



RURAL BANKERS RESEARCH AND DEVELOPMENT FOUNDATION, INC.

2/F RBAP Building, Andres Soriano Jr. Avenue corner
Arzobispo St., Intramuros, Manila
Telephone Nos.. 527-2972 ● 527-2968 ●
Telefax Nos.. 527-2980 ● 527-2969
training@rbap.org - www.rbap.org

Supervisory Skills Enhancement Program

Date: September 19-20 (Thursday-Friday)
Venue: RBAP, Intramuros, Manila
Time: 8:30am to 5:30pm
Resource Person: **Ellen Sandel-Marquez**
Consultant

Seminar Fee:

1. **Early bird** – P4,200 (on or before Aug 23, 2013)
2. **Regular Rate** – P4,600 (After Aug 23, 2013)
3. **Non-Member/Delinquent** – P5,520

Mode of Payment

- ✓ A Non-Refundable commitment fee of P2,300.00 per participant.
- ✓ Bank account (**LBP – Intramuros Branch Savings Account Number 0012-1046-26**).
- ✓ Proof of payment fax to (02) 527-2980.
- ✓ **Check payments, should be payable to (RBRDFI).**

Training Policies:

1. Reserve first with RBAP-RBRDFI your training slot, and wait for RBAP-RBRDFI confirmation of your reservation. Thereafter, you may deposit the Registration Fees, book ticket (airline) and secure accommodations.

RBAP-RBRDFI will not be responsible for any damage caused by unconfirmed reservation (s).

Likewise, once training is FULL, RBAP-RBRDFI has the right to refuse participation or reimbursement on any

damage brought by unconfirmed reservations.

Deadline for submission of registration is not later than **August 31, 2013**.

2. Reservation via telephone conversation is accepted. However, Registration Form and fee must be settled 10 days prior the seminar date or **September 13, 2013**. Otherwise, reservation is considered cancelled.

3. Cancellation Policy: - This will apply to non-subsidized training fee.

a) 10 days prior the seminar date is entitled for a full refund. *Regular Rate only

b) 3 days prior to the seminar date is entitled for a half refund * Regular Rate only

c) Participants who have paid but failed to show up for the seminar will only be entitled to a rebate of 50% of the total registration fee. (Regular Rate only)

d) For special cases (health, accident etc.), kindly coordinate with RBRDFI staff for refund procedures and requirements.

Seminar Methodologies

Cases, Small and Big Group Discussions, In-basket activities, Business Games, Lectures

Expected Participants

Supervisors, Managers

Objectives

At the end of the two-day program, the participants will be able to better:

1. Define a leader, a manager, a supervisor.
2. Differentiate a leader's mentality from that of the ranks; managing vs. leadership; boss vs. leader
3. Identify and demonstrate the changing roles, functions and skills of leadership and management in the 21st century.

Course Outline

Module ONE:

STARTING POINT: WHERE ARE YOU NOW

- Determining leadership Traits YOU already have
- The Makings of a 21ST CENTURY supervisor/leader
e.g. HR, Admin, Marketing, Finance functions

Module TWO: DIFFERENTIATIONS/COMPARISONS

- Mentality : leaders and Ranks
- The Leader and the Boss
- Leading and Managing

Module THREE:

FOUR ROLES OF A LEADER

- Path-finding
- Aligning
- Empowering
- Modeling

Module FOUR:

OVERVIEW OF THE BASIC FUNCTIONS

- Planning
- Leading
- Organizing
- Controlling

Module FIVE: PLANNING VIS A VIS PATHFINDING

- Visioning and ' Missioning 'with the company
- Planning: Definition and Importance

- Steps in Planning
- Pitfalls of Planning

Module SIX: ORGANIZING/ALIGNING

- The Company Structure
- Aligning the Department's/ branch's objectives with that of the Organization's Mission
- Span of Management

Module SEVEN: LEADING, EMPOWERING AND MODELING

- Leadership Styles
- Motivating People
- Walking the Talk

Module EIGHT: DELEGATING AND CONTROLLING

- The Art of Delegating
- What and What Not to Delegate
- Kinds of control
- Activities of Controlling

Module NINE: PROBLEM-SOLVING AND DECISION-MAKING

- Proactiveness vs Reactiveness
- Handling customers and customer complaints



CONFIRMATION SHEET

Supervisory Skills Enhancement Program

September 19-20, 2013 (Thursday-Friday)

Gov. Licaros Hall, 2F RBAP Bldg. A. Soriano cor Arsobispo St. Intramuros, Manila

For your reservation, please coordinate to RBRDFI Training Officers Mr. Ace M. Calang /Ms. Grace Dimapilis / Ms. Jesica Cepeda Contact details: (02) 527-2969, 527-2980; 09178374604; 09178374603; 09178374599
Emails: training@rbap.org, grace@rbap.org cepedajesica_rbap@yahoo.com

Name	Designation	Nick-name	Degree and Year Graduated
1.			
2.			
3.			
4.			

(Printed Name and Signature)

Date: _____

Designation: _____ Rural Bank : _____
Telephone: _____ Province : _____
Mobilephone: _____ Address : _____
Email address: _____