	5 hours
Investigation Skills*	This module aims to improve the investigation skills of the participants by defining what investigative ability is and identifying the five skill areas related to it.	• Define investigative ability • Identify the five skill areas related to investigative ability • Enumerate the characteristics of a good investigator • Discuss the ways on how to apply investigation skills in real life.	Standard E-Learning	1.5 hours

* Coming Soon

2023 **Training Catalogue**

Customer Relations Service Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Effective Problem Solving and Decision Making	Problem solving and Decision Making are skills that are important in the daily business and in life. These are especially important for management and leadership. This module aims to provide creative problem solving techniques to help leaders make the right decisions.	• Analyze potential and actual problems • Distinguish between symptoms and root causes of problems • Apply creative problem-solving techniques to generate multiple solutions • Assess alternative solutions and select the best one based on available data	Virtual	3.5 hours
Leadership Insights	This module aims to increase the participant's self-awareness in regards to leadership style, strengths, and development opportunities via the DISC profiling tool and feedback mechanism. By using their DISC profile, they can better manage their priorities, build stronger relationships, and communicate with honesty and sincerity.	• Identify SM Mart organizational context and strategic priorities • Identify your preferred leadership style and understand the value and limitations of your style • Expound on different goal setting techniques	Virtual	3.5 hours
Effective Communication	This module equips participants with the fundamentals of communication and techniques on how to handle difficult conversations effectively.The knowledge and skills gained from this module will enable participants in building relationships with internal and external customers through refining their skills to be able to communicate with impact.	• Identify the reasons why you avoid difficult conversations and recognize methods to overcome these challenges • Apply a story-telling technique to communicate with your audience Identify the different levels of conflict and strategies for resolving conflict • Explain the importance of preparation when conducting a courageous conversation • Conduct courageous conversations with colleagues and team members	Standard E-Learning	1.5 hours

* Coming Soon

2023 **Training Catalogue**

Customer Service A

Competency	Definition	Module	Target Position Level	Level by Position				
				CS Clerk	CS Asst	Supervisor	Manager	PL/GSR
Managing Talent	Provides coaching, guidance and feedback. Manages conflict; Supports development	Leading Teams	Sup/DM			B	B	
		Leadership Insights and Millenial Management	Sup/DM			B	B	
		Coaching Conversations	Sup/DM			I	B	
Directing Action	Leads, gives direction and drives progress through engagement and delegation	Emotional Intelligence Development Insights	Sup/DM			B	B	
		Influential Leadership	Sup/DM			I	B	
Strategic Vision	Understands big picture, long term view of the company; considers risk.	Strategic Thinking	Sup/DM			A	I	
Customer Focus	Fulfills customer obligations, interacts in a friendly and composed manner	Effortless Customer Experience (ECX)	RnF/Sup/DM	B	B	B	B	B
Building Relationship	Initiates and maintains relationship with others, connects widely	De-Escalating Conversations for Customer Service	RnF (PL/GSR)					B
Communication/Command Skills	Shares information in a confident and articulate way, that suits the audience.	Effective Communication	RnF/Sup/DM	B	B	B	B	B
		Computer and Presentation Skills	RnF (CSA/PL/GSR) /Sup/DM		A	B	B	I
		The 4 Essential Roles of Leadership	Sup/DM			B	B	
		Use of Positive Language	RnF	B	B			B
		Grammar Review	RnF (CSA/PL/GSR)		I			I
Judgement/Critical Thinking	Uses logic and experience to make sound, confident decisions, despite ambiguity	Effective Problem Solving and Decision Making	RnF (CSA/PL/GSR) /Sup/DM		A	B	B	I
		Critical Thinking Enhancement	RnF (CSA/PL/GSR) /Sup/DM		A	I	B	I
		Organization and Project Management Skills	Sup/DM			B	B	
Resilience	Is confident and persistent, remains calm and optimistic even under pressure	Change Management	RnF/Sup/DM	A	A	B	B	A
		Developing Resilience and Grit	RnF/Sup/DM	B	B	B	B	B
Teamwork	Works inclusively and prioritises team goals; delivering on commitments	Being an Effective Team Member	RnF	B	B			B
		Thriving Across Differences	RnF	I	I			I
		Improving Your Conflict Competence	RnF	I	I			I
Implementation	Works in a focused and meticulous manner to execute to a high standard.	CSOOP Refresher (Quarterly)	RnF	B	B			B
		Gift Wrapping Refresher	RnF	B	B			B
Self Insight	Is aware of own strengths and weaknesses and responsive to feedback	Emotional Intelligence and Development Insights	RnF (PL/GSR)					B

Customer Service A Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Leading Teams	This module explains Bruce Tuckman's Four Stages of Team Development. Tools and techniques to handle teams are presented to the participants in each stage. These methodologies aim to further build the leader's capabilities in leading his/her team including tactics in Setting Expectations and Accountability Conversations. Specific steps in delivering these interactions help equip participants in becoming responsible and accountable for results and goals, and handle difficult conversations effectively.	• Expound on the 4 Stages of Team Development • List common strategies used in each stage • Apply techniques in leading and managing your team	Standard E-Learning	1.5 hours
Leadership Insights and Millenial Management	This module aims to increase the participant's self-awareness in regards to leadership style, strengths, and development opportunities via the DISC profiling tool and feedback mechanism. By gaining more understanding of behavioral tendencies, enablers, and derailers, participants can effectively lead with character, competence, and curiosity. By using their DISC profile, they can better manage their priorities, build stronger relationships, and communicate with honesty and sincerity.	• Identify SM Mart organizational context and strategic priorities • Identify your preferred leadership style and understand the value and limitations of your style • Expound on different goal setting techniques	Classroom/Virtual	1 day
Coaching Conversations	This is a 5-hour training program that aims to develop the coaching skills of the participants.By the end of this program, the participants should be able to have meaningful coaching conversations with their coachees that would lead to their coachees sustainable success.	• Define coaching • Differentiate coaching from training, mentoring and counseling • Explain the three aspects of coaching • Use powerful questions to bring awareness, realize clarity, and drive accountability • Practice coaching conversations	Classroom/Virtual	1 day
Emotional Intelligence and Development Insights	This module explains Daniel Goleman's Emotional Intelligence Framework: Self and Social Awareness. Participants will learn to develop and implement techniques to enhance relationships at work by gaining more understanding of social and emotional behaviors, and learning how to adjust and manage responses. The knowledge and skills gained from this module will enable learners to lead with character, competence, and curiosity and better communicate with honesty and sincerity through an expanded knowledge of emotional patterns in oneself and others	• Develop an awareness of Emotional Intelligence (EI) • Recognize the benefits of EI • Expand your knowledge of emotional patterns in yourself and others • Explain the difference between EQ and IQ • Explain Daniel Goleman's EI Framework • Identify the signs of having low EI • Apply tips and techniques in improving EI at work	Standard E-Learning	1.5 hours
Influential Leadership	This module provides participants with a deeper understanding of Influence in the workplace. By defining Influential Leadership and explaining the components of the Influential Leadership Model, participants are able to identify the communication skills needed to influence up, laterally, and down. Through the application of influencing and persuasion techniques, participants will be able to inspire others to attain more than what is expected and promote a positive mindset. At the end of this module, participants will be able to further lead with character, competence, and curiosity by aligning their leadership practices with John Maxwell's 5 Levels of Leadership.	• Define Influential Leadership • Expound the 6 Principles of Persuasion • Explain the components of the Influential Leader Model • List and explain the Stages of Influence • Identify ways to develop Leadership • Influence in the workplace • Apply ways to use communication to influence others	Standard E-Learning	1.5 hours
Strategic Thinking	This module aims to develop strategic thinking skills and help participants build ideas to help the business move forward.	• Define Strategic Thinking • Know the qualities of a strartegic thinker • Learn how to develop strategic thinking skills • Understand the connection between Competition and Strategic Thinking and Listening and Strategic thinking	Standard E-Learning	1.5 hours
Effortless Customer Experience (ECX)*	SM Effortless Customer Experience is the Customer Service Framework that uses the values proactive that uses the foundation to be proactive, engaging and open minded while always personalizing services linking together to drive solutions and going the extra mile to drive customer loyalty and enable effortless experiences for all.		Classroom/Virtual	1 day

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2023 **Training Catalogue**

Customer Service A Module Details

Module Title	Description	Learning Objectives	Mode	Duration
De-Escalating Conversations for Customer Service*	This module will help participants to defuse intense situations, provide practical approaches that can help you calm angry customers. It will discuss common causes situations to escalate, and shares practical steps you can take to prevent an escalation. It will also provide tips that can help individual reframe conversations, manage expectations, handle customers who ask for supervisor, and more.	• Recognize examples of pushing when dealing with a customer. • Summarize the goal of reframing conversations. • Identify the benefits of using partnering language. • Determine the best response to a customer who asks to speak to a manager. • Identify statements that can be used to acknowledge a customer's issue.	Classroom/Virtual	1 day
Effective Communication	This module equips participants with the fundamentals of communication and techniques on how to handle difficult conversations effectively. The knowledge and skills gained from this module will enable participants in building relationships with internal and external customers through refining their skills to be able to communicate with impact.	• Identify the reasons why you avoid difficult conversations and recognize methods to overcome these challenges • Apply a story-telling technique to communicate with your audience Identify the different levels of conflict and strategies for resolving conflict • Explain the importance of preparation when conducting a courageous conversation • Conduct courageous conversations with colleagues and team members	Standard E-Learning	1.5 hours
Computer and Presentation Skills	This module prepares participants in delivering impactful presentations to increase credibility and effectiveness. It will teach participants practical tips and techniques in planning key messages, delivery structure, and creating an interesting and entertaining presentation. It will also provide participants basic to intermediate MS Word, MS Excel and PowerPoint knowledge and skills.	• Create and modify an Excel spreadsheet • Perform numerical calculations using formulas and pre-defined functions • Create and understand the chart elements • Apply all topics learned through hands-on exercises MS PowerPoint: • Work with the basic features • Create and modify presentations using PowerPoint graphics, texts and objects • Organize, run and deliver PowerPoint presentations • Make use of the tips on delivering an effective presentation	Classroom/Virtual	2 hours
4 Essential Roles of Leadership	The session aims us to learn and understand the 4 essential Roles of Leadership and be able to apply these roles as SM Leaders. The 4 Essential Roles 1.Inspire Trust:Be the credible leader others choose to follow- one with both character andcompetence 2. Create Vision:Clearly define where your team is going and how they are going to get there. 3. Execute Strategy:Consistently achieve results with and through others using disciplined processes. 4. Coach Potential:Unleash the ability of each person on your team to improve performance, solve problems and grow their careers.	• Participants discover how to implement these roles practically without taking their eye off day to-day management needs. • This will help leaders and employees achieve superb results by pulling together at the highest levels ofeffectiveness and teamwork.	Classroom/Virtual	4 hours
Use of Positive Language	In this course participants will learn how to use positive language in every transactions that they will do. Awareness of choosing the right words and tone in delivering messages to customers and peers.	• Define what positive language is • Identify how to use positive language in customer service	Classroom/Virtual	1.5 hours
Grammar Review	This module provides participants with the basics of grammar to help them in written and verbal correspondences.	• Explain the basic guidelines of the different parts of speech • Apply these guidelines in proper sentence construction	Standard E-Learning	1.5 hours
Effective Problem Solving and Decision Making	Problem solving and Decision Making are skills that are important in the daily business and in life. These are especially important for management and leadership. This module aims to provide creative problem solving techniques to help leaders make the right decisions	• Analyze potential and actual problems • Distinguish between symptoms and root causes of problems • Apply creative problem-solving techniques to generate multiple solutions • Assess alternative solutions and select the best one based on available data	Classroom/Virtual	1 day

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2023 **Training Catalogue**

Customer Service A Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Critical Thinking Enhancement	This module introduces participants with concepts of creativity and innovation. The knowledge and skills gained in the module will enable them to take different emotional states and frames of mind when drawing out new ideas by using Edward De Bono's Six Thinking Hats model. At the end of the module, learners are able to be open-minded with genuine interest and respect to learn from the team through the effective application of innovative practices and team-oriented idea-generating tools.	• Define innovation • List the 4 practices of innovative teams • Explain the 4 practices of innovative teams • Enumerate tools in each of the 4 practices of innovation • Expound on Edward de Bono's 6 Thinking Hats	Standard E-Learning	1.5 hours
Organization and Project Management Skills	This module aims to develop the participant's strategic formulation in delivering the organization's vision, mission, goals and objectives through the basic management framework - POLC (Planning, Organizing, Leading, and Controlling). SWOT Analysis is the key tool presented in the module which will aid participants to drive simplification in their respective work groups. Through the use of a thorough OPMS Process and Feedback Control Model, participants become responsible and accountable for results and goals. Delegation is also a key concept that creates an environment conducive to growth and learning.	• Explain the significance of POLC framework in strategy formulation towards achieving the company's vision and mission • Apply formulated strategies for progress of the unit's objectives	Standard E-Learning	1.5 hours
Change Management	This Standard E-Learning course is a beginner course and supplement course on understanding change management from the HR essentials program. This course covers a basic learning of change, its value and benefits and the framework involved in order to achieve a successful transition into a change such as ADKAR and the 5 Pillars of successful change management. ADKAR: Awareness, Desire, Knowledge, Ability, Reinforcement	• Define change management • Explain the importance of change management • Identify the benefits and reactions to change • Expound the five pillars of successful change • Describe ADKAR model of change	Standard E-Learning	1.5 hours
Developing Resilience and Grit*	In the face of change and uncertainty, learn how to build your resilience and cultivate mental agility. Resilience and grit will help you to cope with change and create productive shifts in thinking and perseverance.	• Learn the fundamentals of emotional intelligence. • Build a plan for responding to change. • Practice resilience in your daily work.	Classroom/Virtual	1.5 hours
Being an Effective Team Member*	Learn tips that can help you increase your self-awareness, demonstrate that you're a reliable teammate, approach teamwork more collaboratively, and more.	• List benefits of putting your team's needs before your own. • Name the qualities of a teammate who is considered to be reliable. • Explain what it means to be proactive. • Recognize the importance of adjusting to the collaborative decision of the team. • Recall the attributes displayed by a strategically focused team member.	Classroom/Virtual	1.5 hours
Thriving Across Differences*	Find greater meaning, well-being, and productivity by learning how to interact with others across differences. Continue your Thrive journey and discover how to create inclusive environments where everyone can thrive.	• Distinguish between diversity and inclusion. • Determine the cause for why people say and do the wrong thing. • Explain what happens when an individual processes unconscious bias. • Interpret the types of unconscious bias. • Determine the appropriate ways to respond when you say or do the wrong thing.	Classroom/Virtual	1.5 hours
Improving Your Conflict Competence*	This module helps manage workplace conflict more effectively. It explains the dynamics that create conflict, and helps individual become aware of what conflict response is. The participant will also learn some practical steps that he can take to manage emotions and engage with others constructively.	• Understanding conflict • Managing your emotions • Engaging others constructively	Classroom/Virtual	1.5 hours
CSOOP Refresher (Quarterly)	Basic Skills Training of CS	• Identy the different Service Programs Offered by the Customer Service Department • Learn the different processes involved in each of the Services Program • Recognize the different Responsibilities of Customer Service Personnel	Classroom/Virtual	1 day
Gift Wrapping Refresher	Basic Skills Training of CS	• Demonstrate SM Customer Service Behaviors of Gift Wrapping Clerk • Perform the sequence of rendering the service appropriate to Gift Wrapping	Classroom/Virtual	1 day

* Coming Soon

2023 **Training Catalogue**

Gift Registry

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	**Supervisor**	**Department Manager**	**Senior Manager**	**Executive**
Customer Focus	Fulfills customer obligations, interacts in a friendly and composed manner	Closing Skills	RNF/SUP	B	B			
		Customer Success	RNF/SUP	B	B			
		Develop Your Customer Service Skills	RNF/SUP	B	B			
Communication	Shares information in a confident and articulate way that suits the audience.	Effective Communication	RNF/SUP	B	B			
		Grammar Review	RNF/SUP	I	I			
		Digital Literacy Module	RNF/SUP	B	B			
Ingenuity	Generates and drives innovative solutions to support long-term outcomes	Innovation to Integration	RNF/SUP	I	I			
		Creativity and Innovation	RNF/SUP	I	I			
Resilience	Is confident and persistent, remains calm and optimistic even under pressure	Change Management	RNF/SUP	A	A			
		Developing Resilience and Grit	RNF/SUP	B	B			
Implementation	Works in a focused and meticulous manner to execute to a high standard.	GR App/System Refresher	RNF/SUP	B	B			

Gift Registry Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Closing Skills/Conversion Skills	Realize successful sales transactions by defining what is Closing in sales cycle and identifying sample closing techniques	• Define what is Closing in sales cycle • Identify sample closing techniques	Classroom/Virtual	1.5 hours
Customer Success	Add value and generate more sales from existing VIP customers by identifying ways on how we can add more value to the service we provide to our customer and how we can achieve Customer Success.	• Identify ways on how we can add more value to the service we will provide to our customer • How we can achieve Customer Success.	Classroom/Virtual	1.5 hours
Effective Communication	This module equips participants with the fundamentals of communication and techniques on how to handle difficult conversations effectively. The knowledge and skills gained from this module will enable participants in building relationships with internal and external customers through refining their skills to be able to communicate with impact.	• Identify the reasons why you avoid difficult conversations and recognize methods to overcome these challenges • Apply a story-telling technique to communicate with your audience Identify the different levels of conflict and strategies for resolving conflict • Explain the importance of preparation when conducting a courageous conversation • Conduct courageous conversations with colleagues and team members	Standard E-Learning	1.5 hours
Grammar Review	This module provides participants with the basics of grammar to help them in written and verbal correspondences.	• Explain the basic guidelines of the different parts of speech • Apply these guidelines in proper sentence construction	Standard E-Learning	1.5 hours
Innovation to Integration	Now, more than ever, all employees should find ways to improve, ensure its execution and eventually integrate it to our existing process, procedures or system. This module will help participants know the ways on how to Innovate, Execute and Integrate. This will focus on ideas, actions and eventually best practice.	• Identify the different opportunities in coming up with innovative ideas or solutions. • Create ideas or suggestions that can be executed. • Apply the different methods in integrating executed ideas or suggestions to the process	Standard E-Learning	1.5 hours
Creativity and Innovation	This module emphasizes on the value of creativity and innovation to create improved business and deliver new approach to problems.	• Define and differentiate creativity and innovation • Identify blocks to creativity by exploring the thinking process • Apply the creativity process in developing innovative services and in solving problems	Standard E-Learning	1.5 hours
Change Management	This Online course is a beginner course and supplement course on understanding change management from the HR essentials program. This course covers a basic learning of change, its value and benefits and the framework involved in order to achieve a successful transition into a change such as ADKAR and the 5 Pillars of successful change management. ADKAR: Awareness, Desire, Knowledge, Ability, Reinforcement	• Define Change Management • Explain the importance of change management in the business • Identify the benefits and reactions to change • Expound the five pillars of successful change • Identify ADKAR Model of Change	Standard E-Learning	1.5 hours
Closing Skills/Conversion Skills	Realize successful sales transactions by defining what is Closing in sales cycle and identifying sample closing techniques	• Define what is Closing in sales cycle • Identify sample closing techniques	Classroom/Virtual	1.5 hours
Customer Success	Add value and generate more sales from existing VIP customers by identifying ways on how we can add more value to the service we provide to our customer and how we can achieve Customer Success.	• Identify ways on how we can add more value to the service we will provide to our customer • How we can achieve Customer Success.	Classroom/Virtual	1.5 hours

* Coming Soon

2023 **Training Catalogue**

Gift Registry Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Develop Your Customer Service Skills*	Discover how to make your customers and their needs a primary focus, while at the same time developing and sustaining productive customer relationships. Develop skills for listening to customer needs, building rapport with those you're helping, and turning challenging customers into true allies.	• Create key skills to deliver outstanding customer service. • Develop your customer service soft skills. • Explain how to serve customers using social media.	Classroom/Virtual	1.5 hours
Digital Literacy Module*	This course will give you the basic computer skills you need to increase your productivity. Understand how computers work and acquire fundamental skills in using Microsoft Windows	• Define basic computer skills • Operate computer applications • Practice the use of the applications in Microsoft Windows	Classroom/Virtual	2 hours
Developing Resilience and Grit*	In the face of change and uncertainty, learn how to build your resilience and cultivate mental agility. Resilience and grit will help you to cope with change and create productive shifts in thinking and perseverance.	• Define the fundamentals of emotional intelligence. • Create a plan for responding to change. • Practice resilience in your daily work.	Classroom/Virtual	2 hours

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2023 Training Catalogue

HR Head Office

HR Head Office

HR Head Office Module Details

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HR Head Office Module Details

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HR Head Office Module Details

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HR Business Partner

HR Business Partner

HR Business Partner Module Details

HR Business Partner Module Details

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HR Business Partner Module Details

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Marketing Creatives SBU

Marketing Creatives SBU

Marketing Creatives SBU Module Details

Marketing Creatives SBU Module Details

Marketing Creatives SBU Module Details

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Marketing SBU

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Senior Manager	Executive
Ingenuity	Generates and drives innovative solutions to suport long-term outcomes	Driving Efficiency	Sup/DM/SRM		B	B	B	
		The Retail Strategy and Marketing Mix	Sup/DM/SRM		B	B	B	
		Developing Compelling Brands	Sup/DM/SRM		B	B	B	
		IMC Planning Background	Sup/DM/SRM		B	B	B	
		Planning and Execution Techniques in Marketing Analytics	Sup/DM/SRM		B	B	B	
		Translating the Brand to Customer Experience	Sup/DM/SRM		B	B	B	
		Determining Willingness to Pay	Sup/DM/SRM		B	B	B	
		Digital Marketing Channels : Planning Part 1 & 2	Sup/DM/SRM		B	B	B	
		Digital Marketing Channels : The Landscape Part 1 & 2	Sup/DM/SRM		B	B	B	
		Marketing Analytics in Theory	Sup/DM/SRM		B	B	B	
		Marketing in a Digital World Part 1 & 2	Sup/DM/SRM		B	B	B	
		Critical Thinking Enhancement	Sup/DM/SRM		B	B	B	
		Fundamentals of Image Making	Sup/DM/SRM		B	B	B	
		Fundamentals of Shape and Color	Sup/DM/SRM		B	B	B	
		Fundamentals of Typography	Sup/DM/SRM		B	B	B	
Learning Agility	Grasps and applies new concepts quickly, enjoys learning and feedback	Grammar Review	Sup/DM/SRM		B	B	B	
		Critical Thinking Enhancement	Sup/DM/SRM		B	B	B	
		SMART Manager	Sup/DM/SRM		B	B	B	
Organization	Transforms objectives into actionable steps through detailed planning to ensure delivery.	Organization with Project Management Skills	Sup/DM/SRM		B	B	B	
		Developing Compelling Brands	Sup/DM/SRM		B	B	B	
		IMC Planning Background	Sup/DM/SRM		B	B	B	
		Planning and Execution Techniques in Marketing Analytics	Sup/DM/SRM		B	B	B	
		Translating the Brand to Customer Experience	Sup/DM/SRM		B	B	B	
		Determining Willingness to Pay	Sup/DM/SRM		B	B	B	
		Marketing Mix	Sup/DM/SRM		B	B	B	
		Social Listening	Sup/DM/SRM		B	B	B	

2023 Training Catalogue

Marketing SBU

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Senior Manager	Executive
Organization	Transforms objectives into actionable steps through detailed planning to ensure delivery.	Omni Channel Marketing	Sup/DM/SRM		B	B	B	
		Business Acumen	Sup/DM/SRM		B	B	B	
		Records Management for Work Efficiency	Sup/DM/SRM		B	B	B	
		Driving Efficiency	Sup/DM/SRM		B	B	B	
		The Retail Strategy and Marketing Mix	Sup/DM/SRM		B	B	B	
Communication	Shares information in a confident and articulate way, that suits the audience.	Coaching for Success	Sup/DM/SRM		B	B	B	
		Successful Negotiation Skills	Sup/DM/SRM		B	B	B	
		Effective Communication	Sup/DM/SRM		B	B	B	
		Marketing Mix	Sup/DM/SRM		B	B	B	
		Trainer Essentials	Sup/DM/SRM		B	B	B	
		Digital Marketing Channels : The Landscape Part 1& 2	Sup/DM/SRM		B	B	B	
Numerical Analysis	Enjoys skilfully analysing data to solve problems and make decisions.	Merchandise Math	Sup/DM/SRM		B	B	B	
		Determining Willingness to Pay	Sup/DM/SRM		B	B	B	
		Planning and Execution Techniques in Marketing Analytics	Sup/DM/SRM		B	B	B	
Directing Action	Leads, gives direction and drives progress through engagement and delegation.	The 4 Essential Roles of Leadership	Sup/DM/SRM		B	B	B	
		Innovation to Integration	Sup/DM/SRM		B	B	B	
		Effective Problem Solving and Decision Making	Sup/DM/SRM		B	B	B	
		Grammar Review	Sup/DM/SRM		B	B	B	
Flexibility	Adapts to change and feedback, seeks variety and is open-minded	Omni Channel Marketing	Sup/DM/SRM		B	B	B	
		Fundamentals of Composition	Sup/DM/SRM		B	B	B	
		The Retail Strategy and Marketing Mix	Sup/DM/SRM		B	B	B	
		Change Management	Sup/DM/SRM		B	B	B	
Evaluation	Makes astute decisions on the basis of thorough analysis, logic, and data.	IMC Planning Background	Sup/DM/SRM		B	B	B	
		Planning and Execution Techniques in Marketing Analytics	Sup/DM/SRM		B	B	B	
		Determining Willingness to Pay	Sup/DM/SRM		B	B	B	

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Marketing SBU

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Senior Manager	Executive
Evaluation	Makes astute decisions on the basis of thorough analysis, logic, and data.	Marketing Mix	Sup/DM/SRM		B	B	B	
		Omni Channel Marketing	Sup/DM/SRM		B	B	B	
		Social Listening	Sup/DM/SRM		B	B	B	
		The Retail Strategy and Marketing Mix	Sup/DM/SRM		B	B	B	
		Creativity & Innovation	Sup/DM/SRM		B	B	B	
		Driving Efficiency	Sup/DM/SRM		B	B	B	
		Effective Problem Solving and Decision Making	Sup/DM/SRM		B	B	B	

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Marketing SBU Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Driving Efficiency	This module provides participants with an understanding of DMAIC improvement cycle used to drive Six Sigma projects. With the use of data-driven improvement cycle, learners can correctly formulate problem statements and propose effective, long-term solutions. Through the integration of the right tools and techniques, participants will be able to drive simplification in existing workflows by eliminating variation and defects, break barriers through a different way of thinking when resolving issues and/or seeking continuous improvement.	• Define the DMAIC Process • Expound on each phase of the DMAIC Process • List common tools and technique used in DMAIC • Apply techniques in decision making • Identify common decision-making pitfalls	Standard E-Learning	1.5 hours
The Retail Strategy and Marketing Mix	This module covers the roles of 4Ps in marketing, types of retailers, retailing strategies and how these retailers maintain competitive advantages.	• Elaborate the roles of 4Ps in marketing • Identify the retailing strategies and explain how these can be used in maintaining competitive advantages	Standard E-Learning	1.5 hours
Developing Compelling Brands	This module discusses the different elements in formulating a brand strategy which will generate quick-wins and long-term value.	• Define what a brand is and its importance • Identify the different elements of a brand strategy • Explain the concept of competitive analysis and product life cycle in relation to developing a brand	Standard E-Learning	1.5 hours
IMC Planning Background	This module provides the basic Integrated Marketing Communications (IMC), to help learners better marketing communications decisions.	• Define IMC and theories to better understand marketing communication decisions • Explain the important issues in planning, executing, and evaluating communications campaigns	Standard E-Learning	1.5 hours
Planning and Execution Techniques in Marketing Analytics	This module highlights how marketing analytics will help the company enhance the engagement of existing customers through historical data and trends, and how data can also help acquire new customers. It also discusses misconceptions on data analytics and help level expectations of marketing professionals on what marketing data.	• Differentiate what analytics is and what analytics is not by clearly defining the common misconceptions revolving around marketing efforts • Improve marketing strategies based on the company's data presented on planning and execution techniques	Standard E-Learning	1.5 hours
Translating the Brand to Customer Experience	This module will help learners define and describe the customer experience journey for their brands.	Explain the concepts needed in developing a customer branded experience	Standard E-Learning	1.5 hours
Determining Willingness to Pay	This module covers four different methods to determine the willingness to pay from customers in order to identify optimal price.	• Identify the four methods in determining willingness to pay • Apply these methods through sample exercises	Standard E-Learning	1.5 hours
Digital Marketing Channels : Planning Part 1 & 2	This module aims to give you a deeper understanding of core processes of planning a digital marketing campaign and the role of various digital channels in an integrated marketing communication.	• Strategically develop a digital marketing communication plan • Appropriately relate your marketing goals with the communication strategies and the channels	Standard E-Learning	1.5 hours
Digital Marketing Channels : The Landscape Part 1 & 2	In this module, participants will learn about the impacts of digital technologies on marketing communication strategies and practices. By understanding the underlying processes of marketing communication and the core features of new media technologies, participants can strategically select the appropriate.	• Develop an overview of the digital marketing communication landscape • Examine various marketing activities from a communication perspective	Standard E-Learning	1.5 hours
Marketing Analytics in Theory	This module discusses the introductory theory and strategy behind marketing analytics that provides marketers with the foundation needed to apply data analytics to real-world challenges they confront daily in their professional lives.	• Explain the motivations behind data collection and analysis methods used by marketing professionals • Select the appropriate web analytics tools and techniques	Standard E-Learning	1.5 hours
Marketing in a Digital World Part 1 & 2	This module examines how digital tools, such as the Internet, smartphones, and 3D printing, are revolutionizing the world of marketing by shifting the balance of power from firms to consumers.	• Explain the foundation of marketing and how this foundation is being shifted due to the rise of new digital tools • Apply critical thinking skills regarding the role of these digital tools and their impact upon both firms and consumers	Standard E-Learning	1.5 hours

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Marketing SBU Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Critical Thinking Enhancement	This module introduces participants with concepts of creativity and innovation. The knowledge and skills gained in the module will enable them to take different emotional states and frames of mind when drawing out new ideas by using Edward De Bono's Six Thinking Hats model. At the end of the module, learners are able to be open-minded with genuine interest and respect to learn from the team through the effective application of innovative practices and team-oriented idea-generating tools.	• Define innovation • List the 4 practices of innovative teams • Explain the 4 practices of innovative teams • Enumerate tools in each of the 4 practices of innovation • Expound on Edward de Bono's 6 Thinking Hats	Standard E-Learning	1.5 hours
Fundamentals of Image Making	For this module, we'll be looking at different image making techniques,how an image represents itself, and what if this image is paired with other elements and how they can result to an image representing or suggesting a different idea.	• Define Denotative Meanings • Discuss the Techniques of Image Making • Describe Connotative Image making	Standard E-Learning	1.5 hours
Fundamentals of Shape and Color	This module will look at how abstract shapes communicate through their form and how they can be used to create marks, icons and symbols.	• Provide examples of Graphic Shapes • Discuss ways in creating Visual Contrast • Differentiate Marks, Icons, and Symbols •Show relationships between the figure/object and its background • Show different ways in looking and working with color • Give examples of how color and shapes can work together to form a pattern	Standard E-Learning	1.5 hours
Fundamentals of Typography	This module will teach us what typography is and how it affects the total impact of a graphic design.	• Discuss the anatomy of letters • Describe the Point System used as a type measuring system • Differentiate typeface and font • Enumerate the different Typeface categories • Explain how to read Typography • Show examples of effective typographic composition	Standard E-Learning	1.5 hours
Fundamentals of Composition	This module will talk about the arrangement and positioning of elements on a surface to form a piece of graphic design.	• Discuss the different systems in arranging elements • Provide difference samples of visual contrasts • Give examples of different composition ideas • Discuss how cropping and hierarchy affect the composition •Show examples of different compositions delivery different contexts	Standard E-Learning	1.5 hours
Grammar Review	This module provides participants with the basics of grammar to help them in written and verbal correspondences.	• Explain the basic guidelines of the different parts of speech • Apply these guidelines in proper sentence construction	Standard E-Learning	1.5 hours
SMART Manager	This module aims to empower leaders from any department and reinforce their leadership skills to produce game-changing results in business and personal life. Through the application of proven methods of self-leadership techniques, role-modeling, coaching, and team development management tools, participants are equipped and empowered to lead with character, competence, and curiosity (SMART Me), be responsible and accountable for results and goals (SMART Manager), promote a positive mindset (SMART Me), and inspire others to attain more than what is expected (SMART Role).	• Define your purpose, apply 6 steps to well-being, enumerate motivation drivers, and apply role appreciation methods • Define role modeling, describe POLC, and apply SBE and GROW coaching model • List your strengths, describe ways to use your/team's strengths, define 4DX, and enumerate the steps to an effective career conversation • Review and apply skills as a Manager/Supervisor (For SMART Manager and Sup only)	Virtual	1 day
Organization with Project Management Skills	This module aims to develop the participant's strategic formulation in delivering the organization's vision, mission, goals and objectives through the basic management framework - POLC (Planning, Organizing, Leading, and Controlling). SWOT Analysis is the key tool presented in the module which will aid participants to drive simplification in their respective work groups. Through the use of a thorough OPMS Process and Feedback Control Model, participants become responsible and accountable for results and goals. Delegation is also a key concept that creates an environment conducive to growth and learning.	• Explain the significance of POLC framework in strategy formulation towards achieving the company's vision and mission • Apply formulated strategies for progress of the unit's objectives	Standard E-Learning	1.5 hours

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Marketing SBU Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Marketing Mix	This module covers the elements of the marketing communications mix and techniques in marketing message evaluation. This module also provides a short discussion on crisis management in social marketing as part of the marketing communication mix	• Expound on the elements of marketing communication mix and the difference of each • Explain the techniques in evaluating marketing messages • Explain crisis management in social marketing	Standard E-Learning	1.5 hours
Social Listening	This module aims to give you a better understandin of social listening and how it differs from other monitoring efforts.	• Identify the four methods in determining willingness to pay • Determine important points to get the most from social marketing efforts • Identify the best practicess and use existin tools for social listening	Standard E-Learning	1.5 hours
Omni Channel Marketing	In this module, participants will gain a deep understanding of Omnichannel marketing, with details on how to effectively implement an Omnichannel approach.	• Explain the key differences between Omnichannel Marketing and Multichannel Marketing • Explain the impact of omnichannel to customer experience and its impact to business strategies • Examine the fundamentals of omniretail • Create omnichannel marketing strategies	Standard E-Learning	1.5 hours
Business Acumen	This module will improve participants judgment and decisiveness skills and help them recognize learning events, manage risk better and increase critical thinking. This underpins knowledge, sound decision-making capabilities and having the confidence to lead an organization or department.	• Define Business Acumen • Expound the Benefits of Building Strong Business Acumen • Know the steps on How to See the big picture	Standard E-Learning	1.5 hours
Records Management for Work Efficiency	This module will cover Introduction to Records Management, Life Cycle of Records, Benefits of Records Management and 5S principle.	• Explain the importance of Record Management in their Job • Identify the lifespan of records from its creation to its preservation • Use efficient systems and techniques on record keeping • Create awareness in company policies and procedures on retention and procedures	Virtual	5 hours
Coaching for Success	This module provides coaching strategies using the GROW Coaching Model. It aims to help leaders and managers in delivering performance-based coaching using the S-B-E feedback method. Through the use of these methodologies and principles, coaches are able to create an environment conducive to growth and learning and at the same time provide a venue to inspire others to attain more than what is expected.	• Evaluate scenarios where Performance Coaching is effectively applied • Apply feedback as a take-off point to effective coaching • Demonstrate the SM Coaching and Feedback process	Standard E-Learning	1.5 hours
Successful Negotiation Skills	This module provides negotiation strategies and matrix. This will help participants understand the negotiation process; enumerate the desirable communication and interpersonal skills needed that will help bring desired outcomes during a negotiation and realize that negotiation is important in our business as it creates the perfect environment for business success.	• Define negotiation and its 3 phases • Explain the negotiation process • List commonly used negotiation strategies and its matrix • Enumerate skills needed for a successful negotiation • Expound on the different negotiation outcomes	Standard E-Learning	1.5 hours
Effective Communication	This module equips participants with the fundamentals of communication and techniques on how to handle difficult conversations effectively. The knowledge and skills gained from this module will enable participants in building relationships with internal and external customers through refining their skills to be able to communicate with impact.	• Identify the reasons why you avoid difficult conversations and recognize methods to overcome these challenges • Apply a story-telling technique to communicate with your audience • Identify the different levels of conflict and strategies for resolving conflict • Explain the importance of preparation when conducting a courageous conversation • Conduct courageous conversations with colleagues and team members • Use appropriate structure and style in writing effective emails • Apply the rules in replying and managing business emails • Use proper structure in writing impactful business memos	Standard E-Learning	1.5 hours

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Marketing SBU Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Trainer Essentials	This module equips participants with the knowledge and skills that will help them train and up-skill their teams using effective training techniques. By understanding Adult Learning Principles, participants will be able to break barriers when presenting to a diverse group of audience.	• Explain the principles of adult learning • Identify different learning styles • Tailor your message to meet different learning styles • Identify ways to deliver better presentations • Apply techniques in presenting to a group	Standard E-Learning	1.5 hours
Merchandise Math	In this module, the participants will learn about the components of retail price and the various types of markup and markdown as part of Merchandising Mathematics. Also included in this module are topics on Pricing Strategy and Price Change Procedures.	• Define and calculate basic sales elements in the buying and selling process • Explain the basic pricing elements • Relate pricing objectives, policies and strategies • Identify different types of markups • Recognize the impact of markdown on profit • Calculate markup and markdown as dollar amounts and percentages for individual items and group of items	Standard E-Learning	1.5 hours
The 4 Essential Roles of Leadership	The 4 Essential Roles of Leadership develops managers into trust-inspiring leaders that others choose to follow. The process gives experienced leaders the views, abilities and tools they need to develop the potential of each employee. Which creates behaviors in the leaders that make the employees feel committed, take responsibility and achieve effective results.	• Participants discover how to implement these roles practically without taking their eye off day to-day management needs. • This will help leaders and employees achieve superb results by pulling together at the highest levels of effectiveness and teamwork	Virtual	5 hours
Innovation to Integration	This module will help participants know the ways on how to Innovate, Execute and Integrate. This will focus on Ideas, Actions and eventually Best Practice.	The learning initiative will help cultivate a personal innovation mindset by: •Identifying the different opportunities in coming up with innovative ideas or solutions. •Increasing the likelihood of ideas or suggestions being executed •Applying the different methods in integrating executed ideas or suggestions to the process.	Standard E-Learning	1.5 hours
Effective Problem Solving and Decision Making	Problem solving and Decision Making are skills that are important in the daily business and in life. These are especially important for management and leadership. This module aims to provide creative problem solving techniques to help leaders make the right decisions.	• Analyze potential and actual problems • Distinguish between symptoms and root causes of problems • Apply creative problem-solving techniques to generate multiple solutions • Assess alternative solutions and select the best one based on available data	Virtual	5 hours
Change Management	This modules focuses on the importance of Change Management in growing the business.	• Define Change Management • Explain the importance of change management in the business • Identify the benefits and reactions to change • Expound the five pillars of successful change • Identify ADKAR Model of Change	Standard E-Learning	1.5 hours
Creativity & Innovation	This module emphasizes on the value of creativity and innovation to create improved business and deliver new approach to problems.	• Define and differentiate creativity and innovation • Identify blocks to creativity by exploring the thinking process • Apply the creativity process in developing innovative services and in solving problems	Standard E-Learning	1.5 hours

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2023 **Training Catalogue**

Media and Budget

Media and Budget

Media and Budget Module Details

Media and Budget Module Details

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Media and Budget Module Details

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Office of the Branch Management

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Asst. Branch Manager	Branch Manager/AVP
Ingenuity	Generates and implements new and innovative solutions, ideas, and approaches; anticipates issues before they arise, strategically-minded, future-oriented	Design Thinking	ABM/BM/AVP				A	A
		Creativity and Innovation	ABM/BM/AVP				B	B
		Innovation to Integration	ABM/BM/AVP				I	B
		OCR Strategy	ABM/BM/AVP				I	A
		Change Management	ABM/BM/AVP				B	B
		Critical Thinking Enhancement	ABM/BM/AVP				I	I
		Performance Management	ABM/BM/AVP				B	B
Managing Talent	Provides coaching, guidance and feedback. Manages conflict; supports devlopment	Coaching Conversation	ABM/BM/AVP				B	B
		Performance Management	ABM/BM/AVP				B	B
		Merchandise Planning	ABM/BM/AVP				B	B
Evaluation/Judgement	- Analyzing Data and Solving Problems - Assessing facts and fact patterns - Understanding sources and uses of Data - Deriving solutions through Data analysis	Discovering Insights from Data	ABM/BM/AVP				I	I
		Effective Problem Solving and Decision Making	ABM/BM/AVP				B	B
		Merchandise Planning	ABM/BM/AVP				B	B
		Merchandise Financial Planning	ABM/BM/AVP				B	B
Numerical Analysis	- Analyzes using numbers - Is comfortable with and capable of interpreting numerical information and using this to aid in problem solving. - Has a preference for using numbers and hard Data when making decisions	Financial Accounting 101	ABM/BM/AVP				I	B
		Merchandise Math	ABM/BM/AVP				B	B
		Treasury 101	ABM/BM/AVP				B	B
		Merchandise Financial Planning	ABM/BM/AVP				B	B
Strategic Vision	Strategic Management - Building blocks of strategy and strategic thinking - Linking your work to the strategy of the company - Identifying strategic opportunities	Omni Channel Marketing	ABM/BM/AVP				I	A
		Retail Strategy and Marketing Mix	ABM/BM/AVP				B	B
		Channel Management and Retailing	ABM/BM/AVP				A	I
		Marketing in a Digital World Part 1 & 2	ABM/BM/AVP				A	I
		Marketing Mix Implementation	ABM/BM/AVP				A	A
		Retail Sales Management	ABM/BM/AVP				B	B
		Retailing Without Frontiers	ABM/BM/AVP				B	B
		Developing Compelling Brands	ABM/BM/AVP				A	A
		Digital Marketing Channels: Planning Part 1 & 2	ABM/BM/AVP				I	I
		Marketing Analytics in Theory	ABM/BM/AVP				A	A
		Translating the Brand to Customer Experience	ABM/BM/AVP				I	I
		IMC Planning Background	ABM/BM/AVP				A	A

Office of the Branch Management

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Asst. Branch Manager	Branch Manager/AVP
Strategic Vision	Strategic Management - Building blocks of strategy and strategic thinking - Linking your work to the strategy of the company - Identifying strategic opportunities	Determining Willingness to Pay	ABM/BM/AVP				A	A
		Digital Marketing Channels: Landscape Part 1 & 2	ABM/BM/AVP				I	I
Achievement	Applying Project Management Practices - Understanding the basics of project management - Synchronizing teams using project management & Clarifying roles and responsibilities	Planning and Execution Techniques in Marketing	ABM/BM/AVP				A	A
		Organization and Project Management Skills	ABM/BM/AVP				B	B
		Successful Negotiation Skills	ABM/BM/AVP				A	I

Office of the Branch Management Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Design Thinking	This module introduces design thinking through the use of SPRINT. This session discusses the various phases involved in SPRINT from stage preparation to prototype testing.	• Define Design Thinking and SPRINT • Identify the requirement for SPRINT • Explain the daily activity involved in SPRINT	Classroom/Virtual	5 hours
Creativity and Innovation	This module emphasizes on the value of creativity and innovation to create improved business and deliver new approach to problems.	• Define and differentiate creativity and innovation • Identify blocks to creativity by exploring the thinking process • Apply the the different methods in integrating executed ideas or suggestions to the process.	Standard E-learning	1.5 hours
Innovation to Integration	This module will emphasize on the value of being an innovative facilitator. It will impress on the participants that execution of programs has to be sophisticated and inventive, with a level that generates even more ideas for development	The learning initiative will help cultivate a personal innovation mindset by: • Identifying the different opportunities in coming up with innovative ideas or solutions. • Increasing the likelihood of ideas or suggestions being executed • Applying the different methods in integrating executed ideas or suggestions to the process	Standard E-learning	1.5 hours
OCR Strategy*	This module aims to help participants understand what omni channel retailing is and its importance in today's business	• Define omni channel retailing • Explain the importance of creating a fully integrated shopping experience from brick and mortar to device browsing and everything in between	Standard E-learning	1.5 hours
Change Management	This Online course is a beginner course and supplement course on understanding change management from the HR essentials program. This course covers a basic learning of change, its value and benefits and the framework involved in order to achieve a successful transition into a change such as ADKAR and the 5 Pillars of successful change.	• Define change management • Explain the importance of change management • Identify the benefits and reactions to change • Expound the five pillars of successful change • Describe ADKAR model of change	Standard E-learning	1.5 hours
Critical Thinking Enhancement	This module introduces participants with concepts of creativity and innovation. The knowledge and skills gained in the module will enable them to take different emotional states and frames of mind when drawing out new ideas by using Edward De Bono's Six Thinking Hats model. At the end of the module, learners are able to be open-minded with genuine interest and respect to learn from the team through the effective application of innovative practices and team-oriented idea-generating tools	• Define innovation • List the 4 practices of innovative teams • Explain the 4 practices of innovative teams • Enumerate tools in each of the 4 practices of innovation • Expound on Edward de Bono's 6 Thinking Hats	Standard E-learning	1.5 hours
Coaching Conversation	This is a 5-hour training program that aims to develop the coaching skills of the participants. By the end of this program, the participants should be able to have meaningful coaching conversations with their coachees that would lead to their coachees sustainable success.	• Define coaching • Differentiate coaching from training, mentoring and counseling • Explain the three aspects of coaching • Use powerful questions to bring awareness, realize clarity, and drive accountability • Practice coaching conversations	Classroom/ Virtual	5 hours
Performance Management	This modules allows the participant to understand what Performance management is, provide them with the skillin IDP development as well as the skills on how to conduct better coaching and feedback conversatipons with emplyees.	• Understand the Performance Management System, KPI and how performance are measured? • Understand what a development plan is and how to craft an IDP? • Have a better conversations – enhance coaching and feedback quality on both dimensions of performance (provide tips and guide on conducting performance conversations, coaching, and feedback)	Classroom/ Virtual	3 hours

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Office of the Branch Management Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Discovering Insights from Data	This program combines the basics of data analytics such as methods for analyzing and using statistical data; and the fundamentals of data and results presentation through the use of appropriate visual representation including frequency tables, charts, scatterplots, among others	• Describe Data Analytics and its importance to the business • Apply descriptive statistics and data visualization	Standard E-learning	1.5 hours
Effective Problem Solving and Decision Making	Problem solving and Decision Making are skills that are important in the daily business and in life. These are especially important for management and leadership. This module aims to provide creative problem solving techniques to help leaders make the right decisions.	• Analyze potential and actual problems • Distinguish between symptoms and root causes of problems • Apply creative problem-solving techniques to generate multiple solutions • Assess alternative solutions and select the best one based on available data	Classroom/ Virtual	5 hours
Merchandise Planning	This module covers stock planning, The Six-Month Merchandise Plan, Open-to-Buy, and Exchange Rate Exposure and Calculation. Through this module, participants will learn to prepare a six-month merchandise plan, understand OTB planning, and differentiate basic stock from stock to sales ratio method.	• Explain the two retail planning calendars • Identify the importance of forecasting in merchandise planning • List and describe the components of a dollar merchandise plan • Outline a process to forecast sales • Calculate planned purchase, holding inventory and reductions • Describe the importance of open -to-buy • Calculate open-to-buy	Standard E-learning	1.5 hours
Financial Accounting 101	This module will equip participants with fundamental finance and accounting principles that would enable them to analyze and forecast store's performance, and increase effectiveness in strategic planning and decision making.	• Explain the role of OBM in the Accounting process • Discuss the store's financial KPI • Understand and analyze financial reports	Standard E-learning	1.5 hours
Merchandise Math	In this module, the participants will learn about the components of retail price and the various types of markup and markdown as part of Merchandising Mathematics. Also included in this module are topics on Pricing Strategy and Price Change Procedures.	• Define and calculate basic sales elements in the buying and selling process • Explain the basic pricing elements • Relate pricing objectives, policies and strategies • Identify different types of markups • Recognize the impact of markdown on profit • Calculate markup and markdown as dollar amounts and percentages for individual items and group of items	Standard E-learning	1.5 hours
Treasury 101	This module provides participants an overview of the Treasury Division at the Head Office and at the Branch. It also discusses the tasks and requirements that the Branch Manager needs to be informed about; like Collections, Fund Management, FOREX, Disbursement, and other treasury related topics.	• Identify the different treasury functions and departments • Explain the structure, departments and functions of Branch Treasury • Explain the SBU Manager's Role and the Key Processes related to Branch Treasury	Standard E-learning	1.5 hours
Merchandise Financial Planning	This module will clarify what a Merchandise Financial Plan (MFP) is and the role it plays in running businesses. This will also explain the relationship between inventory, sales and margin in the Merchandise Financial Plan and provide guidance on what to think about or consider when building or evaluating a Merchandise Financial Plan.	• What a Merchandise Financial Plan (MFP) is? • How it captures the relationship between inventory, sales and margin for a business • What to think about or consider when you build-or-evaluate-your plan	Standard E-learning	1.5 hours
Omni Channel Marketing	In this module, participants will gain a deep understanding of Omnichannel marketing, with details on how to effectively implement an Omnichannel approach.	• Explain the key differences between Omnichannel Marketing and Multichannel Marketing • Explain the impact of omnichannel to customer experience and its impact to business strategies • Examine the fundamentals of omniretail • Create omnichannel marketing strategies	Standard E-learning	1.5 hours

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Office of the Branch Management Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Retail Strategy and Marketing Mix	This module covers the roles of 4Ps in marketing, types of retailers, retailing strategies and how these retailers maintain competitive advantage	• Elaborate the roles of 4Ps in marketing • Identify the retailing strategies and explain how these can be used in maintaining competitive advantages	Standard E-learning	1.5 hours
Channel Management and Retailing	In this module, participants will learn the steps in designing and maintaining a distribution channel, understand the current nature and structure of trade marketing and identify retailers and strategies	• Know the steps to designing and managing a distribution channel • Identify the most important players in distribution channels and their roles • Distinguish the various types of distribution channels and conflicts that arise among them, as well as ways to combat these conflicts • Identify types of retailers, retailing strategies and how these retailers maintain competitive advantages over their competition • Examine the role the 4 P's of marketing and relate these with the different retail strategies • Explain the importance of a strategic Online presence for retailers and future trends in retailing	Standard E-learning	1.5 hours
Marketing in a Digital World Part 1 & 2	This module examines how digital tools, such as the Internet, smartphones, and 3D printing, are revolutionizing the world of marketing by shifting the balance of power from firms to consumers	• Explain the foundation of marketing and how this foundation is being shifted due to the rise of new digital tools • Apply critical thinking skills regarding the role of these digital tools and their impact upon both firms and consumers	Standard E-learning	1.5 hours
Marketing Mix Implementation	This module covers the elements of the marketing communications mix and techniques in marketing message evaluation. This module also provides a short discussion on crisis management in social marketing as part of the marketing communication mix.	• Expound on the elements of marketing communication mix and the difference of each • Explain the techniques in evaluating marketing messages • Explain crisis management in social marketing	Standard E-learning	1.5 hours
Retail Sales Management	This module will acquaint participants with the importance of planning in successful retail organizations – both from the strategic and sales perspectives. Participants will also learn about the performance measurement tool that evaluates the progress of the stores.	• Explain why strategic planning is important in retail business and connect to the company's broad business overview • List and describe the various components of retailing • Differentiate between the different methods used in sales planning and relate to their respective sales target • Identify the different types of retail KPIs and apply to daily productivity tracking	Standard E-learning	1.5 hours
Retailing Without Frontiers	This module discusses various growth opportunities for retailers and the entry strategies best used in different circumstances.	• Identify four types of growth strategies and how each is implemented	Standard E-learning	1.5 hours
Developing Compelling Brands	This module discusses the different elements in formulating a brand strategy which will generate quick-wins and long-term value.	• Define what a brand is and its importance • Identify the different elements of a brand strategy • Explain the concept of competitive analysis and product life cycle in relation to developing a brand	Standard E-learning	1.5 hours
Digital Marketing Channels: Planning Part 1 & 2	This module aims to give you a deeper understanding of core processes of planning a digital marketing campaign and the role of various digital channels in an integrated marketing communication.	• Strategically develop a digital marketing communication plan • Appropriately relate your marketing goals with the communication strategies and the channels	Standard E-learning	1.5 hours
Digital Marketing Channels: Landscape Part 1 & 2	In this module, participants will learn about the impacts of digital technologies on marketing communication strategies and practices. By understanding the underlying processes of marketing communication and the core features of new media technologies, participants can strategically select the appropriate channels to deliver the right marketing message to the right audience at the right moment.	• Develop an overview of the digital marketing communication landscape • Examine various marketing activities from a communication perspective	Standard E-learning	1.5 hours

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Office of the Branch Management Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Marketing Analytics in Theory	This module discusses the introductory theory and strategy behind marketing analytics that provides marketers with the foundation needed to apply data analytics to real-world challenges they confront daily in their professional lives	• Explain the motivations behind data collection and analysis methods used by marketing professionals • Select the appropriate web analytics tools and techniques	Standard E-learning	1.5 hours
Translating the Brand to Customer Experience	This module will help learners define and describe the customer experience journey for their brands	• Explain the concepts needed in developing a customer branded experience	Standard E-learning	1.5 hours
IMC Planning Background	This module provides the basic Integrated Marketing Communications (IMC), to help learners better marketing communications decisions.	• Define IMC and theories to better understand marketing communication decisions • Explain the important issues in planning, executing, and evaluating communications campaigns	Standard E-learning	1.5 hours
Determining Willingness to Pay	This module covers four different methods to determine the willingness to pay from customers in order to identify optimal price.	• Identify the four methods in determining willingness to pay • Apply these methods through sample exercises	Standard E-learning	1.5 hours
Planning and Execution Techniques in Marketing	This module highlights how marketing analytics will help the company enhance the engagement of existing customers through historical data and trends, and how data can also help acquire new customers. It also discusses misconceptions on data analytics and help level expectations of marketing professionals on what marketing data	• Differentiate what analytics is and what analytics is not by clearly defining the common misconceptions revolving around marketing efforts • Improve marketing strategies based on the company's data presented on planning and execution techniques	Standard E-learning	1.5 hours
Organization and Project Management Skills	This module aims to develop the participant's strategic formulation in delivering the organization's vision, mission, goals and objectives through the basic management framework - POLC (Planning, Organizing, Leading, and Controlling).	• Explain the significance of POLC framework in strategy formulation towards achieving the company's vision and mission • Apply formulated strategies for progress of the unit's objectives	Standard E-learning	1.5 hours
Successful Negotiation Skills	This module provides negotiation strategies and matrix. This will help participants understand the negotiation process; enumerate the desirable communication and interpersonal skills needed that will help bring desired outcomes during a negotiation and realize that negotiation is important in our business as it creates the perfect environment for business success.	• Define negotiation and its 3 phases • Explain the negotiation process • List commonly used negotiation strategies and its matrix • Enumerate skills needed for a successful negotiation • Expound on the different negotiation outcomes	Standard E-learning	1.5 hours
Merchandise Planning	This module covers stock planning, The Six-Month Merchandise Plan, Open-to-Buy, and Exchange Rate Exposure and Calculation. Through this module, participants will learn to prepare a six-month merchandise plan, understand OTB planning, and differentiate basic stock from stock to sales ratio method.	• Explain the two retail planning calendars • Identify the importance of forecasting in merchandise planning • List and describe the components of a dollar merchandise plan • Outline a process to forecast sales • Calculate planned purchase, holding inventory and reductions • Describe the importance of open -to-buy • Calculate open-to-buy	Standard E-learning	1.5 hours

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Secretary Module Details

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Secretary Module Details

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SM Personal Shopper

Competency	Definition	Module	Target Position Level	Level by Position						
				Rider	Order Controller	Runner	Packer	Personal Shopper	Dispatch Supervisor	PS Department Manager
Managing Talent	Provides coaching guidance and feedback. Manages conflict, supports development	Effective Performance Review and Appraisal	DM							B
		Coaching Tactics	DM							B
		Coaching Conversations	DM							I
		Leadership Insights	DM							I
		Managing Millenials and Gen Z	DM							I
Directing Action	Leads, gives direction and drives progress thorough development and delegation	Leading Teams	Sup/DM						B	B
		Influential Leadership	Sup/DM						I	B
		Effective Delegation for Leaders	Sup/DM						A	I
Interpsersonal Sensitivity	Sensitive to the needs and emptions of others. Responds with empathy	Emotional Intelligence Development Insights	DM							B
		Managing Your Emotions at your Workplace	DM							I
		Communicating with Emotional Intelligence	DM							I
Numerical Analysis	Enjoys skillfully analysing data to solve problems and make decisions	Discovering Insights through Data Analytics	DM							A
		Introduction to Tableau Portal and CTD Dashboard	Sup/DM					B		B
		KPI Metrics	Sup/DM					I		B
		Productivity Dashboard	Sup/DM					A		I
Commercial Acumen	Understands context and makes strategically sound commercial decisions	Retail Strategy and Marketing Mix	Sup/DM					A		I
		Omnichannel Marketing	Sup/DM					B		B
		Marketing in a Digital World 1	DM							A
		Marketing in a Digital World 2	DM							A
		B Computer Training	Sup/DM					B		B
		B Excel Training	Sup/DM					B		B
Communication	Shares information in a confident and articulate way that suits the audience	Assertive Communication	RnF/Sup/DM		I			I	I	I
		Successful Negotiation Skills	RnF/Sup/DM		A			A	A	I
		B Writing Skills	RnF/Sup/DM		B			B	B	B
Customer Focus	Fulfills customer obligations, interacts in a friendly and composed manner	Developing a Service Mindset	RnF/Sup/DM	B	B	B	B	B		B
		Customer Centric Selling	RnF/Sup/DM	A		A	A	I		B
		Managing Customer Expectations	RnF/Sup	I	I	I	I	B		
		Customer Experience Leadership	DM							I
		Serving Internal Customers	RnF		B					

SM Personal Shopper

Competency	Definition	Module	Target Position Level	Level by Position						
				Rider	Order Controller	Runner	Packer	Personal Shopper	Dispatch Supervisor	PS Department Manager
Sales Tenacity	Demonstrates energy, enthusiasm and ambition to influence customers to buy	Mastering Self Motivation	DM							I
		Product Knowledge (I)	Sup		I					
		Sales Customer Relationship Builder (c/o May)	Sup/DM		B					B
Teamwork	Works inclusively and prioritizes team goals, delivering on commitments	Conflict Management and Resolution Skills	RnF/Sup	A	A	A	A	A	A	
		Be an Effective Team Member	RnF/Sup	B	B	B	B	B	B	
		Leadership Insights	RnF/Sup	I	I	I	I	I	I	
Self Insight	Is aware of own strengths and weakness, and responsive to feedback	Managing Your Emotions at your Workplace	RnF/Sup	I	I		I	I	I	
		Communicating with Emotional Intelligence	RnF/Sup	A	A		A	A	A	
		Emotional Intelligence Development Insights	RnF/Sup	B	B		B	B	B	
Organization	Transforsm objectives into actionable steps through detailed planning to ensure delivery	Organization and Project Management Skills	RnF/Sup		A				A	
		Time and Task Management	RnF/Sup		I	I			I	
		Achieving Personal Productivity	RnF/Sup		B	B			B	
		B Computer Training	RnF		B					
		B Excel Training	RnF		B					
Adherence	Prefers to follow rules, guidelines and processes consistently	One Minute Habits of Success	RnF/Sup	B	B	B	B			
		Providing Legendary Customer Service	RnF/Sup	I	I	I	I			
Judgement	Uses logic and experience to make sound, confident decisions, despite ambiguity	Effective Problem Solving and Decision Making	RnF/Sup	I			I		I	
		Making Quick Decisions	RnF/Sup	B			B		B	
Building Relationships	Initiates and maintains relationships with others, connects widely	Effective Communication	Sup						B	
		Leadership Insights	Sup						I	

SM Personal Shopper Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Effective Performance Review and Appraisal*	The benefits of a performance appraisal will only be maximized if the performance review is conducted correctly and effectively. This course will aid participants on the proper way of doing performance appraisals.	• Explain the importance of performance appraisal and its benefits to the company and employees • Apply the basic steps in conducting effective performance review • Identify ways on how to avoid common errors in rating • Practice formulating their own Individual Development Plans • Prepare individual action plans	Virtual/Standard E-Learning	5 hours
Coaching Tactics	Coaching Tactics aim is to funnel up bottom and mid performers to high level employees. In this course, participants will not only learn how to coach, but also understand how to build a meaty coaching program packed with coaching tactics that will equip employees to drive sales better and excel in their jobs.	• Apply different coaching tactics to suit different performance development situations • Design a coaching plan that will address different levels of performers in your team	Virtual	4 hours
Coaching Conversations	This course aims to develop the coaching skills of the participants. By the end of this program, the participants should be able to have meaningful coaching conversations with their coachees that would lead to their coachees sustainable success.	• Define coaching • Differentiate coaching from training, mentoring and counseling • Explain the three aspects of coaching • Use powerful questions to bring awareness, realize clarity, and drive accountability • Practice coaching conversations	Virtual	
Leadership Insights (for PS Manager)	This module aims to increase the participant's self-awareness in regards to leadership style, strengths, and development opportunities via the DISC profiling tool and feedback mechanism. By using their DISC profile, they can better manage their priorities, build stronger relationships, and communicate with honesty and sincerity.	• Identify your preferred leadership style and understand the value and limitations of your style • Expound on different goal setting techniques	Virtual	4 hours
Leadership Insights (for other PS Team members)	This module aims to increase the participant's self-awareness in regards to leadership style, strengths, and development opportunities via the DISC profiling tool and feedback mechanism. By using their DISC profile, they can better manage their priorities, build stronger relationships, and communicate with honesty and sincerity.	• Identify your preferred leadership style and understand the value and limitations of your style • Apply the different leadership style in dealing with peers and colleagues • Expound on different goal setting techniques	Virtual	4 hours
Managing Millenials and Gen Z*	In today's workforce, there is now a combination of the Millennials and the Generation Z that managers need to recognize. This module will help managers understand these generations better to maximize their talent.	• Compare the qualities of the Millennial and Gen Z generations • Identify ways how to adapt to millennials and Gen Z employees • Build an effective performance management plan	Virtual	3 hours
Influential Leadership	This module provides participants with a deeper understanding of Influence in the workplace by defining Influential Leadership and explaining the components of the Influential Leadership Model. Participants will be able to further lead with character, competence, and curiosity by aligning their leadership practices with John Maxwell's 5 Levels of Leadership.	• Define Influential Leadership • Expound the 6 Principles of Persuasion • Explain the components of the Influential Leader Model • List and explain the Stages of Influence • Identify ways to develop Leadership • Influence in the workplace • Apply ways to use communication to influence others	Virtual	4 hours
Effective Delegation for Leaders*	This course will explain how to build the right mindset to delegate work without micromanaging it. Partcipants will also learn the how to get help and still maintain high quality standards.	• Explain the delegation mindset and how it helps leaders delegate better. • Identify the best option for delegating work. • List the mechanics for effective delegation.	Standard E-Learning	2 hours

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Module Title	Description	Learning Objectives	Mode	Duration
Emotional Intelligence Development Insights	This module explains Daniel Goleman's Emotional Intelligence Framework: Self and Social Awareness. Participants will learn to develop and implement techniques to enhance relationships at work by gaining more understanding of social and emotional behaviors, and learning how to adjust and manage responses. The knowledge and skills gained from this module will enable learners to lead with character, competence, and curiosity and better communicate with honesty and sincerity through an expanded knowledge of emotional patterns in oneself and others.	• Develop an awareness of Emotional Intelligence (EI) • Recognize the benefits of EI • Expand your knowledge of emotional patterns in yourself and others • Explain the difference between EQ and IQ • Explain Daniel Goleman's EI Framework • Identify the signs of having low EI • Apply tips and techniques in improving EI at work	Virtual/Standard E-Learning	2 hours
Managing Your Emotions at your Workplace*	The course introduces learners to and embodied way to relate and manage their his/her emotions. While we are encouraged to bring emotions at work, knowing how to manage them in a dynamic and complex environment is a skill. Participants will discover how the body influences the mind's ability to regulate emotions, how to pracice self-empathy and acknowledge emotions, and how to express emotions at work responsibly.	• Leverage the mind-body connection to manage emotions • Apply the tips in expressing your emotions at work • Practice self-empathy to manage your emotions at work	Virtual	3.5 hours
Communicating with Emotional Intelligence*	This module will aid participants in understanding others' perspectives, balance empathy and accountability, demonstrate listening, and respond appropriately to a variety of verbal and non verbal cues. These will in turn help participants quickly improve communication and make conversations at work more productive.	• Explain why emotional intelligence matters in communication • Apply techniques in empathizing and bulding relationships	Virtual	3.5 hours
Discovering Insights through Data Analytics*	This program combines the basics of data analytics such as methods for analyzing and using statistical data; and the fundamentals of data and results presentation through the use of appropriate visual representation including frequency tables, charts, scatterplots, among others.	• Understand Data Analytics and its importance to the business • Apply descriptive statistics and data visualization	Virtual	3.5 hours
Introduction to Tableau Portal and CTD Dashboard	The module provide you with the foundations for working with data as well as support your success with Tableau Dashboard. This will also provide insights on CTD operations to support management decisions and actions.	• Introduce Users on Tableau Portal • Orient users on how to navigate the tool • Understand basic functionalities of the tool in order to get the desired data and insights needed. • Plan, implement, evaluate and control CTD Operations based on the CTD Dashboard.	Virtual	3.5 hours
KPI Metrics	KPI Metrics aims to refresh participants with the different KPI metrics and understand how these affect the sales performance of the store.	• Reorient and Understand the key business metrics of the SM Store and CTD Operations • Analyze the interrelationships of our different KPIs • Provide a guide on how to structure your analysis. • Identify your role in delivering these metrics • Quick refresher of our key metrics • Use KPI Tree to analyze the metrics	Virtual	3.5 hours
Productivity Dashboard*	This module will provide participants insights on PS / Omnichannel Operations to support management decisions and actions	• Explain the importance of the tool for data analysis; that will help them come up with strategic decisions based on the actual data. • Define and access KPI metrics data that can aid in business decisions and identify opportunities for growth. • Identify where to concentrate efforts and set priorities when developing tactical and strategic plans.	Virtual	3.5 hours
Retail Strategy and Marketing Mix	This module covers the roles of 4Ps in marketing, types of retailers, retailing strategies and how these retailers maintain competitive advantages	• Elaborate the roles of 4Ps in marketing • Identify the retailing strategies and explain how these can be used in maintaining competitive advantages	Standard E-Learning	1.5 hours

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SM Personal Shopper Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Omnichannel Marketing	In this module, participants will gain a deep understanding of Omnichannel marketing, with details on how to effectively implement an Omnichannel approach.	• Explain the key differences between Omnichannel Marketing and Multichannel Marketing • Explain the impact of omnichannel to customer experience and its impact to business strategies • Examine the fundamentals of omniretail • Create omnichannel marketing strategies	Standard E-Learning	1.5 hours
Marketing in a Digital World 1	This module examines how digital tools, such as the Internet, smartphones, and 3D printing, are revolutionizing the world of marketing by shifting the balance of power from firms to consumers.	• Explain the foundation of marketing and how this foundation is being shifted due to the rise of new digital tools • Apply critical thinking skills regarding the role of these digital tools and their impact upon both firms and consumers	Standard E-Learning	1.5 hours
Marketing in a Digital World 2	This module examines how digital tools, such as the Internet, smartphones, and 3D printing, are revolutionizing the world of marketing by shifting the balance of power from firms to consumers.	• Explain the foundation of marketing and how this foundation is being shifted due to the rise of new digital tools • Apply critical thinking skills regarding the role of these digital tools and their impact upon both firms and consumers	Standard E-Learning	1.5 hours
Assertive Communication	This course is designed to empower participants that are challenged in asserting themselves by providing tactics for overcoming the fear.	• Explain the difference between being assertive vs. being aggressive • List down tips for assertive communication.	Virtual	3.5 hours
Successful Negotiation Skills	This module provides negotiation strategies and matrix. This will help participants understand the negotiation process; enumerate the desirable communication and interpersonal skills needed that will help bring desired outcomes during a negotiation and realize that negotiation is important in our business as it creates the perfect environment for business success.	• Define negotiation and its 3 phases • Explain the negotiation process • List commonly used negotiation strategies and its matrix • Enumerate skills needed for a successful negotiation • Expound on the different negotiation outcomes	Standard E-Learning	1.5 hours
Basic Writing Skills	This module will tackle the difference between spoken and written language. Moreover, it will discuss the essentials of writing, which will be helpful in writing reports and communicating effectively through a written correspondence.	• Differentiate spoken and written language • Explain the essentials of business writing • Write a report using gender-neutral language • Write an effective email while observing proper email etiquette	Standard E-Learning	1.5 hours
Developing a Service Mindset	Knowing how your job impacts your customer gives you a better frame for strategic decision making. This course will aid participants connect the dots between their job and customer impact, and provide strategies and behaviors for keeping customers top of mind.	• Define the real customer. • Cultivate an emotional connection to your customer's world. • Describe how to navigate a changing customer base. • Develop persistence and resilience.	Virtual	3.5 hours
Customer Centric Selling	Customer Centric Selling will help participants better understand their VIP customers' behaviors and provide tips to build and keep relationships with them	• List the different VIP behaviors. • Apply the tips in handling VIP customers to ensure they are prioritized at every stage of their buying journey.	Virtual	3.5 hours
Managing Customer Expectations*	Frontliners should be able to identify where they can manage the expectations of customers to avoid upsetting them. This module will help participants avoid these situations and choose the right language to educate customers and explain potential areas of confusion.	• Find ways to help customers and avoid unpleasant surprises. • Apply proven techniques in managing customer expectations.	Standard E-Learning	1.5
Customer Experience Leadership*	Customer Experience leadership is more important now the ever before. It is a holistic approach of the customer life cycle so how leaders approach it can make or break the organization. This module will help leaders to establish, maintain and continue to improve upon customer experience.	• Explain what customer experience looks like. • List the five customer experience themes that guide successful leaders. • Apply the techniques to become that highest level of leader.	Virtual	3.5 hours

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Module Title	Description	Learning Objectives	Mode	Duration
Serving Internal Customers*	Organizations recognize that internal customer service helps employees work more productively to help better serve external customers. This course will share skills and techniques for providing outstanding internal customer service to colleagues within the organization.	• Distinguish between internal and external customer service • Manage internal customer expectations • Create positive workplace relationships	Virtual	3.5 hours
Mastering Self Motivation*	This course will demonstrate how to shift one's mindset and leverage practical tools to power self motivation, and in turn, set and achieve bigger goals.	• Identify what kind of self-motivator you are. • Apply science backed techniques on how to sustain your own motivation	Standard E-Learning	1.5 hours
Product Knowledge (Intermediate)*	Knowing the brand of our products, its features and benefits, and what makes it valuable to our customers is the most effective way we can provide the information, products and/or services they are looking for.	• Discuss the features and benefits of products currently available in the store	Virtual	3.5 hours
Sales Customer Relationship Builder (c/o May)	This course will equip participants with the right sales approach and selling techniques needed to develop stronger relationships with customers that will result in sales. Partcipants will learn the sales process that involves the development of skills in order to create and explore new sales opportunities.	• Define the attitude needed to succeed in the selling profession. • Describe the mindset of a successful sales person. • Apply selling skills to different selling scenarios and situations.	Virtual	3.5 hours
Conflict Management and Resolution Skills*	Participants will learn how to deal with conflict in difficult situations. This module will also review how to effectively settle disputes by focusing on solving the problems at hand.	• Learn the essentials of effective conflict resolution • Practice communication techniques to improve relationships. • Discover how to communicate clearly and compassionately.	Virtual	3.5 hours
Be an Effective Team Member*	This course highlights the key characteristics of outstanding team members that participants can adopt to become a more valuable collaborator.	• Name the qualities of a teammate who is considered to be reliable. • Recognize the importance of adjusting to the collaborative decision of the team. • Explain what it means to be proactive.	Virtual	3.5 hours
Managing Your Emotions at your Workplace*	The course introduces learners to and embodied way to relate and manage their his/her emotions. While we are encouraged to bring emotions at work, knowing how to manage them in a dynamic and complex environment is a skill. Participants will discover how the body influences the mind's ability to regulate emotions, how to pracice self-empathy and acknowledge emotions, and how to express emotions at work responsibly.	• Leverage the mind-body connection to manage emotions • Apply the tips in expressing your emotions at work • Practice self-empathy to manage your emotions at work	Virtual	3.5 hours
Communicating with Emotional Intelligence*	This module will aid participants in understanding others' perspectives, balance empathy and accountability, demonstrate listening, and respond appropriately to a variety of verbal and non verbal cues. These will in turn help participants quickly improve communication and make conversations at work more productive.	• Explain why emotional intelligence matters in communication • Apply techniques in empathizing and bulding relationships	Virtual	3.5 hours
Organization and Project Management Skills	This module aims to develop the participant's strategic formulation in delivering the organization's vision, mission, goals and objectives through the basic management framework - POLC (Planning, Organizing, Leading, and Controlling).	• Explain the significance of POLC framework in strategy formulation towards achieving the company's vision and mission • Apply formulated strategies for progress of the unit's objectives	Virtual/Standard E-Learning	4 hours
Time and Task Management*	this module will show participants how to get more things done, with less stress, and more efficiency	• Manage different types of activities • Identify and create priorities to add more value • Apply time management strategies	Virtual	3.5 hours
Achieving Personal Productivity*	This morulde will procide aprticipants with rechniques and the proper mindset on how to be more organized and prodcutive no matter how much tasks need to be done in a day	• Explain the benefits of having a productive mindset • Enumerate ways how to be organized and productive	Standard E-Learning	1.5 hours

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Module Title	Description	Learning Objectives	Mode	Duration
One Minute Habits of Success*	Success happens when you have the right mindset, skillset and can reset. This course will help participants develop a mindset for success by providing ways to improve self confidence and mentally prepare to thrive under pressure.	• Create a success mindset to improve self confidence and thrive under pressure. • Practice the one-minute habits of success and achieve optimal performance in your function	Standard E-Learning	1.5 hours
Providing Legendary Customer Service *	Providing great customer service is a strategic process that is planned for, trained for, and put in place to help strengthen a brand. This course will help participants understand the foundations of customer service, how customer satisfaction works and how our roles and functions have an impact on great customer service.	• Understand how customer satisfaction works to better meet the needs of our customers • Identify ways to manage customer perception and expectations	Standard E-Learning	2 hours
Effective Problem Solving and Decision Making	Problem solving and Decision Making are skills that are important in the daily business and in life. These are especially important for management and leadership. This module aims to provide creative problem solving techniques to help leaders make the right decisions.	• Analyze potential and actual problems • Distinguish between symptoms and root causes of problems • Apply creative problem-solving techniques to generate multiple solutions • Assess alternative solutions and select the best one based on available data	Virtual	3.5 hours
Making Quick Decisions*	Decision Making is an essential skill in the workplace. This course will provide practical tips for accurately defining the problem at hand, generating options, collaborating effectively with your team, and making a decision that sticks	Identify the basics of defining the real problem List ways to generate possible solutions to a problem Apply the steps to become a better decision maker	Standard E-Learning	1.5 hours
Effective Communication	This module equips participants with the fundamentals of communication and techniques on how to handle difficult conversations effectively.The knowledge and skills gained from this module will enable participants in building relationships with internal and external customers through refining their skills to be able to communicate with impact.	• Identify the reasons why you avoid difficult conversations and recognize methods to overcome these challenges • Apply a story-telling technique to communicate with your audience Identify the different levels of conflict and strategies for resolving conflict • Explain the importance of preparation when conducting a courageous conversation • Conduct courageous conversations with colleagues and team members	Virtual/Standard E-Learning	3.5 hours
Basic Computer Skills*	This course will provide participppants with basic knowledge of computer use, whichthey can apply in their daily tasks.	• Demonstarte basic proficiency in the use of computer	Virtual	3.5 hours
Basic and Intermediate Excel Training*	This module is a collection of quick tips and tricks designed to give participants new skills. Topics include sorting data into a spreadsheet, merging cells together, creating pivot tables, among others.	•Apply excel functions appropriate to systems used in the workplace	Virtual	3.5 hours

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SM Personal Shopper 2.0

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Supervisor	Department Manager	Senior Manager	Executive
Commercial Acumen	Understands context and makes strategically sound commercial decisions	Retail Strategy and Marketing Mix	DM			I		
		Omnichannel Marketing	DM			B		
		Marketing in a Digital World 1	DM			A		
		Marketing in a Digital World 2	DM			A		
Communication	Shares information in a confident and articulate way that suits the audience	Assertive Communication	DM			I		
		Successful Negotiation Skills	DM			I		
		B Writing Skills	DM			B		
Customer Focus	Fulfills customer obligations, interacts in a friendly and composed manner	Developing a Service Mindset	DM			B		
		Managing Customer Expectations	DM			B		
Sales Tenacity	Demonstrates energy, enthusiasm and ambition to influence customers to buy	Product Knowledge (I)	DM			I		
		Sales Customer Relationship Builder (c/o May)	DM			B		
Teamwork	Works inclusively and prioritizes team goals, delivering on commitments	Conflict Management and Resolution Skills	DM			A		
		Be an Effective Team Member	DM			B		
		Leadership Insights	DM			I		
Self Insight	Is aware of own strengths and weakness, and responsive to feedback	Managing Your Emotions at your Workplace	DM			I		
		Communicating with Emotional Intelligence	DM			I		
		Emotional Intelligence Development Insights	DM			B		
Judgement	Uses logic and experience to make sound, confident decisions, despite ambiguity	Effective Problem Solving and Decision Making	DM			B		
		Critical thinking for PS Managers	DM			I		

SM Personal Shopper 2.0 Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Leadership Insights*	This module aims to increase the participant's self-awareness in regards to leadership style, strengths, and development opportunities via the DISC profiling tool and feedback mechanism. By using their DISC profile, they can better manage their priorities, build stronger relationships, and communicate with honesty and sincerity.	• Identify your preferred leadership style and understand the value and limitations of your style • Apply the different leadership style in dealing with peers and colleagues • Expound on different goal setting techniques	Virtual	4 hours
Emotional Intelligence Development Insights	This module explains Daniel Goleman's Emotional Intelligence Framework: Self and Social Awareness. Participants will learn to develop and implement techniques to enhance relationships at work by gaining more understanding of social and emotional behaviors, and learning how to adjust and manage responses. The knowledge and skills gained from this module will enable learners to lead with character, competence, and curiosity and better communicate with honesty and sincerity through an expanded knowledge of emotional patterns in oneself and others.	• Develop an awareness of Emotional Intelligence (EI) • Recognize the benefits of EI • Expand your knowledge of emotional patterns in yourself and others • Explain the difference between EQ and IQ • Explain Daniel Goleman's EI Framework • Identify the signs of having low EI • Apply tips and techniques in improving EI at work	Virtual/Standard E-Learning	2 hours
Managing Your Emotions at your Workplace*	The course introduces learners to and embodied way to relate and manage their his/her emotions. While we are encouraged to bring emotions at work, knowing how to manage them in a dynamic and complex environment is a skill. Participants will discover how the body influences the mind's ability to regulate emotions, how to pracice self-empathy and acknowledge emotions, and how to express emotions at work responsibly.	• Leverage the mind-body connection to manage emotions • Apply the tips in expressing your emotions at work • Practice self-empathy to manage your emotions at work	Virtual	3.5 hours
Communicating with Emotional Intelligence*	This module will aid participants in understanding others' perspectives, balance empathy and accountability, demonstrate listening, and respond appropriately to a variety of verbal and non verbal cues. These will in turn help participants quickly improve communication and make conversations at work more productive.	• Explain why emotional intelligence matters in communication • Apply techniques in empathizing and bulding relationships	Virtual	3.5 hours
Retail Strategy and Marketing Mix	This module covers the roles of 4Ps in marketing, types of retailers, retailing strategies and how these retailers maintain competitive advantages	• Elaborate the roles of 4Ps in marketing • Identify the retailing strategies and explain how these can be used in maintaining competitive advantages	Standard E-Learning	1.5 hours
Omnichannel Marketing	In this module, participants will gain a deep understanding of Omnichannel marketing, with details on how to effectively implement an Omnichannel approach.	• Explain the key differences between Omnichannel Marketing and Multichannel Marketing • Explain the impact of omnichannel to customer experience and its impact to business strategies • Examine the fundamentals of omniretail • Create omnichannel marketing strategies	Standard E-Learning	1.5 hours
Marketing in a Digital World 1	This module examines how digital tools, such as the Internet, smartphones, and 3D printing, are revolutionizing the world of marketing by shifting the balance of power from firms to consumers.	• Explain the foundation of marketing and how this foundation is being shifted due to the rise of new digital tools • Apply critical thinking skills regarding the role of these digital tools and their impact upon both firms and consumers	Standard E-Learning	1.5 hours
Marketing in a Digital World 2	This module examines how digital tools, such as the Internet, smartphones, and 3D printing, are revolutionizing the world of marketing by shifting the balance of power from firms to consumers.	• Explain the foundation of marketing and how this foundation is being shifted due to the rise of new digital tools • Apply critical thinking skills regarding the role of these digital tools and their impact upon both firms and consumers	Standard E-Learning	1.5 hours
Assertive Communication*	This course is designed to empower participants that are challenged in asserting themselves by providing tactics for overcoming the fear.	• Explain the difference between being assertive vs. being aggressive • List down tips for assertive communication.	Virtual	3.5 hours

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Module Title	Description	Learning Objectives	Mode	Duration
Successful Negotiation Skills	This module provides negotiation strategies and matrix. This will help participants understand the negotiation process; enumerate the desirable communication and interpersonal skills needed that will help bring desired outcomes during a negotiation and realize that negotiation is important in our business as it creates the perfect environment for business success.	• Define negotiation and its 3 phases • Explain the negotiation process • List commonly used negotiation strategies and its matrix • Enumerate skills needed for a successful negotiation • Expound on the different negotiation outcomes	Standard E-Learning	1.5 hours
Basic Writing Skills	This module will tackle the difference between spoken and written language. Moreover, it will discuss the essentials of writing, which will be helpful in writing reports and communicating effectively through a written correspondence.	• Differentiate spoken and written language • Explain the essentials of business writing • Write a report using gender-neutral language • Write an effective email while observing proper email etiquette	Standard E-Learning	1.5 hours
Developing a Service Mindset*	Knowing how your job impacts your customer gives you a better frame for strategic decision making. This course will aid participants connect the dots between their job and customer impact, and provide strategies and behaviors for keeping customers top of mind.	• Define the real customer. • Cultivate an emotional connection to your customer's world. • Describe how to navigate a changing customer base. • Develop persistence and resilience.	Virtual	3.5 hours
Managing Customer Expectations*	Frontliners should be able to identify where they can manage the expectations of customers to avoid upsetting them. This module will help participants avoid these situations and choose the right language to educate customers and explain potential areas of confusion.	• Find ways to help customers and avoid unpleasant surprises. • Apply proven techniques in managing customer expectations.	Standard E-Learning	1.5 hours
Product Knowledge (Intermediate)*	Knowing the brand of our products, its features and benefits, and what makes it valuable to our customers is the most effective way we can provide the information, products and/or services they are looking for.	• Discuss the features and benefits of products currently available in the store	Virtual	3.5 hours
Sales Customer Relationship Builder (c/o May)	This course will equip participants with the right sales approach and selling techniques needed to develop stronger relationships with customers that will result in sales. Partcipants will learn the sales process that involves the development of skills in order to create and explore new sales opportunities.	• Define the attitude needed to succeed in the selling profession. • Describe the mindset of a successful sales person. • Apply selling skills to different selling scenarios and situations.	Virtual	3.5 hours
Conflict Management and Resolution Skills*	Participants will learn how to deal with conflict in difficult situations. This module will also review how to effectively settle disputes by focusing on solving the problems at hand.	• Learn the essentials of effective conflict resolution • Practice communication techniques to improve relationships. • Discover how to communicate clearly and compassionately.	Virtual	3.5 hours
Be an Effective Team Member*	This course highlights the key characteristics of outstanding team members that participants can adopt to become a more valuable collaborator.	• Name the qualities of a teammate who is considered to be reliable. • Recognize the importance of adjusting to the collaborative decision of the team. • Explain what it means to be proactive.	Virtual	3.5 hours
Effective Problem Solving and Decision Making	Problem solving and Decision Making are skills that are important in the daily business and in life. These are especially important for management and leadership. This module aims to provide creative problem solving techniques to help leaders make the right decisions.	• Analyze potential and actual problems • Distinguish between symptoms and root causes of problems • Apply creative problem-solving techniques to generate multiple solutions • Assess alternative solutions and select the best one based on available data	Virtual	3.5 hours
Critical Thinking for PS Managers	Critical thinking is an important skill necessary to make important decisions regarding your function to ensure that tasks are accomplished. This module will provide participants with the necessary tools to develop the critical thinking skill.	• Define critical thinking • Enumerate the component process of critical thinking • Identify dispositions, abilities, and knowledge for critical thinking • Practice critical thinking using real-world scenarios	Virtual	3.5 hours

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Training and Development

Training and Development

Training and Development Module Details

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Visual Merchandising

Competency	Definition	Module	Target Position Level	Level by Position				
				Rank and File	Officer	Department Manager	Senior Manager	Executive
Adherence	Generates and drives innovative solutions to support long-term outcomes	VD Mannequins; An In-depth Guide	Officer/DM/SRM		B	B	B	
		Photoshop	Officer/DM/SRM		B	B	B	
		Sketchup	Officer/DM/SRM		B	B	B	
		Color Psychology by WGSN	Officer/DM/SRM		B	B	B	
Managing Talent	Provides coahing, guidnace and feedback. Manages conflict; supports development	Managing Millenials and Gen Z	Officer/DM/SRM		I	B	B	
		Effective Interview	Officer/DM/SRM		A	I	B	
		Coaching Conversation	Officer/DM/SRM		I	I	B	
Communication	Shares information in a confident and articulate way that suits the audience	Assertive Communication	Officer/DM/SRM		I	B	B	
		Presentation and Facilitation Skills	Officer/DM/SRM		I	B	B	
		Basic Writing Skills	Officer/DM/SRM		B	B	B	
Organization	Transforsm objectives into actionable steps through detailed planning to ensure delivery	OPMS	Officer/DM/SRM		I	B	B	
		Driving Efficiency	Officer/DM/SRM		A	I	B	
		Time and Task Management	Officer/DM/SRM		I	B	B	
Directing Action	Leads, gives direction and drives progress thorugh development and delegation	Leading Teams	Officer/DM/SRM		A	B	B	
		Leadership Insights	Officer/DM/SRM		I	B	B	
Self-insight	Is aware of own strengths and weaknesses and responsive to feedback.	Emotional Intelligence Development Insights	Officer/DM/SRM		I	B	B	
		Managing Your Emotions at your Workplace	Officer/DM/SRM		I	B	B	
Evaluation	Makes astute decisions on the basis of thorough analysis, logic and data	Discovering Insights thru Data Analytics	Officer/DM/SRM		A	A	I	
		Data Insight and Data Storytelling	DM/SRM			A	I	
		Basic Excel Training	Officer		B			
		Intermediate Excel Training	DM/SRM			I	B	
		Advance Excel Training	DM/SRM			A	I	
Commercial Acumen	Understands context and makes trategically sound commercial decisions.	Retail Strategy and Marketing Mix	Officer/DM/SRM		I	B	B	

Visual Merchandising Module Details

Module Title	Description	Learning Objectives	Mode	Duration
VD Mannequins - An In-depth Guide	This module provides and in-depth discussion regarding mannequins, their proper handling and its effective usage in the store.	• Identify types of mannequins used in the store • Increase sales through proper usage of mannequin • Demonstrate steps in assembling and disassembling a mannequin • Proper care, handling and disposal of mannequin	Standard E-Learning	1.5 hours
Adobe Photoshop and Illustrator*	Adobe Photoshop and Illustrator are the go-to applications in creating and/or editing photos, designs and images. This module will provide the basic knowledge on its features and capabilities.	• Identify the difference between Adobe Photoshop and Adobe Illustrator. • List the features of each application. • Utilize the applications when creating images, designs and/or editings photos to capture the desired output specific to the VM function.	Classroom (external)	2 days
3D Modelling via Sketchup*	This module will provide participants with the basic skills in 3D imaging using Sketchup.	• Define what is 3D modelling. • Enumerate the ways how 3D modelling could be applied in visual merchandising. • Identify the basic steps in 3D modelling using Sketchup	Classroom (external)	2 days
Color Psychology by WGSN*	This module will provide participants with knowledge on the combination and types of colors,its meaning and how it works within Visual Merchandising	• Identify the types and meaning of colors in relation to Visual Merchandising • Explain how to blend colors correctly	Classroom/Virtual	1 day
Managing Millenials and Gen Z*	In today's workforce, there is now a combination of the Millennials and the Generation Z that managers need to recognize. This module will help managers understand these generations better to maximize their talent.	• Compare the qualities of the Millennial and Gen Z generations • Identify ways how to adapt to millennials and Gen Z employees • Build an effective performance management plan	Standard E-Learning	1.5 hours
Effective Interview*	This Standard E-Learning course covers a discussion on competency-based behavioral interview method and its benefits, what to plan and prepare before an actual interview and what to do during the interview process. This course also has exercises on formulating CBBI questions.	• Explain the Competency Based Behavioral Interview method (CBBI) • Identify questions that are competency and behavioral based • Enumerate pointers to planning for an actual interview to increase success	Standard E-Learning	1.5 hours
Coaching Conversations	This course aims to develop the coaching skills of the participants. By the end of this program, the participants should be able to have meaningful coaching conversations with their coachees that would lead to their coachees sustainable success.	• Define coaching • Differentiate coaching from training, mentoring and counseling • Explain the three aspects of coaching • Use powerful questions to bring awareness, realize clarity, and drive accountability • Practice coaching conversations	Virtual	5 hours
Assertive Communication*	This course is designed to empower participants that are challenged in asserting themselves by providing tactics for overcoming the fear.	• Explain the difference between being assertive vs. being aggressive • List down tips for assertive communication.	Standard E-Learning	1.5 hours
Presentation and Facilitation Skills	This module equips participants with the skills and knowledge that will help them train and upskill their teams by the use of effective training techniques. The learning outcomes of this module will assist the participants to disseminate information across their team with clarity and consistency.	• Explain the principles of adult learning. • Identify the different learning styles. • Tailor ypur message to meet different learning styles. • Identify wauys to deliver better presentation. • Apply techniques in presenting in a group.	Virtual	3.5 hours
Basic Writing Skills	This module will tackle the difference between spoken and written language. Moreover, it will discuss the essentials of writing, which will be helpful in writing reports and communicating effectively through a written correspondence.	• Differentiate spoken and written language • Explain the essentials of business writing • Write a report using gender-neutral language • Write an effective email while observing proper email etiquette	Standard E-Learning	1.5 hours

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Visual Merchandising Module Details

Module Title	Description	Learning Objectives	Mode	Duration
Intermediate Excel Training*	This module is a collection advance excel skills designed to give participants new skills. Topics includes Excel Functions/Formulas (VLOOKUP, Concatenate, If functions, Index Match, etc.), Pivot Table, Charts, Go to Special, Name Range, Drop Down Lists, Conditional Formatting, Excel Table, Idea Button, Using Sparklines, Text to Column and Quick Analysis Tool.	• Apply intermediate excel functions appropriate to systems used in the workplace	Virtual	3.5 hours
Advance Excel Training*	This module is a collection intermediate excel skills designed to give participants new skills. Topics includes Advanced Excel Formulas, Advanced Excel Charts, Visual Basic for Applications, Power Query and Power Pivots	• Apply intermediate excel functions appropriate to systems used in the workplace	Virtual	3.5 hours
Retail Strategy and Marketing Mix	This module covers the roles of 4Ps in marketing, types of retailers, retailing strategies and how these retailers maintain competitive advantages	• Elaborate the roles of 4Ps in marketing • Identify the retailing strategies and explain how these can be used in maintaining competitive advantages	Standard E-Learning	1.5 hours
Store Layout and Productivity	In this module, participants will have a better appreciation of a good store layout and its importance to the store's success. This module will explain how different fixtures, merchandise presentation methods and visual communication can increase the productivity of the sales floor.	• Identify the different factors that can affect store layout. • Classify and determine the current store layout and determine possible opportunities for better productivity. • Develop ideas to maximize store productivity.	Standard E-Learning	1.5 hours

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Warehouse Distribution Center

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Warehouse Distribution Center Module Details

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