



Republic of the Philippines
Department of Education
REGION III
SCHOOLS DIVISION OFFICE OF BATAAN

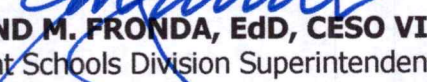
DIVISION MEMORANDUM
No. 250, s.2021

JUN 23 2021

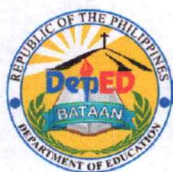
SOLUTIONS-ORIENTED SUPPORT TEAM: DRIVING THE WHEEL OF CHANGE

To: Assistant Schools Division Superintendent
CID and SGOD Chiefs
Education Program Supervisors
Public Schools District Supervisors
Units Heads
SDO Personnel
All Others Concerned

1. This Office announces the conduct of web-based Seminar entitled "Solutions-Oriented Support Team: Driving the Wheel of Change" on July 6-7, 2021, 8:30 AM to 12:00 PM via Zoom.
2. This activity aims to:
 - a. Align the support team with the operational tempo of the organization.
 - b. Develop a helping and caring and solutions-oriented mindset by asking their selves the question, "How can I better assist or support my internal customer?"
 - c. Understand their roles as support team and how it adds value to the operations team and the organization.
 - d. Acquire an "everyone is a customer" mindset.
 - e. Determine key customer service issues within the organization, internally and externally and how these issues affect organizational performance.
 - f. Acquire new set of skills and develop new habits to solve customers' problems anchored on the development strategy of the organization.
 - g. Understand the principle of business in the speed of "now" – sense of urgency and interdependency.
 - h. Design support service agreement that creates value for the organization.
3. All SDO Personnel are required to attend this webinar. The Zoom link will be sent to through the Facebook Group Chat of each unit. Division Chiefs and Section Heads are instructed to disseminate the link to their respective staff.
4. Wide and immediate dissemination of this Memorandum is enjoined.


ROLAND M. FRONDA, EdD, CESO VI
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent

ACM



“WE MOULD HEROES”

Address: Bataan Provincial Capitol Compound, Balanga City 2100 Bataan | Telephone / Fax: (047) 237-2102
Email Address: bataan@deped.gov.ph | Website: www.depedbataan.com | Facebook Page: www.facebook.com/DepEdBataan



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