



Kaagapay ng Komunidad sa Maginhawang Pamumuhay



SOCIAL HOUSING FINANCE CORPORATION

2021 TRAINING & DEVELOPMENT PLAN

Competency-Based and Mandatory Trainings

**SHFC'S 2021 TRAINING & DEVELOPMENT PLAN
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	Competencies/Trainings	Total
1	Technical Trainings	6
2	Organizational Trainings	3
3	Core Trainings	1
4	Leadership Training	1
5	Mandatory Trainings	7
	TOTAL NO. OF TRAININGS FOR 2021	18

The 2021 Training Development Plan consists of competencies that are needed to be prioritized to address the target competency gaps of SHFC Employees. Human Resources Development Division aims to address competency gaps *(based on the competency assessment conducted in January-February 2017 using the Competency-Based System (CBS) Manual)* by including programs which were not completely addressed in the 2019-2020 TDP. HRDD includes the use of alternative mix of training interventions as recommended in the Competency Assessment Report by the HR Consultant submitted in February 2017. The following are the training interventions to be used:

	Training Intervention	Description
1	Classroom Training	<p><u>In-house Training:</u> A classroom-type of intervention that tackles a more specific course according to the needs of the organization carried out by either an internal speaker or an outsourced training provider. The content of the training is tailor-fit to the objectives of the program and usually consists of participants not lower than 20 employees.</p> <p><u>External Training:</u> A classroom-type of intervention that requires an employee to attend public seminars to gain a new or outside perspective on the latest trends and topics related to their jobs. External Training is also an option when the target number of participants does not meet the minimum classroom size requirement of an in-house training.</p>
2	Continuing Education	It is a type of intervention for professionals with Continuing Professional Development mandated by law. The intervention is designed to upgrade and/or update participant's skills and to enhance their understanding, application and interpretation in their chosen profession.
3	Experiential Learning	A new intervention for employees in instance such as assumption of a higher position, designation as Officer-in-Charge, lateral transfer, job rotation, among others. Experiential Learning is a 180-degree evaluation which captures the immediate superior's rating and self-assessment of the employee to evaluate if the required skills and competencies are developed through actual performance of the job.
4	Coaching/Mentoring	These are interventions which would focus in long term development. The learning would be more experience-based and evolves as the protégé reaches the set goals and learns new behavior. Effects would be on performance improvement in a specific skills area through direct extrinsic feedback and intrinsic observation that would increase awareness.
5	Online or Distance Learning	This is an intervention which can be used for courses which are being offered online. Training courses can be delivered remotely through this intervention. Participants can complete coursework requirements through online.

This Training Development Plan (TDP) is crafted based on the results of the competency assessment conducted in January-February 2017. Further, the Competency Evaluation Forms submitted for the trainings conducted in 2019-2020 have likewise been used as a TNA tool and/or benchmark to determine the current competency baseline. The TDP contains the list of priority trainings which are needed to address competency gaps, and in consideration of the training requirements of the Corporation in anticipation of the approval of the proposed Table of Organization / Reorganization. Also included are the Mandatory Training Programs, and other courses relevant to the new normal environment. The 2021 plan consists of schedules per quarter, target participants, methodologies and logistical requirements.

TECHNICAL TRAININGS				
Title	Competency	Target Participants	Schedule	Description
1.1 Loan and Mortgage Management Course (LMMC)	TC12 Loan and Mortgage Review	Operations Group personnel	2 nd Quarter of 2021	This program is designed to hone and update participant skills in evaluating loan and mortgage documents to determine its authenticity, validity and acceptability based on the existing laws and organizational guidelines and policies for loan approval up to the release of loan proceed to the landowners. Topics include: <ul style="list-style-type: none"> • Loan and Mortgage Evaluation • Legal Research on Mortgage Evaluation • Monitoring of Compliances to Loan and Mortgage Findings
1.2 Risk and Compliance Management Course (RCMC)	TC9 Risk and Compliance Management	Legal, Compliance, PPER and Internal Audit personnel	2 nd Quarter of 2021	This program is designed to educate participants on the policies and procedures to manage risk and compliance issues of the organization. They are expected to be able to identify, measure, monitor and evaluate risk and compliance issues while developing corresponding risk management and compliance framework to minimize the potential adverse effects of such risks and compliance issues to the organization. Topics include: <ul style="list-style-type: none"> • Risk Management concepts and applications • Policies and procedures to manage risk and compliance issues • Evaluating the organization's compliance with the law (e.g., Manual on Corporate Governance, Anti-Money Laundering Manual and other pertinent law) • Conduct of risk and compliance assessment activities • Preparing the Evaluation Report

<p>1.3</p> <p>Legal Updates for Legal Officers</p>	<p>TC7 Legal Services</p>	<p>All Lawyers</p>	<p>Continuous</p>	<p>This program is designed to update the participant’s knowledge on provision of legal advice and appropriate legal remedies/ actions necessary to assist the different offices/units and how to conduct conciliation/ arbitration concerning legal issues/problems. They will also be given effective techniques to increase their legal research skills and legal counseling skills. Topics include:</p> <p>A. Legal Research</p> <ol style="list-style-type: none"> 1. Policies and Procedures for Efficient Legal Research & Background Investigation 2. Analysis of research data, such as statutes, decisions, and legal articles, codes and documents using Supreme Court web site <p>B. Management of Cases</p> <ol style="list-style-type: none"> 1. Handling and monitoring of all SHFC’s litigation cases and policies and procedures in the management of the case 2. Examination of documents/ evidences to determine advisability of defending or prosecuting lawsuits 3. Strategies needed in the speedy disposition of administrative cases <p>C. Legal Counseling</p> <ol style="list-style-type: none"> 1. Legal counseling in the SHFC Setting 2. Preparation of Legal Opinions and Advice 3. Implementation of Legal Opinions <p>D. Investigation and Disposition of Administrative Complaints</p> <ol style="list-style-type: none"> 1. Due process of law, policies and procedures during administrative hearings 2. Observance of basic rights of employees and management in the conduct of administrative hearings 3. Proper documentation/evidences during the conduct of hearing of administrative cases 4. Interlocutory Orders and rulings issued during the conduct of administrative hearing <ul style="list-style-type: none"> • Rendering of Decisions based on examination of evidences
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1.4 General Accounting & Taxation Program (GATP)	TC32 Financial Management	FCD personnel	3 rd Quarter of 2021	<p>This program is designed to upgrade the participant's skills in accounting SHFC's financial transactions and interpreting results through various reports and analysis. It also aims to enhance their understanding, application and interpretation of tax laws and regulations applicable to the SHFC. Topics include:</p> <ul style="list-style-type: none"> • Review of General Accounting Principles • Applicable laws and regulations • Financial Report Preparation • Gathering financial information • Developing financial reports for financial analysis • Accounts Payables • Recording, verifying and summarizing accounts payables transactions and events in accordance with generally accepted accounting principles in Payables • Taxation • Applicable tax laws and regulations to recurring transactions and procedures • preparation of tax records, tax returns • Assessing impact of the company's tax exposure
1.5 Insurance Management Course	TC 11. Insurance Management Services (Insurance Coverage/Claims Analysis)	Insurance and Operations Group	3 rd Quarter of 2021	<p>The program is designed to provide updates in the new processes in insurance enrolments to accurately produce coverage/claims, as well as prepare and evaluate reports on: Mortgage Redemption Insurance (MRI)/ Fire and Allied Perils Insurance (FAPI) coverage for Community Mortgage Program (CMP) member-beneficiaries. Topics include:</p> <ol style="list-style-type: none"> 1. Insurance policies and guidelines 2. Provision of MRI/FIRE Insurance Coverage 3. Eligibility requirements for MRI/FIRE Coverage/Claims 4. Recommended Insurance Coverage that may be provided for housing/mortgage collaterals 5. Rules and Regulations/Applicable laws governing provision of MRI/Fire and Allied Perils 6. Preparing and evaluating reports to Insurer/s of Newly Taken-out CMP projects to

				<p>insure the member-beneficiaries under MRI/FIRE</p> <p>7. Computation of premium renewals - Adjustment of Loan Values (ALV) and premiums and substitution of member-beneficiaries</p> <p>8. Evaluation of exclusion reports</p> <p>9. Identifying causes of denial on claims and conditions for reconsideration</p> <p>10. Handling the immediate settlement of MRI/FIRE insurance claims</p> <p>11. Computing the unexpired portion of premiums upon full payment of loans</p> <p>12. Resolving Insurance Issues and concerns</p>
1.6	TC 35. Program Development	All personnel	2 nd Quarter of 2021	<p>This learning program will teach participants about the fundamentals of Gender Analysis and Mainstreaming its result to policies, programs processes, and products. Participants will also acquire some basic Gender Analysis tools including sex and age disaggregation of data. Thus, SHFC GAD Champions and the rest of GFPS committee will be equipped in leading a more gender-responsive organization.</p>
Gender Analysis and Disaggregation of Data				

ORGANIZATIONAL TRAININGS

Title	Competency	Target Pax	Schedule	Description
2.1 Oral Communication Skills Training	OC 1.2 Oral	All personnel	3 rd Quarter of 2021	<p>This program is designed to enhance the oral communication skills of participants through the discussions of the principles, and styles of communication as well as skills on how to communicate with the community. Their current oral communication skills will be developed together with their skills to collaborate with clients/audience through negotiation and presentation. Topics included:</p> <ol style="list-style-type: none"> 1. Review of Communication Frameworks 2. Communications styles <ul style="list-style-type: none"> • The Attitude and Skill of Empathic Communication <ol style="list-style-type: none"> a. The Emotional Bank Account b. Creating Win-win relationships c. Assertiveness in Communication

				<p>3. Platform/Presentation Skills</p> <ul style="list-style-type: none"> • Assertiveness • Passive vs. aggressive communication • Get and Keep positive attention • Essential oral communication in community organizing <p>4. Preparing for the Presentation</p> <ul style="list-style-type: none"> • Physical Appearance • Posture <ul style="list-style-type: none"> ➤ Movement/Blocking ➤ Voice Modulation/control ➤ Use/choice of language ➤ Gestures/Non-verbal • Mechanics • Powerful Openings and Clinchers • Listening Skills
<p>2.2</p> <p>Minutes Taking and Documentation Skills Workshop</p>	<p>OC 1.1 Written OC 2.3 Minute-Taking/ Documentation</p>	<p>All Units</p>	<p>2nd Quarter of 2021</p>	<p>This program will allow participants to make minutes-taking easier, teach them how to take professional minutes during formal and informal meetings, learn how to avoid listening traps, apply new models for taking minutes, hear clues of important ideas in the words speakers use, learn new techniques on how to document minutes, and capture the essence of a meeting’s content.</p>
<p>2.3</p> <p>Effective Meeting Facilitation Training</p>	<p>OC 2 Meeting Management</p>	<p>All Units</p>	<p>2nd Quarter of 2021</p>	<p>This program is designed to enhance employees’ skills in managing meetings both face-to-face and virtually by learning the steps in planning, guiding and facilitating meetings. They will learn the skills required to lead a virtual meeting which is an extension of the skills required in face-to-face situations. Topics include:</p> <ol style="list-style-type: none"> 1. Running Effective Meetings both Face-to-Face and Virtually 2. Characteristics of an Effective Meeting 3. Preparing the Meeting Agenda 4. Facilitation of Productive Meetings <ul style="list-style-type: none"> • Non-verbal Listening Skills for Meeting Facilitator • Facilitating Techniques: Brainstorming

				<ul style="list-style-type: none"> • Strategies and approaches • How to deal with difficult members • Handling disruptive Behavior • Hacks in using online platforms <p>5. Post-meeting Follow-up 6. Evaluating Meetings</p>
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CORE TRAININGS

Title	Competency	Target Pax	Schedule	Description
<p>3.1</p> <p>SHFC Values Orientation Workshop (SVOW)</p>	<p>CC1 Commitment to Credible Public Service</p>	<p>All personnel</p>	<p>3rd Quarter of 2021</p>	<p>The program is designed to help participants clarify their personal values in order to align them with SHFC’s core values and goals. It also aims to promote self-awareness of strengths and areas that need improvement in relation to their present position and the organization’s goals. It could contribute to the personnel’s appreciation of their own role in the organization and develop a positive outlook towards their job. Topics included:</p> <ul style="list-style-type: none"> • SHFC Ideology: vision, mission, values, quality, policy, strategic intent • SHFC Values <ul style="list-style-type: none"> - What They Are - What They Are Not - Illustrative Examples on How to Live Values on the Job • War Stories, Vignettes on How the Officers Lived the SHFC Values • Personal Vision & Mission Statements • Personal Values System • Action Planning to Reconcile and Live Personal & SHFC Values

LEADERSHIP TRAININGS

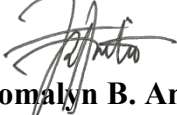
Title	Competency	Target Pax	Schedule	Description
4.1 Coaching, Counseling and Mentoring	LC 2. Managing Performance and Coaching for Results	SHFC Leaders	3 rd Quarter of 2021	The participants will learn the similarities and differences between the three skills Practice the core skills of coaching, counseling and mentoring, and get feedback on your performance, and explore the role of a mentor and identify the skills and knowledge required

MANDATORY TRAININGS

Title	Target Pax	Schedule	Description
5.1 Seminar on RA 9184 “Government Procurement Act”	Bids and Awards Committee and Technical Working Group members (all end-users – for awareness)	1 st - 3 rd Quarter of 2021	This program is designed to make the participants aware and understand the processes to the Procurement for goods, consulting services, contracting for infrastructure projects and lease of goods and real estate. Government procurement is, at present, governed by Republic Act. No. 9184, “An Act Providing for the Modernization, Standardization and Regulation of the Procurement Activities of the Government and for Other Purposes”, enacted on December 18, 2002 and its Implementing Rules and Regulations.
5.2 Money Counterfeit Detection and Signature Verification Seminar	All cashiering personnel and account officers	3 rd Quarter of 2021	Money Counterfeit Detection Seminar aims is to develop the knowledge, skills and abilities of the target audience on how to recognize illegally created security documents or the fraudulent use of genuine security documents. Signature Verification Seminar aims to validate the identity of an individual. It is often used to compare signatures and check authenticity of the affixed signatures of the documents. It will help to identify fraud in the process of authentication of documents.
5.3 Conduct of 5S	All units	3 rd Quarter of 2021	In support of the QMS Certification for ISO 9001:2015, this seminar intends to ensure that all employees will understand the need to maintain the level of workplace organization through the principles and practice of 5S.

<p>5.4 Continuing Professional Development for Licensed Professionals</p>	<p>Accountants, Appraiser and Civil Engineer</p>	<p>Continuous</p>	<p>This program is designed to upgrade and/or update participant’s skills in appraisal, accountancy and in engineering for SHFC’s project development transactions and interpreting through various reports and analysis. It also aims to enhance their understanding, application and interpretation of new systems and approaches applicable to the SHFC.</p>
<p>5.5 Data Privacy Act Seminar</p>	<p>All Units</p>	<p>4th Quarter of 2021</p>	<p>This course provides data privacy professionals with the knowledge to devise and implement policies and practices required by the Data Privacy Act (DPA) and support their organization's compliance efforts cost effectively, efficiently and productively.</p>
<p>5.6 Occupational Safety and Health Training</p>	<p>OSH Officers and Committee</p>	<p>2nd Quarter of 2021</p>	<p>This training is in line with the CSC-DOH-DOLE Joint Memorandum Circular No. 1, s. 2020, Guidelines on OSH Standards for the Public Sector, which aims to promote the safety & health of workers in the government service.</p>
<p>5.7 Mental Health Awareness</p>	<p>All units</p>	<p>1st Quarter</p>	<p>This training aims to raise awareness about the importance of Mental Health and relevance at work, how to address stressors, among other related topics, especially during the pandemic. This program also intends to address the common situations and/or experiences which SHFC employees face during the work-from-home or office work arrangements that caused them considerable amount of stress and anxiety.</p>

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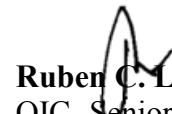


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