

TEAnig *ng* **CALABARZON**
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DepEd CALABARZON trains employees towards excellent service



Batch 1 participants with RD Dads San Antonio

Phase 1 of the Department of Education Region IV-A CALABARZON's Enhancing Employees' Competencies Towards Excellent Service and Client Satisfaction concluded last November 18 in Antipolo City.

The three-day training-workshop, held at Cristina Villas Mountain Resort, was divided into two batches. Training for the first batch was conducted last November 10-12 while the second batch happened last November 16-18.

According to Regional Director Diosdado M. San Antonio, the training is not just for the benefit of employees but also for the clients that CALABARZON serves.

Various sessions were conducted to improve the skills of DepEd personnel in providing excellent service and client satisfaction.

Participants were clearly and properly pronounce English words immersed in Chief of Human Resource Development Division Luz Osmeña's sessions about Organizations Directions, Issues, and Problems, and Customer Service Improvement through Simplified Processes on the first day. Education Program Supervisor-HRDD, Vernalyn Nama also tackled the important issue of gender sensitivity and promoting activities that advocate both men and women.

The second day focused on oral and written communication, in English and Filipino. Assistant Regional Director Francis Cesar B. Bringas taught participants how to

to improve oral communication. EPS in English Jennifer Lopez discussed the importance of being clear, fluent, and concise through effective written communication, while Chief of the Curriculum Learning Management Division Erico Habijan shed light on the importance of the effective usage of the Filipino language.

The last sessions were about Information Communication and Technology (ICT) Literacy.

Participants were given a walkthrough on Business Telephone Protocol and Telephone Etiquette by Public Affairs Unit Head, Ariel Azuelo. ICT Unit Head, Rey Valenzuela gave a crash course on basic troubleshooting, computer ethics, email etiquette, and file organization.

The training is only a part of several programs of the HRDD to improve the delivery of services in DepEd CALABARZON. Phase 2 is scheduled to happen in the first quarter of 2017. (Ma. Joan Paula Dino, Public Affairs Unit, DepEd-CALABARZON)



Batch 2 participants with RD San Antonio

SDO Lucena enhances delivery of services through CI Program

The Schools Division Office of Lucena City enhanced delivery of services by conducting the Continuous Improvement (CI) program at the Queen Margarette Hotel downtown, Lucena City last October 9-11.

The participants, composed of 28 school heads, 140 teachers from elementary and secondary, and 26 division personnel were introduced to the 10 steps of the CI methodology and the tools used in carrying out these steps. The 3-day workshop also emphasized the critical points under each CI step and showed how to apply the CI methodology in the school level.

Schools Division Superintendent Dr. Aniano Ogayon reminded the participants to



CI TRAINING OUTPUTS. Creative CI participants actively participate in the activity.

be effective school managers, comprehensive teachers, and flexible leaders not only for themselves but also for the school and division to promote quality education and services.

"There's no improvement if the leader is not effective. Leadership is about relationship, positive mental attitude, temperance, tactfulness, sense of humor, and honesty," Ogayon explained.

Meanwhile, Assistant Schools Division Superintendent Dr. Joepi Falqueza challenged participants to work on innovating school processes to improve performances.

The division CI program focal person Jaime R. Lacerna and the team composing of

Janelet Fuentes (EPS – I TLE), Myla Mendiola (EPS – I AP), Roselyn Golfo (EPS – I Science), and Pascual La Rosa Jr. (EPS – II HRDS) facilitated the event.

CI methodology has three stages: Assess, Analyze and Act. The Assess stage involves four steps: get organized, talk with your costumers, walk the process, and identify priority improvement areas. Doing root cause analysis, develop solutions, and finalize improvement plan fall under the Analyze stage. Finally, the Act stage includes three steps namely; pilot your solution, roll-out your solution, and check your progress. (Angelo S. Villanueva, EPS-II, SDO-Lucena)



CI SPEAKERS. (Left) Mrs. Janelet E. Fuentes and Mr. Pascual La Rosa Jr. speak comprehensively on Continuous Improvement (CI) in class B.

A teacher's insight on SBM

Making the School-based Management Work

When something great is given, much is also expected in return. This is what sums up my learning about School Based Management (SBM).

SBM adheres to the principle of governing the school through sharing responsibilities and decision-making process by various stakeholders. It is a mechanism that mobilizes all components of the school system, tapping each of their potential and making them act for the holistic development of the school and the students.

Implementing SBM is important. This is why my journey towards SBM crafting in its first evaluation stage was a roller coaster ride. Being part of the SBM team of San Vicente National High School was tense and stressful. There were times we thought of giving up due to the extra workload and huge expectations. However, all our dilemmas were put to rest through the dynamic and transformational leadership of our school principal, Mrs.

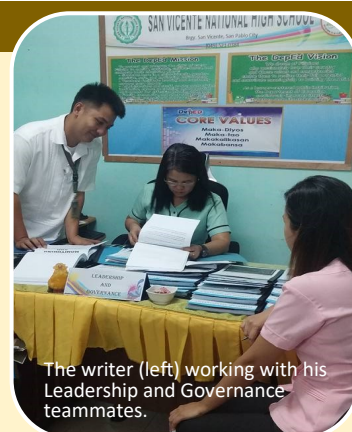
Cristeta S. Uy. She guided us all throughout the planning stage until its implementation. She was also there during the stage where community stakeholders acted as leaders.

Then the much-awaited day came. It was on November 7, 2016 when all our programs and institutional operations were evaluated by the team led by Chief of School Governance and Operations Division Anna Lissa Banayo and composed of Ryan Race and Nida De Guzman for Curriculum and Instruction, Aileen Juaneza for Accountability and Continuous Improvement, and Venus Endozo and Claudine Dapnatnapo for Management of Resources. They evaluated the school based on the merits of the presented documents following the analytical rubric provided by the SGOD.

It was an unforgettable occasion. Questions were raised and corresponding answers were provided. Tension and hope filled the air as we prayed to get 3 points per strand. Hours passed

and thankfully, we received very satisfactory rating. The experience made me realize how privilege I was to be part of the team, working with wonderful people who strived to be exceptional and to contribute what they can offer to the school. It was indeed a fruitful journey with the school's powerhouse team composed of Rowell Corcega, Bernadette Gesmundo, and Medz Rivera for Leadership and Governance, Joyce Santino, Jayzel Montejo and Rose Banzuela for Curriculum and Instruction, Everly Cusi, Ms. Carmela Felicidadario and Violeta Cacao for Accountability and Continuous Improvement (CI), and for Management of Resources, Debie Montecer, Jasmine Tolentino and Resel Gallo.

The whole experience helped me to further realize that SBM is also the documentation, observation, and defense of the totality of the school's programs, projects and activities. In general, quality education is not



The writer (left) working with his Leadership and Governance teammates.

just manifested in adequate classrooms, 1:1 book ratio, Information and Technology integration, and even physical inputs.

Good Education for me is tapping all the school stakeholders toward working as one, moving as one, and aiming as one. Who knows perhaps in the future, our school will be awarded as the BEST SBM Implementer in CALABARZON-the Region where excellence is a culture and quality is a commitment. (Rowell P. Corcega, Teacher III, San Vicente NHS, Division of San Pablo City)

Division of San Pablo City conducts Technolympics

Schools from the Division of San Pablo City showcased their Technology and Livelihood Education (TLE) skills at the Fourth Division Technolympics last November 18 at the San Pablo City National High School Gymnasium.

The occasion was graced by some Division Education Program Supervisors led by Emerita Perez, TLE Supervisor I, principals, teacher-coaches and participants from 11 national high schools.

The event was divided into four subject areas which were sub-divided into several categories. The first, Home Economics covered Cookery, Beauty Care, and Dressmaking. Next was Agri-Fishery Arts which included Landscaping, Fish Processing, and Chicken Processing. Information Communication and Technology had contests in Web Page Designing, National Festival of Talents' Logo Making, and Computer System Servicing. Lastly, participants in the Industrial Arts category competed in Electrical Installation Maintenance and Electrical Appliance Troubleshooting and Repair.

Out of the 11 contest categories, San Pablo City National High School bagged the most First Place wins with five. Col. Lauro D. Dizon Memorial National High School



Students battle it out in different Technology and Livelihood Education areas to determine the best in the Division of San Pablo City.



garnered two First Place Awards in the competition. San Jose National High School, San Isidro National High School, Stmo Rosario National High School, and Del Remedio National High School also had their moment to prove their own excellence and capabilities.

Overall, the activity aimed to highlight the students' level of excellence in different areas in TLE class. Craftsmanship, camaraderie, and sportsmanship were also given emphasis and importance. (Ariel Joshua G. Paran, TIII-English, San Pablo City NHS)

DIWANG: Sagisag Kultura ng Filipinas Regional Level isinagawa sa CALABARZON

Nagsipagtagisan ang iba't ibang dibisyon ng Rehiyon IV-A CALABARZON sa ika-apat na DIWANG: Sagisag Kultura ng Filipinas na ginanap sa Karangalan Elementary School, Cainta, Rizal noong Nobyembar 23.

Ayon sa Pambansang Komisyon sa Kultura at mga Sining, itinataguyod ang ganitong uri ng paligsahan upang mas maunawaan at mas pagyamanin ang kulturang Pilipino at ang mga sumasagisag nito.

Hinati ang kompetisyon sa dalawang kategorya. Ang Kwiz Bee, kung saan siyam na dibisyon na nagmula sa Cavite City, Rizal Province, San Pablo City, Batangas Province, Imus City, Cavite Province, Biñan City, Dasmariñas City, at Calamba City ang nagpamalas ng kanilang katalinuhan at kaalaman sa mga bagay na may kaugnayan sa kulturang Pilipino. Ang pangalawa ay ang Song Writing Performance, kung saan pitong grupo mula sa Cavite City, Rizal Province, Batangas Province, San Pablo City, Imus City, Biñan

City, at Dasmariñas City ang nagpakitang gilas sa kanilang mga orihinal na komposisyon.

Idineklara si Mark Wilson Valde ng Muzon National High School, Dibisyon ng Rizal, na kampeyon sa Kwiz Bee. Sinundan siya ni Joy Llanes ng San Pablo City National High School, Dibisyon ng San Pablo. Samantalang natamo ni Glenda Delos Reyes ng Sangley Point National High School, Dibisyon ng Cavite City, ang ikatlong puwesto.

Sa paligsahan sa Song Writing Performance, nakamit ng Banda Batangan ng Batangas Province High School for Culture and Arts, Dibisyon ng Batangas, sa kanilang kantang "Mga Tanawing Sariling Atin" ang unang gantimpala. Sinundan sila ng The Echos ng Muzon National High School, Dibisyon ng Rizal, na umawit ng kanilang likha, "Pinoy Ka, Pilipino Tayo" at ikatlo ang The North Band ng Dasmariñas North National High School, Dibisyon ng Dasmariñas, na umawit ng "Puso't Diwa ng Bansa".

Nagbigay ng kaniyang mensahe ang hepe ng Field and Technical Assistance na si Gng. Agnes G. Rolle, patungkol sa kahalagahan ng pusong mapagpasalamat at di-nakakalimot sa kabila ng anumang tagumpay na maaaring makamit. Ipinaalala niya rin na sinuman ang magtagumpay sa patimpalak ay dapat magsilbing inspirasyon at huwaran para sa iba na nagnanais ding magwagi. Idinugtong pa niya na, sa mga di-papalarin ay magsilbi itong oportunidad upang ipagpatuloy ang sinimulan at lalo pang pag-ibayuhin ang sigasig sa pagpapaunlad ng mga talento.

"Ang pagkatalo ay isang pagkatataon upang maipakita mo na kaya mong tumayo ulit sapagkat ganyan ang buhay," paliwanag ni Rolle.

Hinikayat naman ni Gng. Fe Enguero, Education Program Supervisor sa Musika ng Curriculum Learning and Management Division, ang mga kalahok na pagbutihan pa ang paghahanda upang mas gumaling sa mga susunod na kompetisyon.

Ang mga naging kampeyon sa isinagawang paligsahan ang siyang magiging kinatawan ng CALABARZON sa pambansang paligsahan na gaganapin sa Disyembre 9 sa Maynila. (Ma. Joan Paula Dino, Public Affairs Unit, DepEd CALABARZON)



Masayang tinaggap ng Dibisyon ng Rizal, kampion sa Kwiz Bee ang kanilang mga sertipiko sa pagkapanalo.



Itinanghal na kampion sa Song Writing Performance ang Dibisyon ng Batangas.