exeQserve

TRAINING CATALOG

READY TO DEVELOP STRONG LEADERS AND BUILD COHESIVE TEAMS? OUR TAILORED SOLUTIONS EMPOWER YOUR PEOPLE AND DRIVE ORGANIZATIONAL SUCCESS.

ABOUT EXEQSERVE

With over 18 years of experience in the industry, ExeQserve has been a trusted HR and Organization Development solutions provider since 2007.. As a strategic partner, we support our clients in building high-performing teams through training, public workshops, and tailored HROD interventions. Our team is dedicated to delivering value-driven services with a strong commitment to teamwork, customer focus, excellence, creativity, resourcefulness, flexibility, and a culture of fun.

Training Facilitation ● ●

ExeQserve Training will work with you to identify your training needs. We tailor-fit our programs to ensure that your employees get exactly what they need. With our passion for a fun-balanced, practical, and skill-focused approach, we deliver training that is right for you.

100+ | OFF-THE-SHELF COURSE DESIGNS

Consulting Services ● ●

We also offer Human Resource and Organization Development Consulting where we design employment policies, incentive programs, performance management system, and other interventions to help you achieve organizational alignment.

800+ | CLIENTS SERVED

OUR SERVICE PROMISE

ExeQserve training is not just another training, it is a solution. We recognize our responsibility to help you get the most out of your investment and recommend a comprehensive solution to help you achieve your objectives. Here's how we propose to proceed:

- **Conduct an Executive Briefing** to help you and your top management understand and appreciate the benefits of our program
- **Pre-workshop Assessment** to further enhance the contents of the workshop and make it more tailor-fitted to your organization's needs and objective
- **Facilitation of the Workshop** using various learning methodologies including coaching and mentoring, knowledge management, structured learning exercises, focused group discussions, and action planning. A unique feature we have during the workshop is the personal best leadership project for leadership workshops or the R.E.A.P (Re-entry Action Plan) for other workshops; where the participants are encouraged to contextualize concepts and create their projects to be implemented back in the workplace. This will ensure that learning will be brought back and applied to the workplace.
- **Submission of Post-workshop Report** which includes a comprehensive account of the highlights of the training intervention as the facilitator's observations and recommendations

OUR TRAINING PROGRAMS

We believe that learning is the key to unlocking potential and driving success. Our comprehensive training programs are designed to equip professionals and organizations with the knowledge, skills, and mindset needed to excel in today's dynamic business landscape.

This catalog showcases our wide range of learning solutions, carefully crafted to address key areas of professional development:

Communication	Enhance clarity, confidence, and impact in workplace interactions.	**Competency Development**	Strengthen essential skills for career growth and performance excellence.
Professional & Personal Effectiveness	Build habits and strategies for peak productivity and success.	**Sales & Sales Management**	Develop winning sales techniques and leadership strategies for high performance.
Customer Service	Elevate customer interactions and service excellence.	**Project Management**	Gain practical tools for efficient planning, execution, and success.
Leadership & Management	Cultivate strong, inspiring leaders who drive teams and businesses forward.	**Organizational Development**	Enhance workplace culture, efficiency, and adaptability.
HR-Related	Empower HR professionals with best practices in talent management and development.	**Team Building**	Foster collaboration, trust, and synergy within teams.

Each program is designed and facilitated by our expert consultants, ensuring practical, engaging, and results-driven learning experiences. Whether you're looking to develop individual capabilities or strengthen your organization's overall performance, ExeQserve is here to support your journey to excellence.

BEST SELLING COURSES ON

COMMUNICATION SKILLS

Effective Business Writing

ExeQserve's Art & Science of Effective Business Writing Training helps participants develop both the creative and technical aspects of writing. This workshop teaches the art of business writing, drawing on creativity and practice, as well as the science of systematic methodologies and principles. Participants enhance their skills in writing impactful letters, emails, and reports by integrating style and structure. The training emphasizes understanding the communication process, self-awareness, and continuous practice, following a framework of Knowledge-Awareness-Application-Practice to foster growth in written communication.

Objectives

Through this workshop, the participants are expected to:
- Learn the value of good written communication;
- Know and practice the basic steps of business writing;
- Apply the 10 C's of Communication to written materials;
- Know and avoid the pitfalls of business writing;
- Assess their writing competence and find areas for improvement; and
- Know how to get their message across and achieve results through their writing

English as a Business Language

ExeQserve's English as a Business Language Training aims to enhance professionals' proficiency in spoken and written English, essential for effective business communication in the Philippines. The training focuses on precise grammar usage, writing style, and impactful communication to improve clarity, comprehension, and professional image. This program equips participants with the necessary tools to excel in corporate environments and improve customer service through clear and efficient communication.

Objectives

At the end of the program, the participants are expected to:
- have undergone a review of grammar rules and applications;
- pass an exam to test their communication competence;
- be more confident in their communication skills; and
- be able to move on to the next phase of the business writing program.

Conversational English

The Art of
Conversational English

16 hours | Classroom or Virtual

This Conversational English Training is designed to enhance participants' conversational skills in everyday business scenarios. This workshop integrates grammar, style, and structure principles, providing hands-on experiences, concise lectures, and diverse exercises. Through interactive activities like quizzes, games, and role-playing, learners engage in practical applications, cementing their comprehension and enjoying a stimulating learning environment.

Objectives

By the end of the program, the participants will:
- Know the requirements for meaningful conversation and practice the different levels of communication;
- Have a vocabulary for clear, concise, and correct conversation;
- Know the most common mistakes in Conversational English and how to avoid them;
- Know how to use the different vocal elements to be an effective conversationalist; and
- Know the common pronunciation mistakes among Filipinos and how to avoid them.

Assertive Communication

Good communication is essential to organizational success, yet it is often misunderstood as mere eloquence. True effectiveness requires a collaborative mindset, attentive listening, and the confidence to assert needs and ideas. This training helps participants unlearn outdated communication habits and adopt powerful, assertive approaches that enhance selling, problem-solving, and relationship-building. Through a combination of concept discussions, demonstrations, and role-plays, learners will explore communication from both the sender and receiver perspectives, equipping them to break barriers, streamline processes, and contribute to a culture of performance and continuous improvement.

Objectives

Through this workshop, the participants will learn how to:
- Describe the importance of effective communication in their career and the communication process
- Identify the barriers to communication and how to address them
- Describe the four communication styles; passive, passive-aggressive, aggressive, and assertive
- Verbal –developing a vocabulary for persuasion
- Explain their communication rights and responsibilities
- Describe the needed mindset change from unassertive to assertive
- Assess their current assertiveness level
- Describe the process of moving from an unassertive to an assertive communication style
- Enumerate techniques for assertive communication
- Apply assertiveness to transform conflicts into productive conversations or collaboration.
- Create a plan to put learning into action

Effective Business Presentations

Our workshop focuses on enhancing presentation skills by addressing both the art and science of effective communication. Recognizing that presentations are both creative endeavors and methodological activities, we aim to improve visual, vocal, and verbal elements to create more informative, memorable, and persuasive presentations. By leveraging research data and aesthetic principles, participants will gain insights into developing impactful presentations. The workshop combines theory, interactive discussions, group activities, practice sessions, and evaluations to empower learners to become confident and competent presenters by the end of the program.

Objectives

Through this workshop, your organization's trainers will:
- build their confidence and competence in public speaking;
- practice affecting speech delivery by using the 3 V's: visual, vocal, and verbal components
  - Visual- includes projecting a professional and appealing look, using body language to effectively communicate with the audience, effectively using visual aids;
  - Vocal – achieving vocal variety to deliver a high-impact presentation;
  - Verbal – developing a vocabulary for persuasion;
- identify and develop strengths, and
- Discover and work on areas for improvement as a speaker.

CLEAR Communication

The Art & Science of CLEAR Communication is a customized program designed to help your teams foster stronger, more effective collaboration through better communication. Centered around the principles of Collaborative Conversations, Listening to Understand, Encouraging Empathy, Assertiveness & Accountability, and Responsive Relationships, the course equips participants with practical tools to build trust, alignment, and positive outcomes across teams. Drawing from proven communication and leadership approaches, this highly interactive program uses the KEYS framework—Know Yourself, Evaluate the Professional Context, Your Communication Interaction, and Step Back and Reflect—to encourage self-awareness, deepen understanding, and support real-world application beyond the workshop.

Objectives

By the end of the program, the participants would have:
- Learned communication principles
- Analyzed communication barriers that affect them in the workplace and brainstorm on solutions to eliminate, avoid, or use these barriers
- To learn and apply the 5 Key Components of Interaction Communication:
  - Collaborative Conversations
  - Listening to Understand
  - Encouraging Empathy
  - Assertiveness & Accountability
  - Responsive Relationships
- To draft group norms for effective interaction communication in the workplace
- To be equipped to apply the workshop lessons and be leaders of change in the workplace

Effective Business Communication

Effective communication is the foundation of leadership and organizational success. This interactive Business Communication workshop explores both the science (principles, techniques) and the art (creative solutions, soft skills) of communicating well. Participants will develop essential skills—conversing, listening, writing—while learning to overcome common barriers to communication. Through practical activities, they will build confidence and apply strategies across different levels, from self-awareness to broader group interactions. Learners will leave ready to communicate more effectively with customers, colleagues, and external partners, helping drive results and maintain strong relationships.

Objectives

We designed a program that would enable participants to:
- Describe the elements, principles, processes, and deterrents of Effective Business Communication;
- Objectively assess their individual strengths and weaknesses as communicators;
- Interact with other communicators in an assertive, engaging, effective, manner that contributes to relationship-building and achievement of results;
- Confidently converse in different situations with different people;
- Identify the characteristics of effectively speaking to a small group (i.e. correctness, clarity, fluency, and being conversational and ethical).
- Craft Group Norms and Individual Action Plans for immediate application of lessons and for continuous improvement.

# Effective Interpersonal Communication Skills

Effective communication is a critical driver of organizational success, yet it is often misunderstood as simply being eloquent. In reality, it involves the right mindset for collaboration, active listening for better understanding, and the confidence to assert ideas and needs. This program is designed to equip participants with essential communication skills and perspectives, enabling them to sell ideas and products effectively, address challenges, identify areas for improvement, and remove barriers to performance. Through demonstrations and role-plays, learners will appreciate communication from both the sender's and receiver's viewpoints, unlearn outdated habits, and develop the skills needed to streamline processes, enhance customer and co-worker relationships, and contribute to a high-performing organizational culture.

Objectives

At the end of the workshop the learners will be able to:
- Describe the importance of effective communication in their career
- Describe the communication process
- Identify the barriers to communication and how to address them
- Describe the four communication styles; passive, passive-aggressive, aggressive and assertive
- Explain their communication rights and responsibilities
- Describe the needed mindset change from unassertive to assertive
- Assess their current assertiveness level
- Describe the process of moving from unassertive to assertive communication style
- Enumerate techniques for assertive communication
- Apply assertiveness for transforming conflicts into productive conversation or collaboration.
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Persuasive Communication
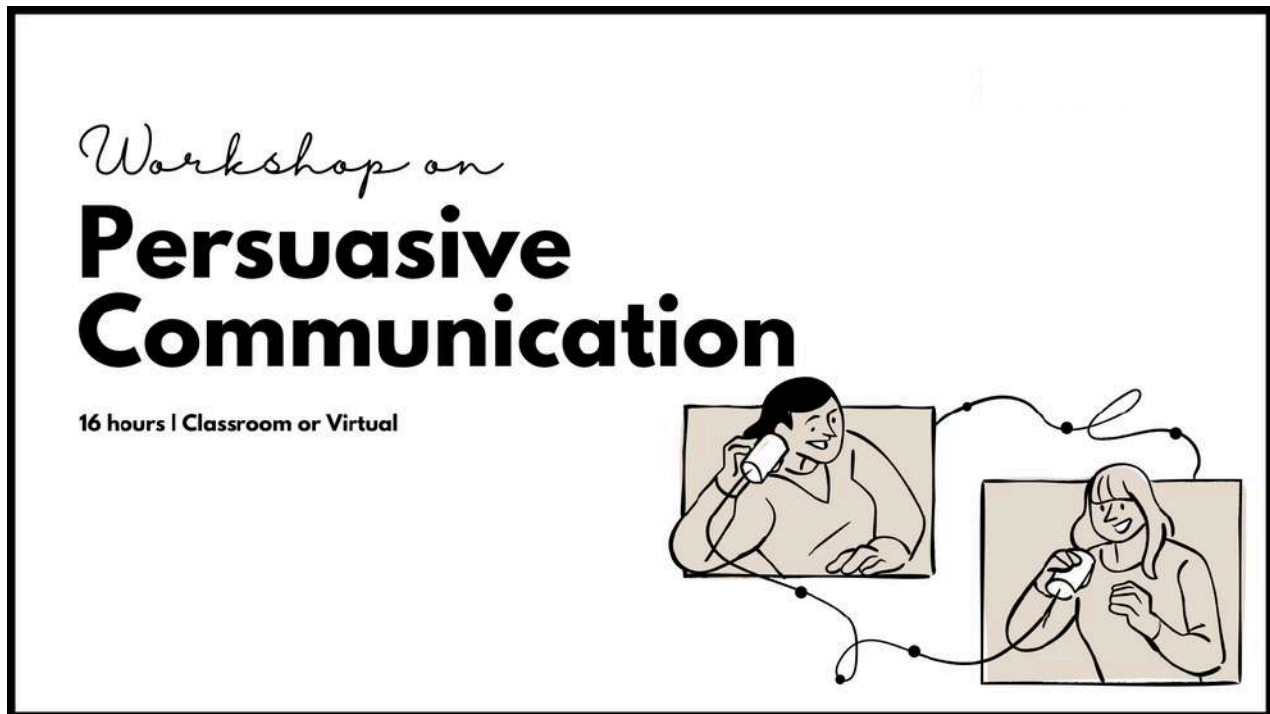
"Persuasive Communication" is a dynamic two-day course designed to help leaders and professionals influence stakeholders effectively. Grounded in Aristotle's ethos, pathos, and logos, the program offers practical strategies to build credibility, align with stakeholder values, and communicate ethically. Through interactive exercises and real-world scenarios, participants will enhance their ability to foster trust, drive engagement, and achieve goals with authenticity and transparency.

Objectives

Upon completing this training program, participants will be able to:
- Explain Aristotle's modes of persuasion (ethos, pathos, and logos) and their relevance in persuasive communication.
- Demonstrate effective leadership credibility by presenting evidence-based communication
- Tailor persuasive messages to align with stakeholder values and concerns to strengthen connections and build trust.
- Address stakeholder expectations by communicating how leaders' vision and strategies align with their needs.
- Incorporate emotional appeals in communication to resonate with stakeholders and inspire confidence in leadership.
- Explain how to foster positive relationships with stakeholders through persuasive communication emphasizing mutual goals and benefits.
- Apply tactics to anticipate and address stakeholder concerns and objections using persuasive techniques to alleviate doubts.
- Identify tactics for maintaining consistency in communicating leaders' credibility and ensure transparency in sharing information and progress.
- Encourage two-way communication with stakeholders, fostering trust and approachability in leadership.
- Present clear calls to action that encourage stakeholder support for leaders and their initiatives.

BEST SELLING COURSES ON

COMPETENCY DEVELOPMENT

Fundamentals of Competency Development

Successful talent development starts with a strong, integrated HR strategy rooted in a well-designed competency framework. This highly interactive workshop equips HR professionals, subject matter experts, and key stakeholders with the skills to build, refine, and implement competency systems that drive recruitment, development, assessment, and aligned performance. Participants will learn how to define core, leadership, organizational, and technical competencies, contribute to position profiling, assess competencies, and design capacity-building strategies. Through simulations and hands-on activities, the workshop builds confidence in creating competency dictionaries, frameworks, and assessments that can be embedded into the organization's culture for sustainable talent growth.

Objectives

Through this workshop, the participants are expected to:
- Define competency and competencies
- Apply techniques to develop, design, and implement a business competency framework system for the organization
- Improve the objective assessment of personnel in the organization
- Create and write competency terms for the framework, whether behavioral or technical
- Develop a plan for a full roll-out program to ensure compliance and engagement in the competency framework system

Competency-based Learning & Development

Pre-Requisite: *Fundamentals of Competency Development Workshop*

Building an effective learning and development strategy requires more than just delivering training —it demands stakeholder buy-in, impactful execution, and a system for continuous improvement. This highly interactive workshop empowers HR professionals, managers, and organizational leaders to design and implement competency-based L&D strategies that clearly align employee development with organizational goals. Participants will learn to move beyond one-off training events toward integrated programs that equip employees with the competencies needed for sustained performance. Through hands-on activities and simulations, they will gain skills in competency development, curriculum design, and competency-based assessments, ensuring that learning initiatives adapt to the evolving needs of the organization and become embedded within its culture.

Objectives

By the end of this training, participants will be able to:
- Simulate steps in using DACUM in developing a competency-based curriculum
- Explain the process of using competency-gaps assessment in identifying learning needs
- Enumerate steps in ensuring effective implementation of competency-based learning and development
- Develop and implement a change management plan to ensure buy-in and cooperation

Competency-based Performance Management

Pre-Requisite: Fundamentals of Competency Development Workshop

The landscape of performance management is evolving, with global companies moving away from annual reviews toward more frequent feedback and performance conversations. This workshop equips managers and supervisors with the tools to implement a competency-based performance management system that emphasizes clarity of expectations, targeted feedback, and developmental interventions. Participants will learn how to align employee behaviors with organizational goals, drive performance through clearly defined competencies, and maximize employee contributions through ongoing coaching and recognition. Delivered by ExeQserve, this interactive program offers a comprehensive understanding of modern performance management practices and empowers participants to optimize their company's performance systems for sustained individual and organizational success.

Objectives

Through this workshop, the participants are expected to:
- Understanding the Company's Performance Management System and Policies
- Performance goal-setting mechanisms (KRA, KPI, Competencies)
- Performance Monitoring techniques
- Developing employee's competencies through training and coaching
- Appraising performance
- Rewarding and recognizing performance.

Competency-based Recruitment Strategy

Pre-Requisite: *Fundamentals of Competency Development Workshop*

Hiring the right people is critical to organizational success, yet many hiring decisions still rely heavily on guesswork and gut feel. ExeQserve's Competency-Based Recruitment Training equips managers and HR professionals with a proven, structured approach to making more objective and effective hiring decisions. Through an interactive and experiential workshop, participants will learn how to build competency-based recruitment strategies, from profiling positions and ensuring culture fit to developing screening processes, mastering behavior-based interviews, and creating clear decision-making criteria. The program also covers onboarding best practices to maximize new hire success. Participants will take home customizable tools, including competency tables, position profiling templates, behavior-based interviewing guides, and onboarding procedures, to confidently apply what they learn and strengthen their recruitment practices.

Objectives

Through this workshop, specifically, the participants will be able to:
- Define Competency-based Recruitment
- Describe the elements of a position competency profile
- Explain the use of competencies in recruitment
- Enumerate the steps in developing a competency-based recruitment strategy
- Identify techniques for sourcing and screening
- Follow guidelines in conducting different types of candidate interviews
- Simulate behavior-based interviewing
- Create an action plan to apply learning in the workplace.

Competency-based Succession Planning

Competency - based
Succession Planning

8 hours | Classroom or Virtual

Pre-Requisite: *Fundamentals of Competency Development Workshop*

Critical roles within an organization cannot be left to chance when vacancies arise. Building a deep bench of qualified talent is essential to ensuring business continuity and mission success. This interactive workshop helps participants understand the strategic importance of succession planning and their role in identifying, developing, and preparing future leaders. Participants will explore practical approaches to succession management, with a special focus on mentoring as a vital tool for leadership development. By the end of the program, they will be equipped to proactively support their organization's long-term success by nurturing and retaining top talent.

Objectives

Through this workshop, the participants are expected to:
- Define Succession Planning;
- Enumerate the key success factors in succession planning and management;
- Familiarize with each step in developing a succession plan
- Use mentoring to prepare people for future leadership roles.

BEST SELLING COURSES ON

PROFESSIONAL AND PERSONAL EFFECTIVENESS

Results Orientation and Accountability

Organizations thrive when employees are driven, set ambitious goals, and take initiative to achieve outstanding results. However, result-orientation is not merely a skill—it is a mindset. This dynamic workshop, designed by ExeQserve consultants, guides participants in developing a deeper awareness of their current mental models and identifying shifts needed to adopt a result-focused approach. Through a blend of human development frameworks, paradigm-shifting exercises, brainstorming sessions, and action planning, participants will explore how mindset impacts behavior and connect personal motivation to organizational success. The program culminates in a practical action plan, empowering attendees to apply what they've learned and make meaningful contributions back in the workplace.

Objectives

Through this workshop, the participants are expected to:
- Describe how mental model affect attitude and behavior
- Identify characteristics of result-oriented individuals
- Identify negative programs that hinder result-orientation
- Identify result-oriented behaviors.
- Develop an agenda for result-orientation
- Describe how creativity and working with others impact on results.

Stress Management

The line between work and personal life often blurs, intensifying the pressures we face daily. How individuals respond to this "pressure cooker" environment can significantly impact workplace dynamics and personal well-being. The Effective Stress Management Workshop helps participants understand the nature of stress and resilience, equipping them with the tools to positively adapt to significant stress, change, or adversity. This program emphasizes that emotional resilience is not about ignoring feelings but about self-awareness, recognizing stressors, and knowing when to seek support. Participants will learn practical strategies to take control, build resilience, and minimize the harmful effects of stress both on and off the job.

Objectives

Through this workshop, the participants are expected to:
- Understand stress and recognize the symptoms in yourself and others.
- Have the awareness, knowledge, and strategies to deal with stress more effectively.
- Recognize that circumstances, situations, and stimulus can have varying results on you and others.
- Understand how what we eat, and how we relax impacts on levels of stress.
- Learn effective ways on how to relieve your stress.
- Identify your team stressors and develop an action plan to manage it.

Creativity and Innovation

Imagine an organization where employees consistently generate fresh ideas, improve processes, boost sales, and drive greater profitability. The Creativity and Innovation Workshop is designed to make this vision a reality by reigniting the natural creativity within every individual. Over time, conventions and fear of risk can stifle innovation, but with the right mindset shift and tools, employees can rediscover their creative potential and apply it meaningfully in the workplace. Through highly tactile, engaging, and experiential activities, participants will develop the knowledge, skills, and confidence needed to think creatively, innovate boldly, and contribute to the organization's growth and success.

Objectives

Through this workshop, the participants are expected to:
- Dispel some of the myths surrounding creativity and innovation
- Appreciate one's natural ability to be creative
- Describe the stereotypes that lock creativity and the keys that unlock them;
- Describe some techniques for enhancing creativity
- Create an environment/work culture that fosters creativity and innovation throughout the organization

Personal Leadership
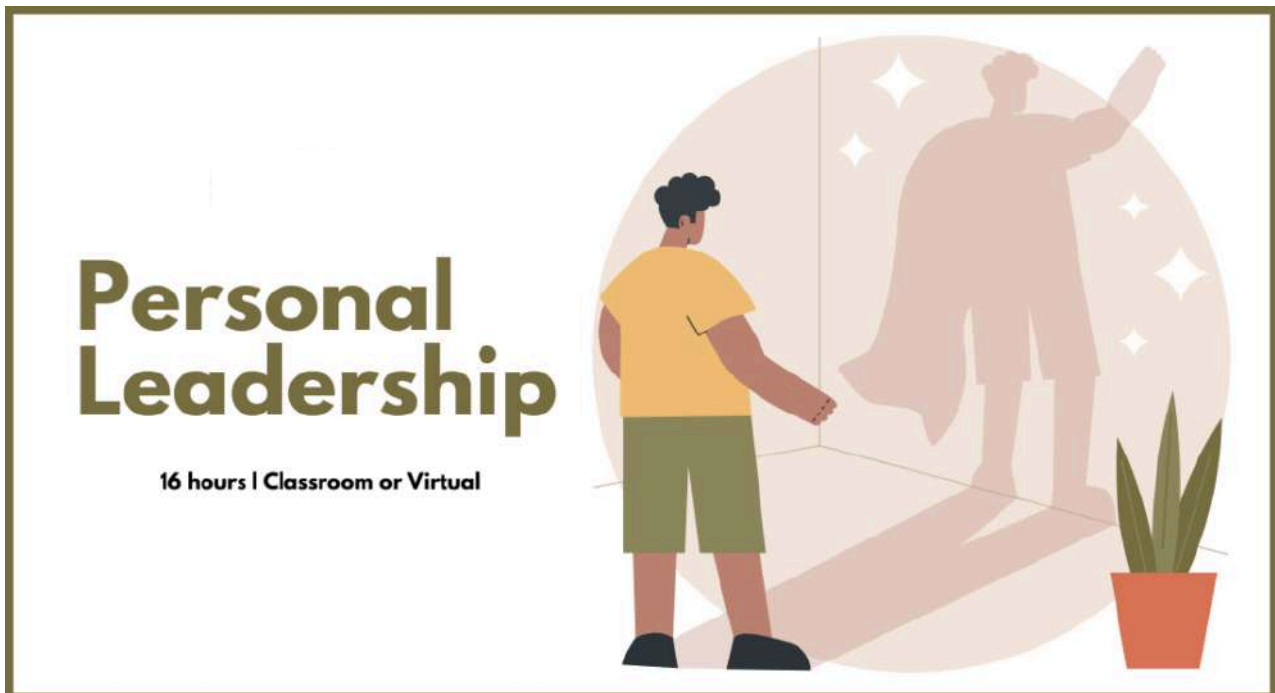
This workshop focuses on preparing aspiring leaders for their journey by emphasizing two crucial concepts: Emotional Intelligence and the JOHARI Window. This program aims to help participants understand how these concepts can guide their personal leadership development. Through exercises, learners will assess their leadership capital, including strengths, values, and areas for improvement, and take action to build self-mastery and empathy while expanding their arena.

Objectives

By the end of the workshop, the learners would be able to:

- Identify what may contribute to (or hinder) our performance, and become more open to the feedback required to reach our potential.
- Investigate sources of power and motivation, thereby setting a clearer path to earn the commitment of others.
- Manage their priorities to make effective use of their time.
- Improve team skills and gain an appreciation of organizational dynamics
- Explain how to navigate conflict and make better organizational decisions

Goal Setting & Action Planning

Organizational strategies only create impact when leaders can effectively translate them into focused goals and actionable plans. The Goal Setting and Action Planning Workshop equips leaders with the essential knowledge and tools to align their departmental objectives with the organization's strategic direction. Participants will develop a strong understanding of planning as a management tool, learning how to craft relevant goals, design practical action plans, and ensure that execution drives results. The workshop also covers critical elements such as monitoring progress, creating clear accountabilities, and preparing contingency plans. Leaders will leave ready to not only design strong plans but also to implement, evaluate, and adjust them to achieve sustained organizational success.

Objectives

Through this workshop, the participants are expected to:

- Define Departmental Planning
- Identify the different components of planning
- Enumerate the steps to getting employees' involvement in planning
- Explain the process for environmental scanning
- Describe the use of environmental scanning as an initial step to planning
- Define KRA, KPI, and KPO
- Use a technique for developing SMART objectives
- Establish the steps in effective planning
- Enumerate the steps needed for proper execution and adjustment of plans
- Create an action plan to immediately apply learning in the workplace

Systems Thinking

Today's challenges are increasingly complex, interconnected, and unpredictable, making traditional linear thinking insufficient for effective leadership. The Systems Thinking Workshop introduces participants to the principles of systems thinking, encouraging them to view problems and opportunities holistically rather than as isolated parts. Leaders will learn how to navigate VUCA (volatile, uncertain, complex, and ambiguous) environments by recognizing the interdependence between finance, economics, clients, people, and even nature. Through dynamic group discussions, activities, and practical tools, participants will build the strategic mindset needed to align plans with organizational strategies, monitor progress, create accountability structures, and adapt to changing conditions. This hands-on program prepares leaders to think more strategically and influence outcomes with deeper insight and agility.

Objectives

Through this workshop, the participants are expected to:
- Define Systems thinking
- Explain the difference between systems thinking with other forms of thinking
- Identify it's uses in understanding the relationships of variables in the organization
- Explain mental models and how it affect thinking
- Explain various tools used in systems thinking
- Simulate the use of causal loop in systems thinking
- Identify means of using system thinking tools for strategy and tactics development

# Logical, Critical, and Creative Thinking Skills

The Logical, Critical, and Creative Thinking Skills Workshop by ExeQserve is an engaging, hands-on training program designed to enhance workplace decision-making by strengthening participants' thinking capabilities. Recognizing that the quality of work is deeply rooted in the quality of thought, this workshop equips employees with essential tools to assess situations logically, challenge assumptions critically, and generate innovative solutions creatively. Through a dynamic mix of concepts, discussions, and exercises, learners will develop practical skills to analyze processes, identify opportunities for improvement, and innovate effectively. Ideal for professionals seeking to elevate their performance, this Manila-based workshop empowers individuals to approach problems with clarity, curiosity, and confidence, fostering a culture of continuous growth and excellence.

Objectives

Through this workshop, the participants are expected to:
- Explain and describe the uses of logical, critical and creative thinking
- Simulate techniques that improve thinking skills
- Explain logical thinking principles
- Apply reasoning and concept formation in understanding situations and proposing solutions
- Describe and simulate the steps in critical thinking
- Adapt qualities of critical thinkers
- Identify opportunities for applying critical thinking to improve systems.
- Describe ways to enhance creativity
- Follow the steps in the creative process
- Identify barriers and keys to creativity
- Describe the way in which to translate creativity to innovation

Office Administration

Office Administration

16 hours | Classroom or Virtual
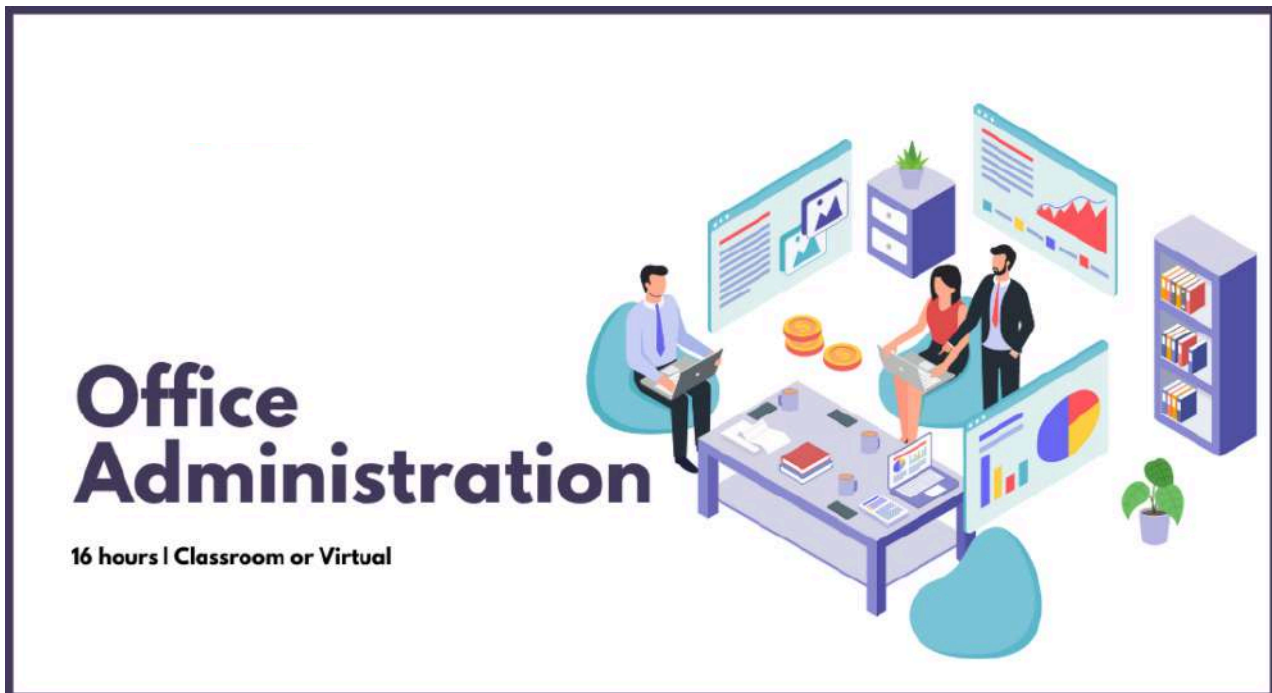
Office administrators are the essential, often unsung, backbone of every organization—ensuring smooth operations, handling tasks others overlook, and helping teams stay organized and efficient. To excel in this critical role, administrative professionals must cultivate the right mindset, professional qualities, and technical skills. ExeQserve's Office Administration Training is a two-day, highly experiential program designed to equip participants with the knowledge, skills, attitudes, and habits needed for effective office management. Through interactive learning methods, participants will gain a clear understanding of their responsibilities, learn how to organize and systematize work processes, and develop the resilience and grace needed to thrive amidst the demands and challenges of modern office environments.

Objectives

Through this workshop, the participants are expected to:
- Explain the role of an administrative professional and its importance
- Identify the participants' external and internal customers and their responsibilities for each customer
- Describe the difference between basic and excellent office administration
- Appreciate the importance of attitude and mindset in achieving office administration success
- Enumerate the competencies necessary for effective office administration
- Map the office administration process and establish criteria for effective execution
- Identify techniques for effective records management
- Describe common practices coordinating office administration works
- Develop an action plan for dealing with challenges and applying learning in the workplace.

Design Thinking

Creativity and innovation are crucial for keeping organizations and businesses relevant in an ever-evolving world. The Design Thinking Workshop offers a structured, human-centered approach to turning creativity into action, empowering participants to develop solutions that are both innovative and deeply meaningful to their users. Over two experiential days, participants will engage in the five stages of design thinking—Empathize, Define, Ideate, Prototype, and Test—building the skills needed to tackle challenges, ask the right questions, and generate powerful ideas. Using hands-on, visual, and tactile activities, this boot camp encourages intuitive thinking and collaboration, helping participants design better products, services, and business solutions. Inspired by global best practices, this workshop equips professionals across roles and industries to drive innovation that makes a real impact.

Objectives

Through this workshop, the participants are expected to:
- Identify interview and observation techniques to better understand customer motivations
- Apply idea generation methodology to gather more alternative solutions to a problem
- Create a prototype of a solution
- Elicit feedback and insights to improve a solution
- Create a project plan based on solutions and success measure

Building Resilience
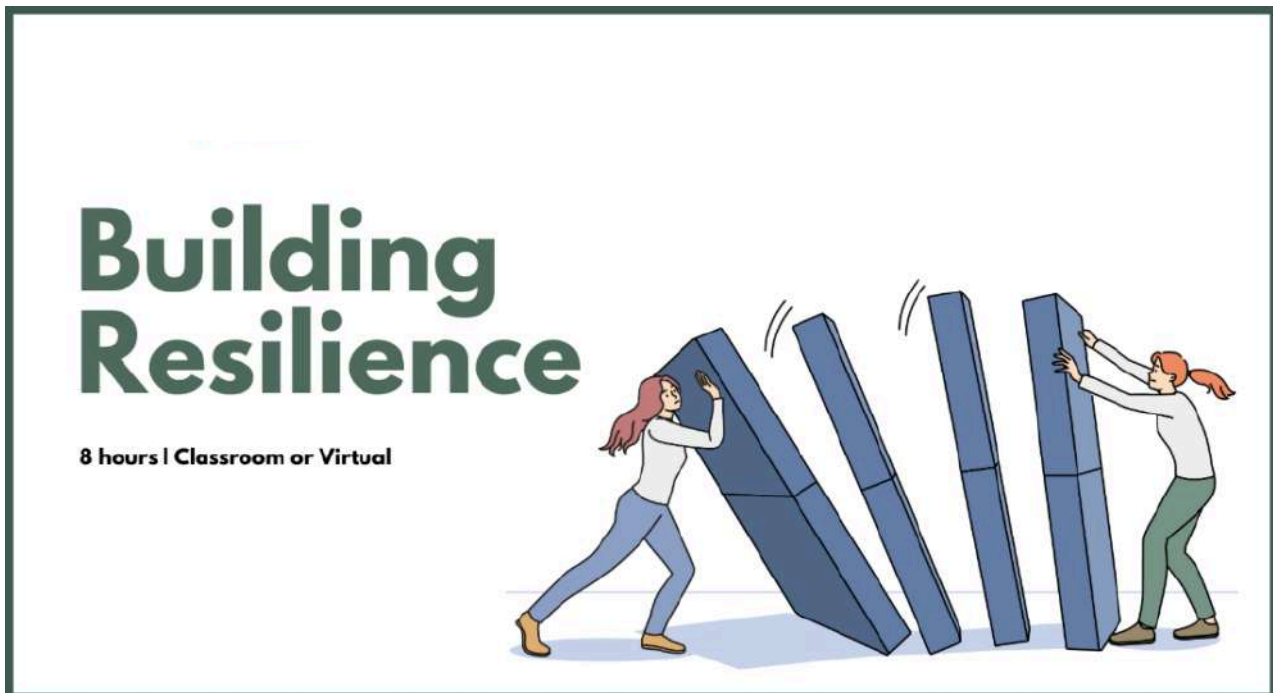
This course is designed to help learners appreciate the concept of resilience and the factors that help in building people's adversity stamina, ability to weather challenges, and quickly bounce back from failure. We incorporated highly engaging activities that will help learners assess their locus of control, and their adversity quotient, and develop a personal action plan to increase resilience. We incorporated both synchronous and asynchronous learning activities to help participants effectively contextualize the concepts in their everyday lives.

Objectives

By the end of the session participants will be able to:
- Explain the resiliency skills development framework
- Define resilience and its domain
- Appreciate the benefits of building one's resilience
- Identify Resiliency strengths and opportunities for improvement
- Explain the process of developing a resilient mindset and attitude
- Enumerate tactics for strengthening resiliencies in 6 domains
- Apply tactics for dealing with challenging situations at work

Coachability
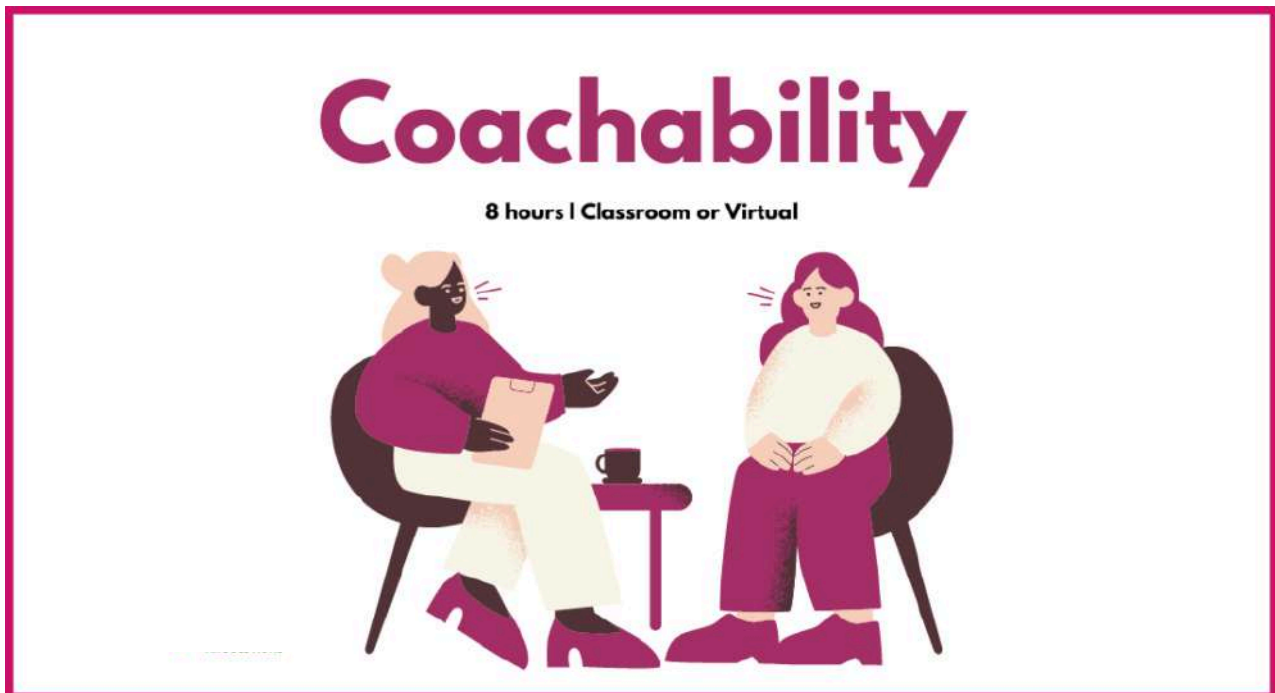
ExeQserve offers a course for individuals seeking performance improvement, pursuing passions, or preparing for larger roles in organizations or society. Recognizing the effectiveness of coaching over traditional training or seminars, the course emphasizes seizing opportunities for coaching and maximizing their benefits. It underscores the importance of coachability, emphasizing not just willingness but also the ability to make the most of coaching opportunities.

Objectives

By the end of the session participants will be able to:
- Explain coachability and assess one's coachability scale
- Establish a personal/professional development goal
- Create criteria for choosing coaches and mentors (yes, plural)
- Establish ground rules in a coaching relationship
- Develop a strategy for strengthening coachability skills
- Openness to feedback and criticism
- Asking questions
- Dealing with frustrations
- Taking risk
- Identify the best ways to engage in a coaching transaction
- Use assertiveness to get most of the coaching engagement
- Monitor and celebrate progress
- Use a coachability toolkit to start applying lessons to real life.

Completed Staff Work

This 8-hour training course focuses on developing the Completed Staff Work (CSW) mindset among staff members. It aims to reframe the perception of CSW from a compliance task to a value-adding practice, highlighting its role in saving time for principals and enhancing professional pride through high-quality work. The course provides structured meeting preparation, problem-solving, and communication techniques for written reports, slide decks, and data visualization, equipping participants with a CSW toolkit to reframe problems, present solutions, and conduct effective presentations that save time for principals.

Objectives

At the end of the session, participants shall be able to:

- Adopt the CSW mindset in the performance of their duties.
- Implement CSW structures in daily work.
- Simplify and scaffold communications in response to executive's needs.
- Conduct an executive presentation.

Data Organization, Analysis, and Presentation

This workshop focuses on data visualization, a crucial skill for businesses to simplify complex raw data and highlight trends, patterns, and correlations visually. By streamlining information, it enables quicker grasping of key insights, informed decision-making, and effective communication of findings to clients and stakeholders. Equipping your organization with data organization, analysis, and visualization skills facilitates data-driven decision-making and future-proofs your business.

Objectives

At the end of the training, the participants will be able to:
- Practice effective Data Organization
    - Explain why it is important to start with clean data
    - Practice and understanding segregating data points
    - Understand the different types of variables and how to work with them
    - Effectively tabulate raw information for easier processing
- Understand how to analyze data
    - Know and practice how to process tables into charts
    - Discern which appropriate chart to use based on the information required to be shown
    - Select effective designs for better presentation impact

Discovering Emotional Intelligence

Emotional Intelligence (EQ) is crucial for success in today's workplace. Our Emotional Intelligence Workshop helps you understand how emotions influence your job and teaches you to improve communication, manage stress, and make better decisions. You will explore key EQ skills—Self-Awareness, Self-Management, Social Awareness, and Relationship Management—through real-world examples, assess your current EQ level, and create a personalized plan for enhancement. By improving your EQ, you'll become a better team player, manage conflicts more effectively, and adapt to change, ultimately boosting your overall work performance.

Objectives

During the 1-day program, the learners will:
- Discover what EQ is and why it matters to work
- Broaden your awareness of the role of your emotions in your job, your profession, and at work
- Explore the four EQ skills in action: Self-Awareness, Self-Management, Social Awareness, and Relationship Management
- Discuss real-world examples and experiences, "what works and what doesn't and what to do next time"
- From the Emotional Intelligence Appraisal assessment results, understand your current level of emotional intelligence (strengths and weaknesses) and where to focus your development.
- Complete your own EQ Development Plan your EQ goal and specific EQ practice strategies that will help you achieve this goal

Financial Literacy

Financial literacy is an essential life skill that empowers individuals to make informed decisions about managing their finances, achieving financial stability, and securing their future. In today's complex financial landscape, understanding how to budget, manage debt, save for emergencies, and invest wisely is critical for personal and professional success. The "Financial Literacy Training Program" is a curriculum designed to equip participants with the knowledge and tools to navigate their financial journey confidently.

This program is divided into four comprehensive courses, each focusing on a key aspect of financial literacy. Together, they form a holistic approach to money management, ensuring participants are well-rounded in their financial understanding.

Courses

- Money Management 101: The 30-50-20 Budgeting Hack (Run Time: 1.5 Hours)
- Not All Utangs Are Created Equal (Run Time: 1.5 Hours)
- Future-proofing your Finances One Payday at a Time (Run Time: 2 Hours)
- Finding the Perfect Investment for You (Run Time: 1.5 Hours)

Adapting to Change
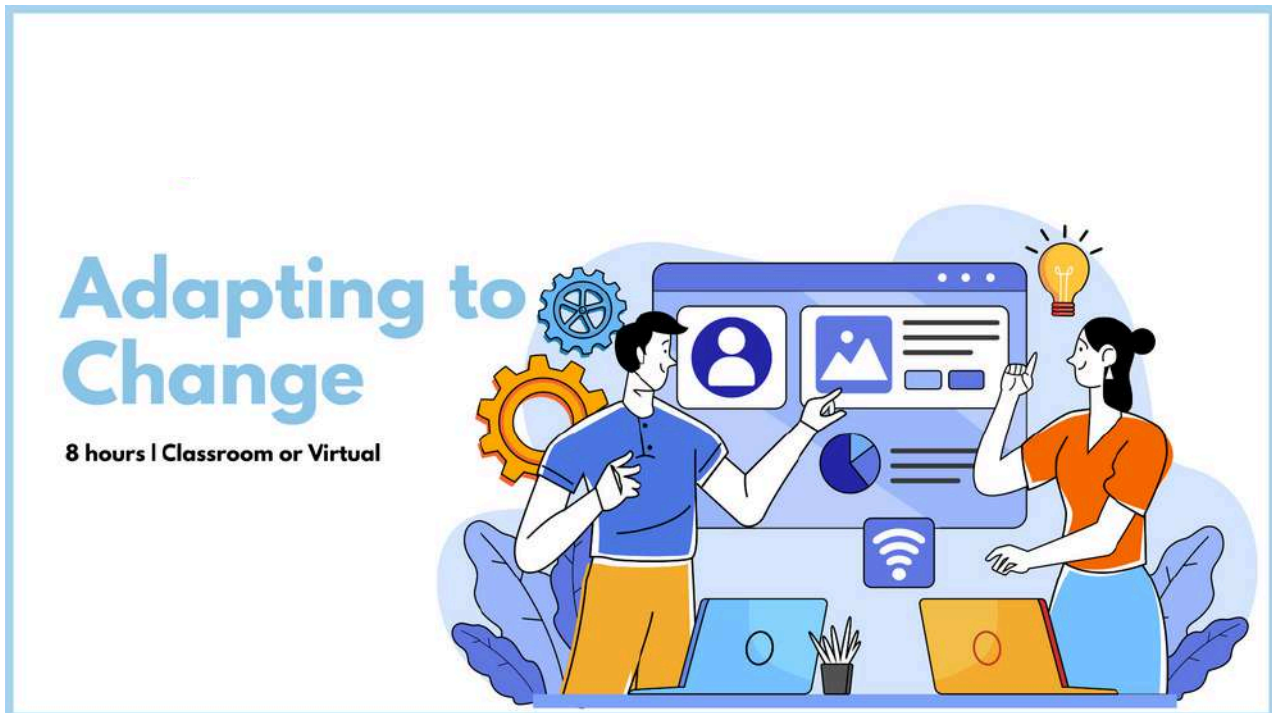
Adapting to Change is a dynamic workshop designed to equip employees with the skills and mindset needed to thrive in today's fast-paced and ever-evolving business environment. Participants will dive into the psychological factors behind resistance to change, uncover strategies for building resilience, and learn how to approach change with a proactive and growth-oriented mindset. Through interactive activities, real-world case studies, and practical exercises, this workshop will help employees embrace change, navigate uncertainty with confidence, and contribute to a more agile and competitive organization.

Objectives

By the end of this course, participants will be able to:
- Recognize the impact of change on personal and organizational levels.
- Analyze personal reactions to change and develop strategies to manage them.
- Apply problem-solving techniques to overcome challenges during transitions.
- Demonstrate resilience and a positive attitude towards change.
- Implement practical strategies to adapt to changing circumstances in the workplace.
- Evaluate the effectiveness of different approaches to managing change.

BEST SELLING COURSES ON

SALES AND SALES MANAGEMENT

Retail Sales
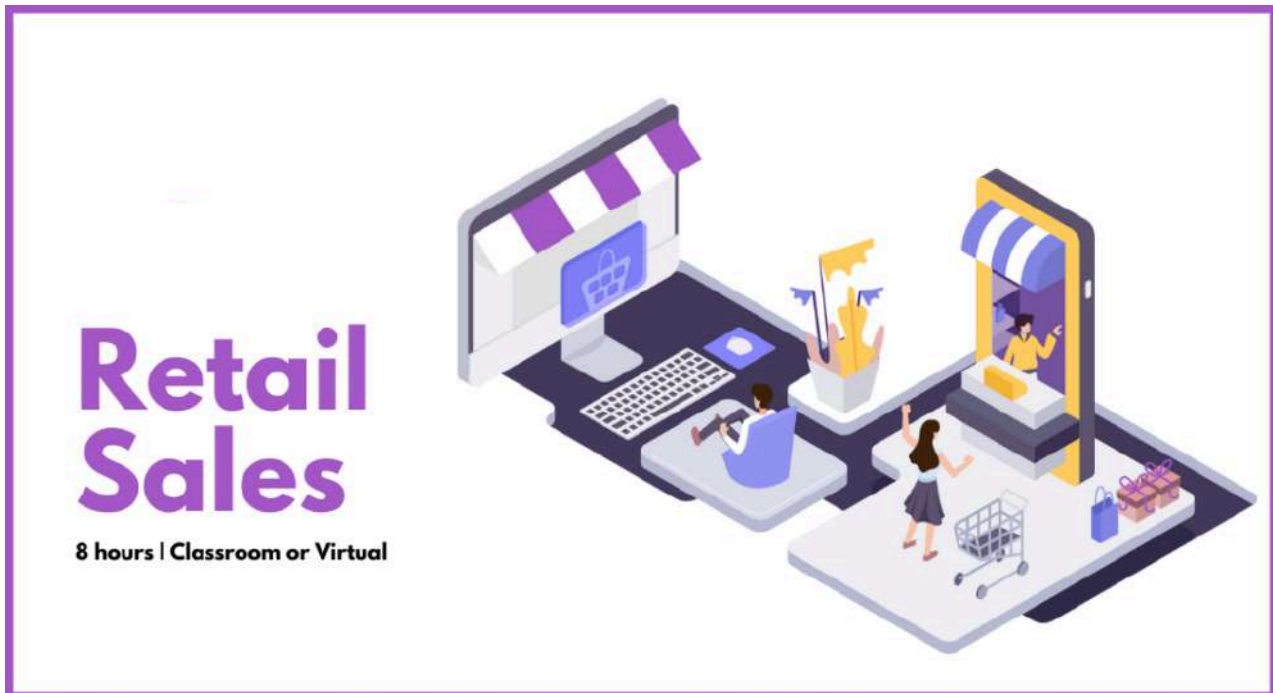
Persuading customers to part with their money may not be easy, but the actual process is a straight forward one. Whether one is selling to business or individual customers, the rules remain the same. Identify targets, understand customers' needs, then sell the benefit of your products, handle objections and then close the sale. What happens as the process progress spells the difference between selling and not selling.

An important ingredient in the success of any business is good selling. Without it, many sales are lost – sales that may mean the difference between success and failure. This program will show participants and help them demonstrate creative selling techniques.

Objectives

Through this workshop, the participants are expected to:
- Learn the basics of retail sales.
- Build better sales relationships with customers through delightful customer service
- Manage and overcome customer objections and complains in a professional manner
- Develop Common Room's staff's confidence as a person and as a sales professional.

Key Account Management

Key accounts are an organization's most valuable clients—and also the most vulnerable to competitive threats. The Superior Key Account Management Workshop equips participants with the skills, strategies, and tools needed to manage and develop these critical relationships effectively. This highly interactive and engaging course focuses on building core competencies in key account management, helping participants move beyond price-based competition to create long-term, value-driven partnerships. Through dynamic tools and practical methodologies, participants will learn how to protect their accounts from competitive attack, strengthen client loyalty, drive improved sales, and enhance profitability. This workshop is designed to be a game-changer for account managers who are serious about achieving sustainable growth and customer retention.

Objectives

Through this workshop, the participants are expected to:

- Recognize KAM concepts being or not being implemented in their workplace
- Determine your Key Accounts using AAR and CSI
- Rank your Key Accounts from the scores determined by the AARs and CSIs of their clients
- Create strategies fit for each Key Account level on the KAM Quadrant

Win-Win Negotiation Skills
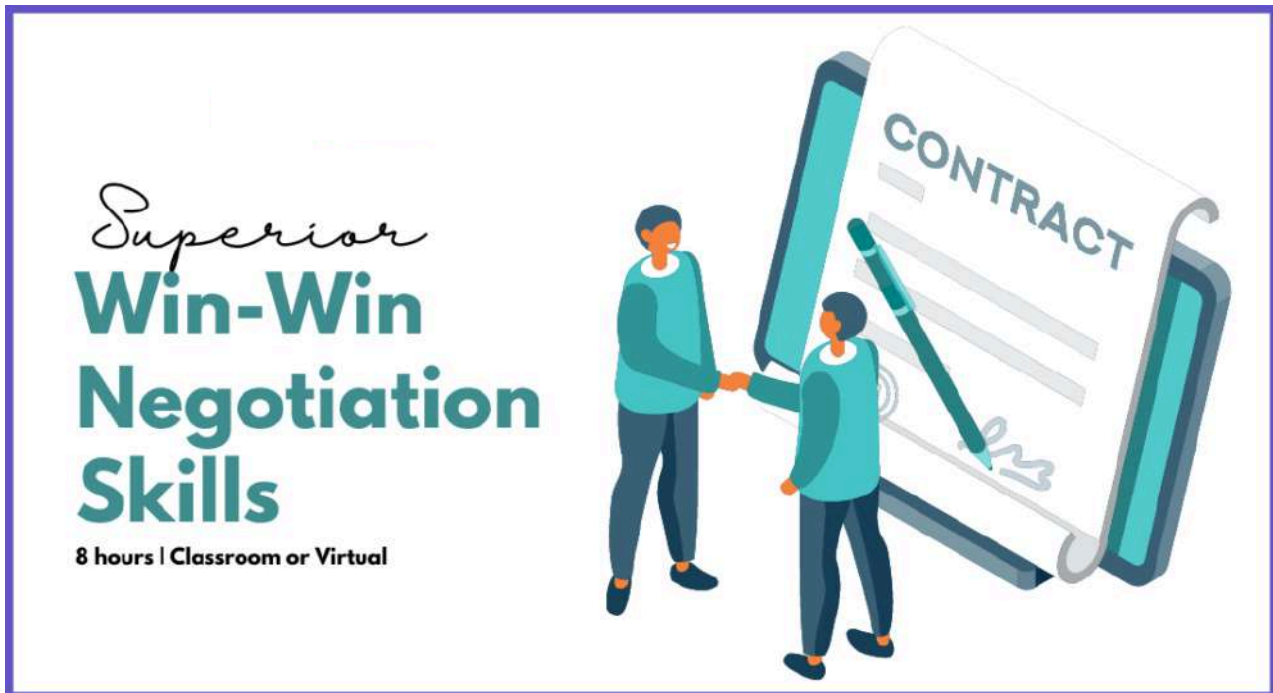
Negotiation is a daily reality, especially for sales professionals who must balance collaboration with achieving their goals. The Superior Win-Win Negotiations Workshop is a dynamic and insightful program designed to help participants sharpen their negotiation skills and develop a mindset focused on creating mutually beneficial outcomes. Through this course, participants will enhance their communication abilities, learn to craft well-defined negotiation plans, build effective strategies, and practice active listening to better understand all parties involved. By fostering a win-win approach, this workshop empowers sales professionals and other participants to build stronger relationships, close better deals, and achieve sustainable success in both professional and personal negotiations.

Objectives

Through this workshop, the participants are expected to:
- Identify their own negotiation styles and determine when to use each
- Recognize win-win opportunities during negotiations and utilize these opportunities to further collaboration with the other party
- Identify negotiation goals and parameters to be prepared for actual negotiations
- Apply the RADPAC method in their actual business negotiations

Superior Sales Professional

Persistence and product-pushing are no longer enough to succeed in sales. The Superior Sales Professional Workshop is a fun, highly interactive program designed to transform traditional salespeople into modern, customer-centered professionals. Participants will gain a fresh understanding of the evolving role of sales, learn tools and strategies to build trust with an informed and empowered market, and reconnect with their deeper purpose for selling. This course goes beyond surface-level skills, helping participants develop the mindset, authenticity, and expertise needed to thrive in a competitive environment and truly stand out as superior sales professionals.

Objectives

Through this workshop, the participants are expected to:
- Recognize their purpose in becoming sales professionals
- Gain a deep respect for the selling profession
- Recognize the different concepts of modern selling in their work
- Identify the issues that keep them from performing consistently well in sales
- Utilize ExeQserve's patented branding concepts to create their superior sales brand
- Identify their communication shortcomings through use of the CARE Model
- Utilize questions to effectively gather information from their clients and get their clients' commitments
- Present their product or service more effectively by using the AIDA and FAB methods
- Develop a win-win mindset when negotiating with their clients

Sales Planning & Leads Generation

Effective planning is crucial to sales success, yet it is often overlooked—leading to wasted time, missed opportunities, and poor performance. The Superior Sales Planning and Lead Generation Workshop helps participants break this cycle by teaching them how to set clear goals and create actionable plans that drive real results. Through a fun and unconventional approach, participants will learn easy-to-use tools and methods for designing practical lead generation strategies that maximize efficiency and effectiveness. This engaging program empowers sales professionals to move beyond guesswork, ensuring their prospecting efforts are strategic, focused, and aligned with their overall sales objectives.

Objectives

Through this workshop, the participants are expected to:
- Discover your purpose for planning
- Manage the paradigms that bar you from succeeding
- Discuss the GROW Model and its role in sales planning
- Establish SMART goals and objectives for your plan
- Identify the things that will help you hit your goals as well as the things that will hinder you from getting your goals
- Utilize your creative and critical thinking to help you explore your options and find solutions to generating leads
- Complete a Lead Generation Report that will form the basis of your daily sales activities

Qualifying and Profiling

Meeting a client is just the beginning—the real success lies in knowing how to ask the right questions and truly understand the client's needs. The Superior Qualifying and Profiling Workshop equips sales professionals with powerful tools and methods to structure their questions effectively, ensuring they qualify prospects accurately and build stronger client relationships. This highly practical course not only sharpens questioning techniques but also teaches participants how to profile clients by recognizing unique personality traits, allowing for more tailored and persuasive sales interactions. By mastering these essential skills, participants will move beyond ordinary selling and step confidently into the role of superior sales professionals.

Objectives

Through this workshop, the participants are expected to:
- Discuss the importance of listening and asking questions in selling
- Indicate the differences between open-ended and close-ended questions
- Distinguish when to properly use open-ended and close-ended questions
- Determine if a client is worth pursuing by using WIP
- Structure your open-ended questions using NEADS and RAIN
- Use close-ended questions to gain commitment
- Identify a client's personality by using profiling questions
- Communicate effectively with different personalities

Sales Force Management
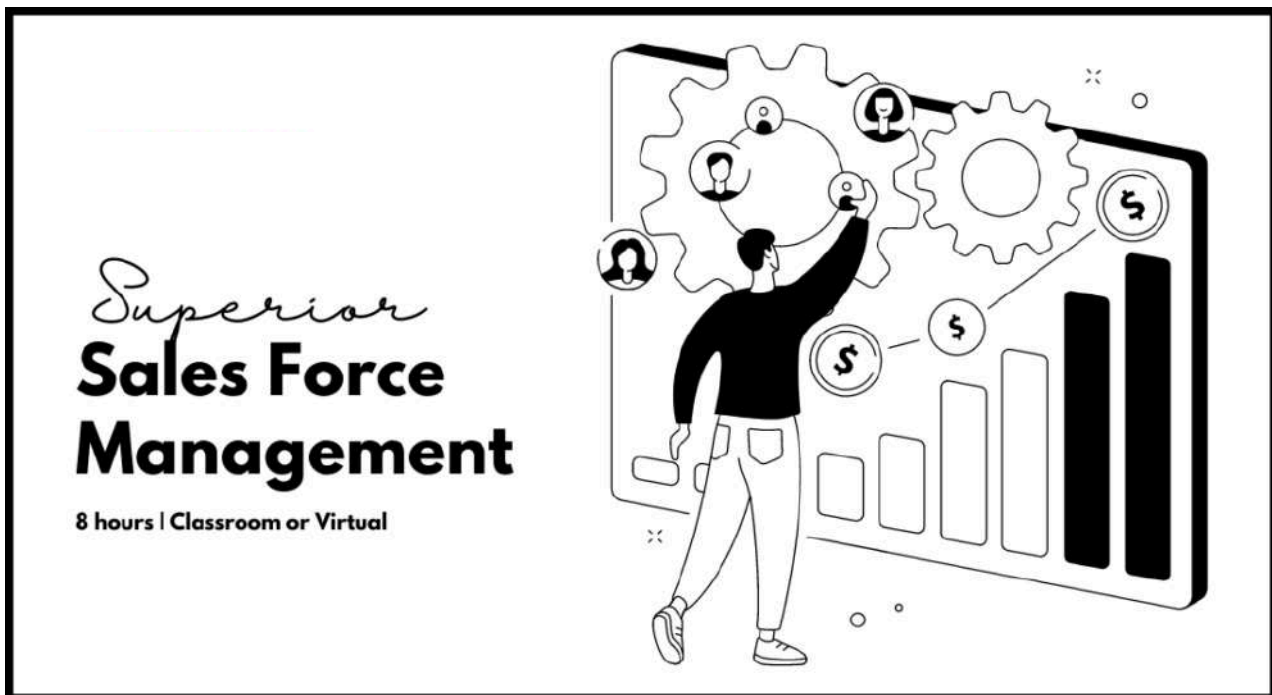
Promoting top sales performers into management roles doesn't always guarantee leadership success—selling and managing are two very different skill sets. ExeQserve's Superior Sales-Force Management Workshop is a dynamic and highly practical program designed to bridge this gap, equipping new and existing sales managers with the specialized knowledge and tools they need to lead high-performing teams. Unlike traditional management programs, this workshop zeroes in on sales-specific functions like forecasting, lead generation, pipeline management, branding strategies, and coaching ("caddying") techniques. Through engaging activities and actionable frameworks, participants will shift from a seller's mindset to a true sales manager's perspective, ready to drive team success and deliver sustained sales growth.

Objectives

Through this workshop, the participants are expected to:
- Transition from a seller's mindset to a sales manager's mindset
- Set sales and recruitment targets and make effective sales forecasts
- Develop innovative sales and recruitment strategies
- Determine the individual personalities and sales aptitudes of their team and use this to create a development track
- Devise strategies to lead and motivate their teams to reach sales targets
- Create a Lead Generation Report and a Sales Pipeline Management System that they can teach their people
- Use the AAR to determine, prioritize, and create strategies for key accounts which they can use to monitor their sales team
- Recognize modern selling tools from the internet (and elsewhere) that they can use in generating sales from non-traditional markets
- Employ passive and social selling methods to boost sales

Delivering Winning Sales and Business Presentations

In today's complex business landscape, the ability to deliver clear, compelling, and persuasive presentations is crucial to success. Delivering Winning Sales & Business Presentations is a dynamic course designed to equip participants with the tools, techniques, and confidence needed to create and deliver impactful business presentations. Participants will learn how to clearly define the purpose of their presentations, craft powerful messages, and engage audiences to drive action. Through practical frameworks, interactive exercises, and guided practice, this course addresses common pitfalls, builds presentation skills, and transforms participants into more confident, influential communicators.

Objectives

At the end of this program, participants should be able to:

- Develop their core message to their presentation
- Design their Presentation around their core message
- Deliver and facilitate an actual presentation by utilizing their own styles
- Create high-impact PowerPoint slides to aid in their presentation (Optional)

BEST SELLING COURSES ON

CUSTOMER SERVICE

Customer Delight through Phone Conversations
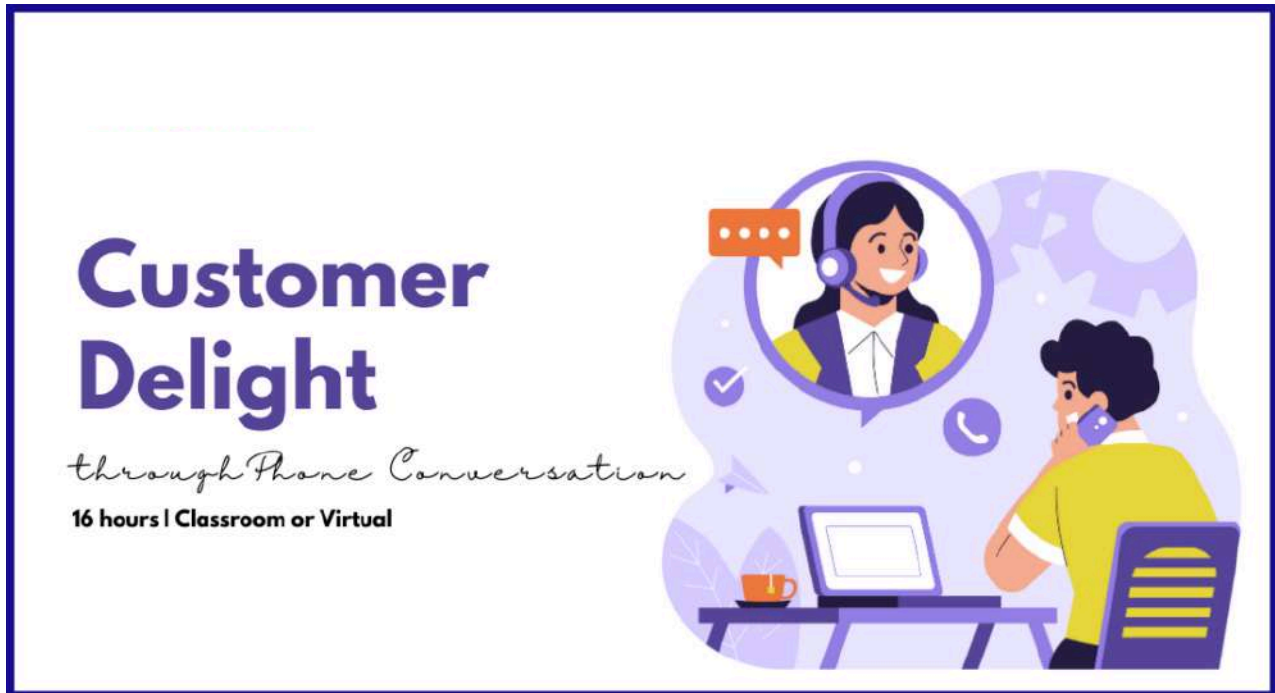
Every phone interaction is a critical opportunity to build trust, strengthen relationships, and create memorable customer experiences. The Customer Delight Through Phone Conversation Workshop empowers participants with the essential skills and techniques to turn ordinary calls into moments of genuine connection and outstanding service. Through mastering the full phone handling cycle—Opening, Probing, Overcoming Obstacles, Resolution, and Closing—alongside developing key soft skills such as rapport building, active listening, empathy, paraphrasing, and assertiveness, participants will learn how to effectively communicate and resolve customer concerns. This highly practical and engaging workshop ensures that every conversation not only meets but exceeds customer expectations, fostering loyalty, trust, and advocacy.

Objectives

Through this workshop, the participants are expected to:
- Identify the 2 C's in Phone Handling
- Enumerate the steps Phone Handling Cycle
- Identify and practice the skills needed in each step
- Highlight the importance of providing superior customer service through phone conversations
- Effectively handle phone calls by applying the skills learned through mock calls

Service Leadership

Service Leadership

16 hours | Classroom or Virtual

Managers are critical in shaping the systems and culture that deliver exceptional customer experiences. The Service Leadership Workshop equips leaders with the strategic mindset, concepts, and tools needed to design and implement customer service systems that work from both operational and strategic levels. Participants will learn how to build mechanisms that empower frontliners, ensure consistent service excellence, and drive continuous improvement based on customer feedback and service outcomes. This highly practical program also focuses on strategies for handling complaints, resolving service failures, and creating sustainable service recovery plans. By the end of the workshop, managers will be prepared to lead customer service initiatives that not only enhance satisfaction but also strengthen the organization's reputation and long-term success.

Objectives

Through this workshop, the participants are expected to:

- Use a systems thinking approach to understand the variables that affect the delivery of service and potential sources of customer happiness or dissatisfaction;
- Co-create a vision of how your organization will manifest its service culture in the future.
- Establish desired service standards that lead to better internal and external customer experience.
- Agree to adopt a method for complaints handling and service recovery;
- Use incidences of service failures as a source of learning and process improvement; and
- Create an action plan to develop customer service and service recovery policies and procedures

Service Excellence

True customer satisfaction goes beyond front-line friendliness—it requires a culture where every employee understands their role in delivering outstanding service. The Service Excellence Workshop addresses the real roots of service success by helping participants deepen their understanding of customer needs and the rising expectations in today's competitive environment. This highly practical program equips employees with the mindset, strategies, and tools needed to meet and exceed customer expectations, emphasizing the importance of continuous improvement across service processes. By aligning individual contributions with the organization's broader commitment to customer-centricity, this workshop helps lay the foundation for lasting service excellence and business performance.

Objectives

Through this workshop, the participants are expected to:
- Describe customer service and customer expectations
- Identify the participants' external and internal customers and their responsibilities for each customer
- Appreciate the importance of attitude and mindset in achieving customer service success
- Manifest the right service attitude
- Identify opportunities for service excellence, analyze and eliminate snags in the service process
- Describe the art of delighting the customers
- Describe techniques for managing relationship with customers and avoiding customer dissatisfaction
- Describe ways of handling difficult customers and managing complaints
- Establish steps in applying the learning to work

C.A.R.E. Champion Training

When an employee hears the words Client/Customer Service, there should only be one thought that would come to mind: the Customer is the MOST IMPORTANT PERSON. But is that what happens? Most often, clients are often regarded as interruptions. Clients then are at a loss for whom to approach, while some do not care. This doesn't seem right.

Objectives

By the end of the one day session, the participants shall be able to:
- Be convinced that they should all think alike, and consider themselves as, Customer Service Representatives because every day, they:
  - deal with customers (whether internal or external), and
  - are representing their institution;
- Think like a customer also, so they can understand why customers think the way they do and why it can be hard to deal with some of them sometimes;
- Make sure that customers develop trust in their organization; and
- Make their customers love their service so they can be assured of their repeat business and continuous patronage.

Elevating Customer Experience

In a marketplace where products and strategies are easily replicated, delivering an exceptional customer experience has become the ultimate competitive advantage. Elevating Customer Experience is an 8-hour workshop designed to help participants build the skills, mindset, and service aptitude needed to consistently exceed customer expectations. Through a deeper understanding of customer needs and practical strategies for offering meaningful solutions, participants will learn how to strengthen relationships, enhance every interaction, and contribute to a lasting culture of service excellence. This workshop empowers employees to move beyond good service and create truly memorable customer experiences.

Objectives

At the end of this course, participants should be able to:

- Discuss how customer service impacts business performance.
- Recognize their role in entire customer journey.
- Identify the different customer persona and communication styles.
- Formulate responses and solutions based on customer profile and needs.
- Develop a personal learning application plan by incorporating learning to on the job practices and processes.

BEST SELLING COURSES ON

PROJECT MANAGEMENT

Fundamentals of Project Management
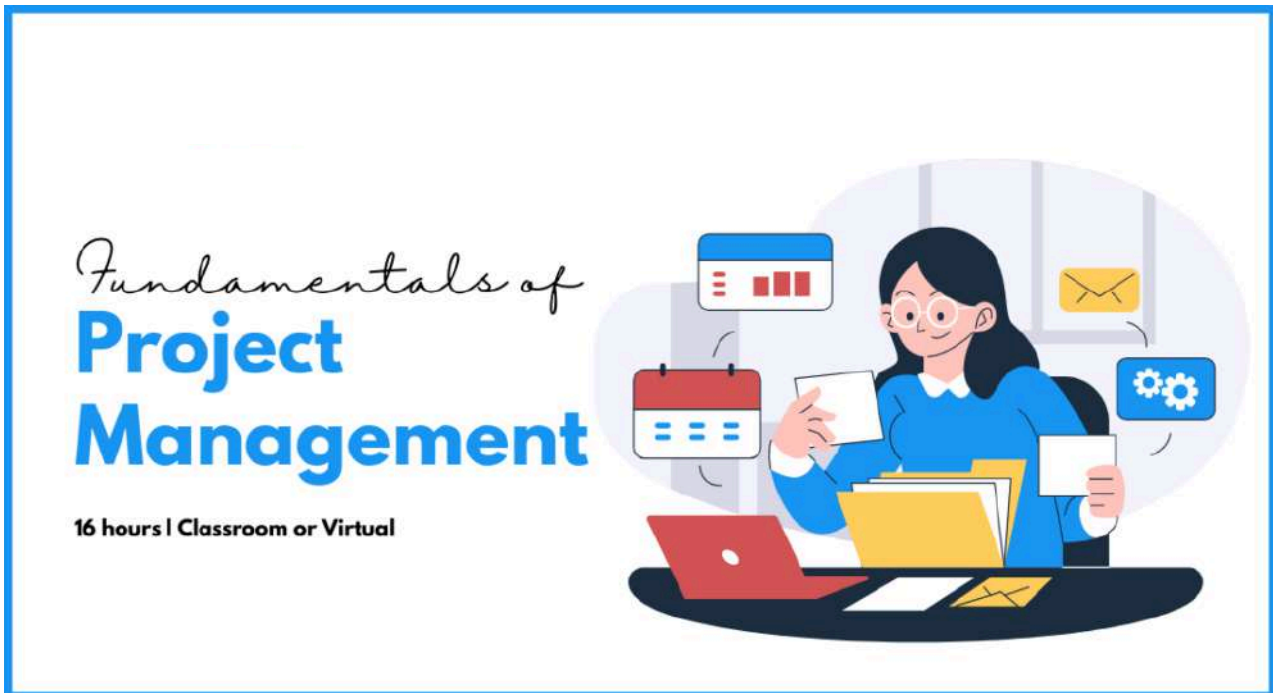
The two-day Project Fundamental course provides a coverage of the essentials of Project Management and facilitates an understanding of the concepts and principles throughout the project lifecycle. More than just understanding the concepts, an experienced Project Management Professional (PMP®) will help the participants relate them to real-world situations.

Objectives

Through this workshop, the participants are expected to :
- "Talk the talk" –familiarity with project management lexicon.
- Understand project management concepts, principles, tools & techniques, and their application to real-life scenarios.
- "Walk the walk" –apply PM best practices in any project scenarios and types across the enterprise.

Project Management for People Leaders

The 2-day Project Management for People Leaders is a management development course that aims to address the knowledge gap in project management by senior managers and corporate executives. The course covers project management principles, processes, and tools & techniques which participants can readily apply. This course is a combination of instruction and team-based exercises.

Objectives

Through this workshop, the participants are expected to :
- The PM Framework, Principles, and Processes
- Project Governance
- Project Planning, Scheduling, & Control
- Managing Multiple Projects –Programs & Portfolios
- Project Stakeholders & Communication –The People Aspect of Projects
- Leadership in Projects

Project Management Planning and Control

A 1-day course in the successful management of project scope, time and cost and all constraints must be closely defined, monitored and controlled. The course covers how to successfully plan and control a project, including selected PM processes from the PMI Integration, Scope, Time, and Cost Knowledge Areas. Also, the course addresses project initiation, requirements identification and analysis, scope identification and planning, the scope baseline, scope management and change control, and scope verification. Also, the course covers the value of Stakeholders Management and the use of the Work Breakdown Structure.

Objectives

Through this workshop, the participants are expected to:
- To familiarize the participant on how to successfully develop and maintain a project scope & schedule
- To familiarize the participant with the value and use of the Work Breakdown Structure, and the Critical Path Method.
- To familiarize the participants with key processes i.e. requirements identification and analysis, scope identification, the scope baseline, scope management and change control, and scope verification.

BEST SELLING COURSES ON

LEADERSHIP & MANAGEMENT

Recognition Training

The Art & Science of
Recognition

8 hours | Classroom or Virtual

Employee engagement is critical to organizational success, and one of the most powerful yet often overlooked tools for boosting engagement is meaningful recognition. The Art and Science of Recognition Training helps managers understand how their daily behaviors directly impact employee motivation, ownership, and performance. Built around proven insights such as Gallup's research on recognition, this one-day workshop equips leaders with practical strategies for fostering a culture of appreciation and engagement. Participants will explore the vital connection between recognition and employee satisfaction, and will develop actionable plans to create a positive work environment where employees feel valued, energized, and committed to the organization's success.

Objectives

Through this workshop, the participants are expected to:
- Explain the importance of recognition in strengthening employee engagement and improving performance
- Identify necessary skills for effective recognition
- Simulate prescribed tactics on recognizing employees
- Apply rewards and awards to strengthen the impact of recognition
- Explain how leadership actions can drive a culture of recognition
- Apply some creative ways of encouraging recognition in the workplace.

Supervisory Skills Development
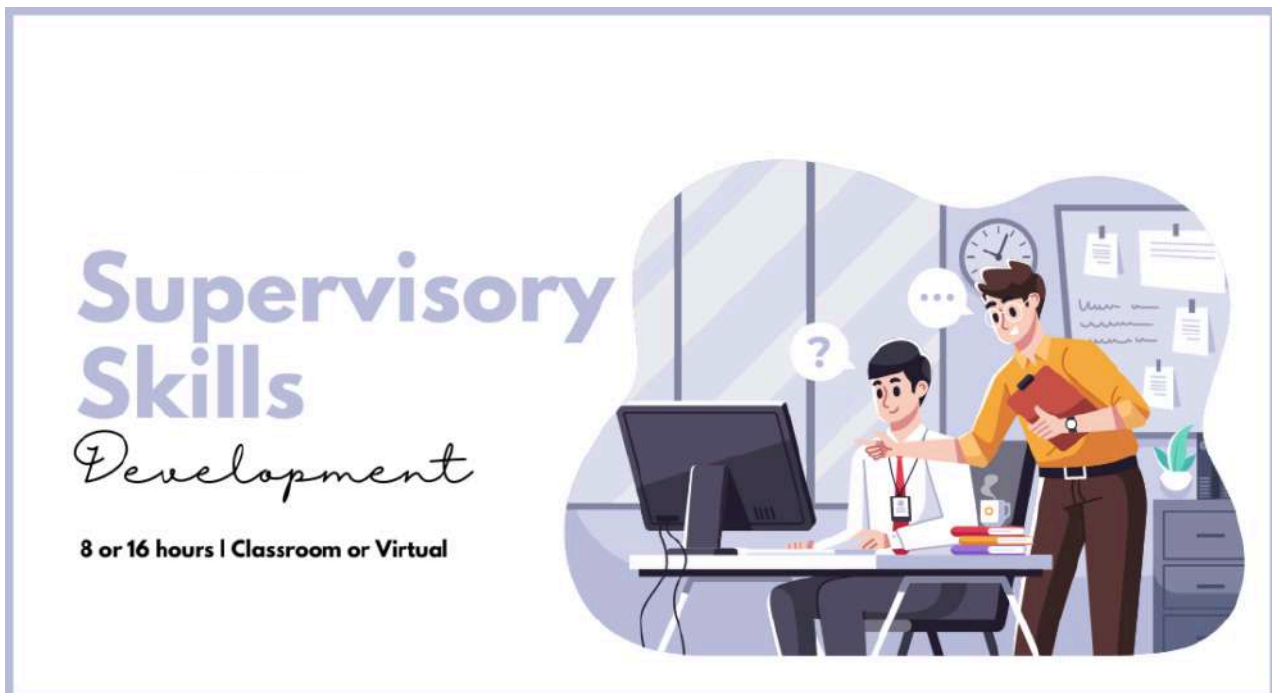
Strong leadership is the cornerstone of organizational success, and developing effective supervisors is one of the best investments a company can make. The Supervisory Skills Development Workshop is designed to equip team leads, supervisors, and managers with the essential knowledge, attitudes, skills, and habits (K.A.S.H.) they need to navigate today's evolving leadership demands. Participants will assess and adjust their leadership mindsets, master core management functions such as planning, leading, organizing, controlling, and communicating, and gain a deeper understanding of team dynamics. The program also provides practical coaching tools to help supervisors build on the strengths of their team members and drive continuous improvement, fostering a collaborative, high-performance work environment.

Objectives

Through this workshop, the participants are expected to:
- Shift mindset from worker to leader and from boss to leader
- Describe the process in building teamwork
- Identify the basic management tools (P.O.L.C.)
- Use communication as an important leadership tool
- Align actions with organizational values

High Performance Leadership

In today's evolving workplace, leaders must navigate complex organizational dynamics while inspiring performance and accountability at every level. The High Performing Leadership Workshop equips managers and leaders with the mindsets, skills, and behaviors necessary to build high-performance teams and foster a strong, responsive organizational culture. Centered around the 5 Practices of Exemplary Leadership, this highly engaging one-day program provides practical tools and strategies that participants can immediately apply to influence and motivate stakeholders, drive results, and manage complexity. Participants will also develop personalized Re-entry Action Plans to ensure the application of their learning, empowering them to lead with greater impact and cultivate high-performing, committed teams.

Objectives

Through this workshop, the participants are expected to:
- Describe the needed transition from being a non-leader to that of a being a leader
- Demonstrate value-driven leadership
- Use vision to inspire employee performance
- Apply their roles as change leaders
- Use 360 degrees of empowerment to lead at different angles
- Use techniques for keeping employees engaged

Coaching and Mentoring

Workplace **Coaching & Mentoring**
16 hours | Classroom or Virtual

Developing employees is vital to sustaining organizational growth and adapting to change, and effective coaching and mentoring are key tools for building skills, enhancing performance, and preparing employees for greater responsibilities. The Coaching and Mentoring Workshop equips leaders with the knowledge, techniques, and practical skills needed to bring out the best in their teams. Through an intensive, hands-on approach using learning games, case studies, and role plays, participants will learn how to identify developmental needs, support skill advancement, and foster a culture of continuous improvement. To ensure real-world application, the program includes a post-workshop project where participants will implement coaching and mentoring techniques and report on their results, reinforcing the immediate impact of their learning.

Objectives

Through this workshop, the participants are expected to:

- Identify the basic processes behind coaching & mentoring
- Describe how to introduce coaching & mentoring into the organization
- Apply various tactics in Coaching and Mentoring using the Situational Leadership Framework
- Describe the nature of the relationships that must be managed to sustain coaching and mentoring

Leading and Managing Change

Organizational change often triggers a whirlwind of emotions, from fear and resistance to excitement and hope. The Leading and Managing Change Workshop equips managers with the essential knowledge, skills, and mindset to navigate these emotional landscapes and lead successful change initiatives. Drawing from proven frameworks like Spencer Johnson's Who Moved My Cheese, Kurt Lewin's Unfreeze-Change-Refreeze model, and John Kotter's 8-Step Process for Leading Change, this highly practical workshop prepares participants to anticipate resistance, ease transitions, and inspire acceptance. Through structured learning experiences and hands-on, forms-based workshops, participants will apply change management concepts to real-world projects. Those who successfully complete their initiatives will be recognized as certified Change Agents, ready to drive lasting transformation within their organizations.

Objectives

Through this workshop, the participants are expected to:
- Describe the nature and concept of the change process and its components.
- Explain the importance of anticipating and managing change
- Describe the necessary actions in preparing people/organizations for change
- Identify a strategy for facilitating change
- Identify barriers to change and recognize solutions
- Describe steps for creating communication and a basic risk management plan in change management.
- Explain the importance of celebrating successes to improve people's confidence towards change
- Go through the process of solidifying change and building a culture that embraces change.
- Create plans to apply learning to work.

Strategic Thinking

Effective organizational strategies are realized only when leaders think and act strategically to drive their implementation. The Strategic Thinking Workshop is designed to equip leaders with a deep understanding of the strategy development process and the critical role of execution in achieving organizational goals. Participants will learn how to recognize opportunities for change, craft actionable plans, and develop strategies and tactics that ensure alignment, accountability, monitoring, and continuous improvement. Through this program, leaders will build the mindset and skills necessary to turn strategic objectives into operational success, adapt to evolving conditions, and lead their teams confidently toward sustainable growth.

Objectives

Through this workshop, the participants are expected to:
- Define Strategic Thinking
- Describe behaviors that demonstrate strategic thinking
- Identify the different components of strategy development
- Enumerate the steps to getting employees' involvement
- Explain the process for environmental scanning
- Describe the use of environmental scanning as an initial step in planning
- Define KRA, KPI, and KPO
- Use a technique for developing SMART objectives
- Establish the steps in effective planning
- Enumerate the steps needed for proper execution and adjustment of plans
- Create an action plan to immediately apply learning in the workplace.

People Management:
# Applying Situational Leadership
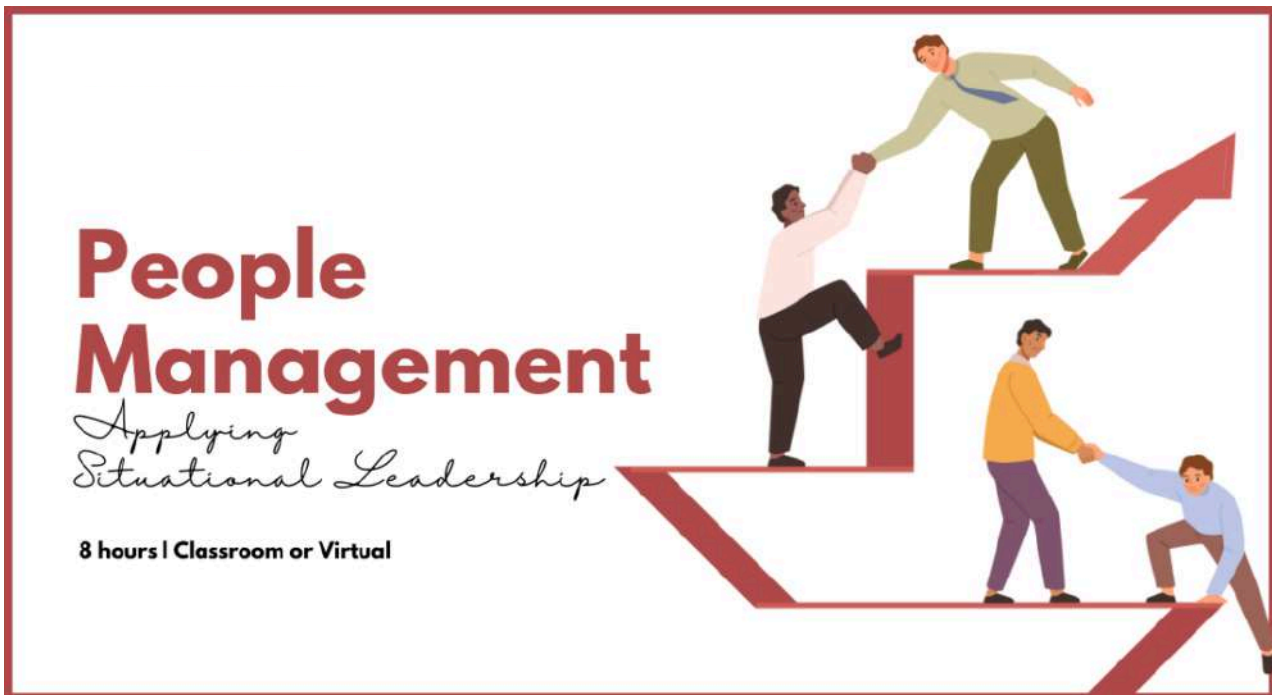
Managing people effectively requires flexibility, insight, and the ability to adapt leadership styles to meet the unique needs of each employee. The People Management: Applying Situational Leadership Training Workshop equips leaders with the skills to diagnose employee development levels and apply the appropriate leadership style—whether directing, coaching, supporting, or delegating. Grounded in the proven Situational Leadership model by Kenneth Blanchard and Paul Hersey, this highly practical program uses self-assessment, case studies, role-playing activities, and project-based applications to help managers foster engagement, support employee growth, and drive performance. Participants will leave with a personalized re-entry action plan to immediately apply their new skills, helping to boost employee commitment and address one of the biggest drivers of global disengagement: lack of managerial support.

Objectives

Through this workshop, the participants are expected to:
- Diagnose developmental levels of employees and match them with corresponding leadership styles.
- Describe the activities involved in applying each leadership style.
- Use conversations to form partnerships with employees as a way to help them contribute to organizational goals.

Problem Solving and Decision Making
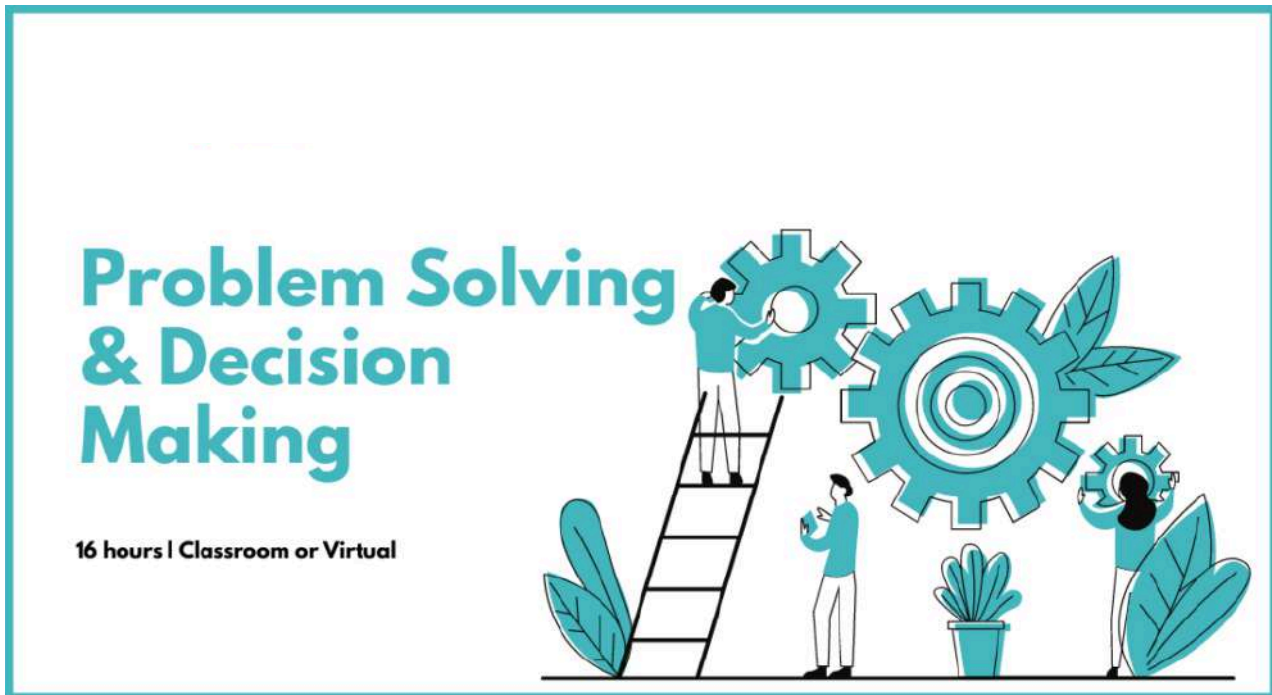
Organizations rely on employees who can solve problems analytically and make sound decisions that drive success. The Problem Solving and Decision Making Workshop equips participants with the essential knowledge, skills, and tools to approach complex situations in a structured and rational way. Through the introduction of proven frameworks such as the Cynefin model, the 7 QC Story, and PDCA, participants will learn to enhance their critical thinking, improve analysis, and strengthen decision-making processes. This highly practical program empowers employees at all levels to make better-informed choices, avoid costly mistakes, and build greater trust and credibility within their teams and organizations.

Objectives

Through this workshop, the participants are expected to:
- Identify potential work situations where they can use sustaining and disruptive innovation
- Make effective decisions and communicate, sell, and defend their decisions with courage
- Have a result-oriented mindset when executing and evaluating their decisions
- Take responsibility for and accept the accountability that comes with their decisions
- Engage in self-discipline when implementing their decisions

Managing Productive Meetings

Meetings are a vital part of organizational life, but when poorly planned or executed, they can waste valuable time, damage morale, and reflect negatively on the company culture. The Managing Productive Meetings Workshop equips participants with the skills and tools to plan, facilitate, and participate in meetings that are focused, engaging, and outcome-driven. Participants will learn how to prepare effectively, foster meaningful involvement, manage time efficiently, and ensure that meetings reinforce a culture of professionalism and collaboration. By mastering the art of productive meetings, leaders and team members can turn every gathering into an opportunity to strengthen the organization and drive results.

Objectives

Through this workshop, the participants are expected to:
- Differentiate between a good meeting and a bad one
- Describe the elements of good meeting preparation
- Ensure participants' engagement during the meeting
- Ensure follow-through of actions to be taken after the meeting
- Apply learning to the workplace.

Personal Mastery

Leadership begins with leading oneself, and personal mastery is the foundation of effective leadership. The Personal Mastery Workshop helps participants cultivate the discipline of personal growth and learning by strengthening self-awareness, emotional intelligence, and purposeful action. Rooted in Peter Senge's concept of personal mastery, this workshop enables participants to understand how their mental models shape their attitudes, recognize and manage emotions, and respond productively to challenges and opportunities. Through reflective exercises and the use of a structured learning action plan, participants will track their development, apply lessons to real-world situations, and build the habits necessary for personal leadership excellence and stronger professional impact.

Objectives

Through this workshop, the participants are expected to:
- Align their leadership actions and decisions with their personal vision, purpose, and values
- Recognize their personal leadership capital and use their assets in their leadership work
- Demonstrate awareness of their mental models as they make leadership decisions
- Shift from powerless thinking to empowered thinking
- Manage negative emotions like fear and anger through self-talk and disputation
- Demonstrate empathy through humble inquiry and active listening
- Build positive working relationships with others through assertive and respectful communication

Leading and Managing Gen Z Workers

This 16-hour workshop will focus on developing leadership and management skills specific to leading and managing Generation Z employees. The course will utilize various methodologies including role-playing, case studies, and group discussions to ensure the practical application of the concepts discussed.

Objectives

Through this workshop, the participants are expected to:

- Identify the characteristics and values of Generation Z employees.
- Recall the challenges and opportunities that come with managing Gen Z employees.
- Explain the importance of understanding Generation Z employees and how they differ from other generations in the workforce.
- Apply strategies for giving feedback, recognition, coaching, and support to Generation Z employees through role-playing exercises.
- Analyze the unique motivators and stressors of Generation Z employees.
- Evaluate the effectiveness of different management styles when leading Generation Z employees.
- Assess the organization's current management practices and identify areas for improvement in leading and managing Gen Z employees.
- Create a personalized plan for leading and managing Gen Z employees based on the skills and concepts learned in the workshop.

Taking the L.E.A.D. via C5
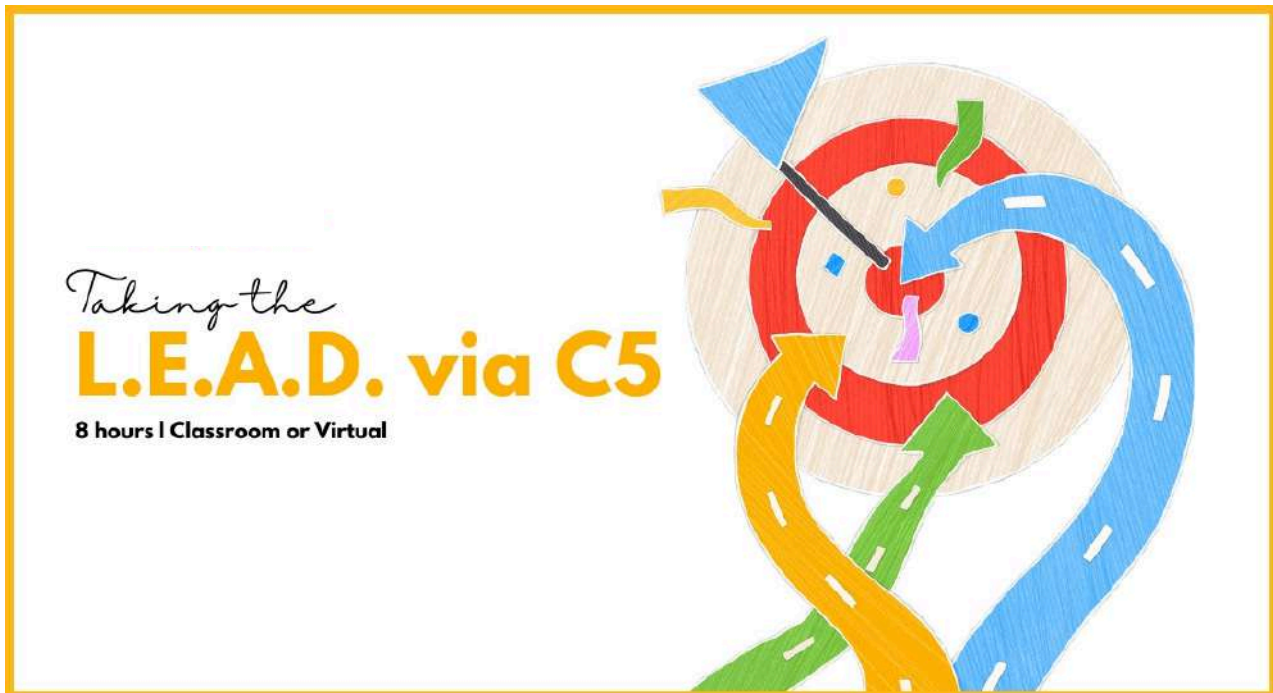
Many leaders struggle to perform effectively due to a lack of embraced change in high-ambition organizations. While we can't control our environment, we can manage our reactions and improve relationships with colleagues. It's time to develop leaders by focusing on the essential roles of Caring, Developing, and Leading. The workshop Taking the L.E.A.D. via C5 emphasizes Leadership, Empowerment, Advancement, and Development, with C5 representing: Character is Permanence, Competence is Foundational, Confidence is Belief in Ourselves, Connection is Relationship Building, and Commitment is being "Pursigido."

Objectives

By the end of the one whole day session, the participants shall be able to:
- Discuss dimensions of the leadership role in terms of people handling functions, and responsibilities;
- Strengthen personal effectiveness by developing a proactive mindset;
- Strengthen the bondings within their work teams to enhance interpersonal relationships and provide fulfillment despite the demands of work.
- Own up to the role of being a productive and effective leader valuing his contributions (as well as his subordinates') to the goals of the organization;
- Develop the leader's confidence in himself and in the organization he serves.
- Figure out how to best connect to others, establishing a mutually beneficial relationship with each other.
- Make the "C5 Road" work for the leader to maximize the full potential of each of their meanings.

BEST SELLING COURSES ON

ORGANIZATIONAL DEVELOPMENT

Organizational Alignment

Organizational
Alignment

16 hours | Classroom or Virtual

Building a strong organizational culture starts with a clear and shared understanding of vision, mission, goals, and core values. The Organizational Alignment Workshop is a highly interactive program designed to help leadership teams reflect on their individual and collective values, articulate their organization's purpose, and define behaviors that align with its direction. Participants will engage in structured conversations and activities to craft or refine their vision and mission, assess their relevance, and develop initiatives that drive alignment across all levels. The workshop also addresses identifying and removing barriers that hinder progress, ensuring that leaders leave with a unified path forward and a stronger foundation for cultural and strategic success.

Objectives

Through this workshop, the participants are expected to:
- Understand the workings of a visionary company
- Craft the company's vision, mission, and core values
- Examine the company's alignment and agree on a course of action for realigning

Visioning Workshop

A clear and compelling vision is essential for shaping a strong organizational culture and guiding future success. The Visioning Workshop is a highly interactive program designed to help leadership teams reflect on their individual and shared values, craft or refine their organization's vision, mission, goals, and core values, and align daily practices with their strategic direction. Participants will engage in facilitated activities and meaningful conversations to affirm their guiding philosophies, define consistent behaviors, and identify initiatives that will support the organization's growth. To ensure a rich and productive session, participants will be equipped with preparatory tools to gather insights from their teams and come ready to contribute to building a unified and inspiring path forward.

Objectives

Through this workshop, the participants are expected to:
- Understand the workings of a visionary company
- Craft a Vision Statement
- Craft a Mission Statement
- Identify the organization's Core Values
- Set out a plan to align the organization with the company's vision, mission and core values

Strategic Planning

Strategic planning is the cornerstone of organizational success, providing clarity, direction, and adaptability in an ever-changing environment. The Strategic Planning Workshop is designed to equip leaders with the tools, frameworks, and mindset needed to create meaningful, actionable plans that guide decision-making, forecast opportunities and threats, and drive sustainable growth. Participants will engage in a thorough, collaborative process that focuses not just on producing documents, but on building a living strategy—a clear, adaptable roadmap with defined milestones and measurable goals. Through guided sessions and hands-on activities, leaders will learn to align their teams, communicate initiatives effectively, and foster organization-wide clarity around objectives and roles, ensuring that strategic plans remain dynamic and relevant long after the workshop ends.

Objectives

Through this workshop, the participants are expected to:
- Align plans with the company's vision and mission
- Consider past experiences in plans
- Establish key objectives, initiatives, and action plans
- Determine needed resources to put plans to action

Performance Management
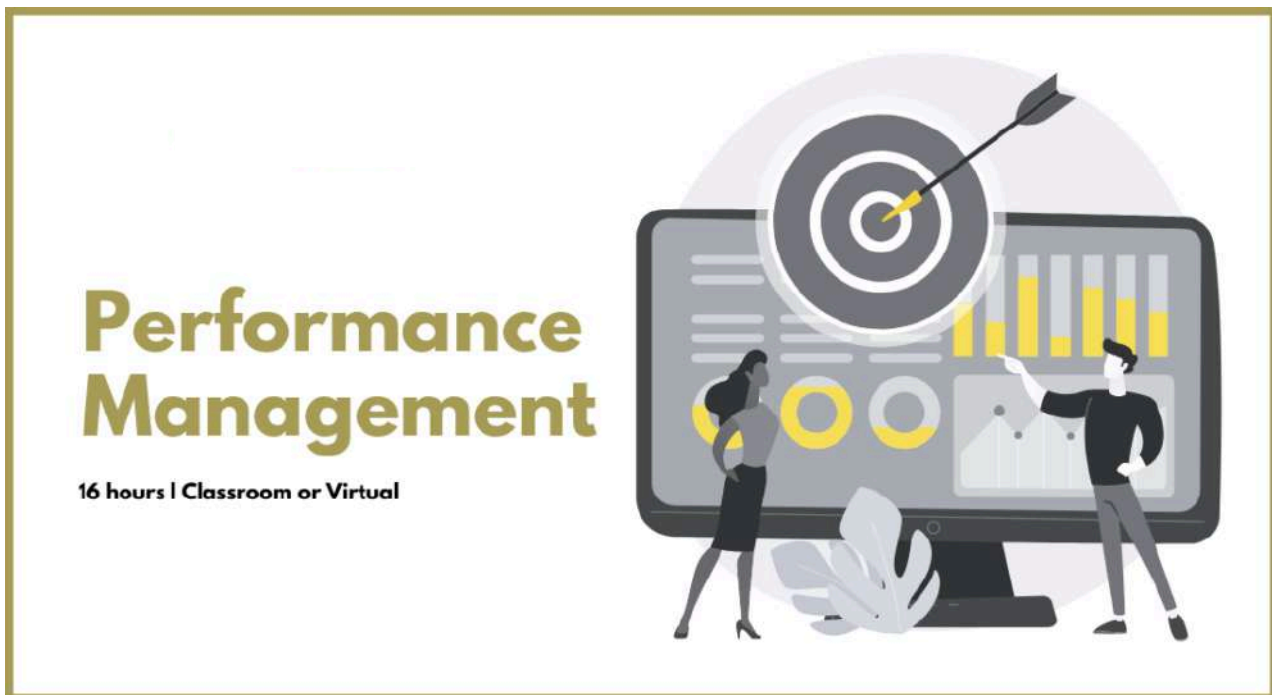
The way organizations manage performance is evolving, moving beyond annual reviews toward continuous feedback, meaningful conversations, and goal-driven development. The Performance Management Workshop provides participants with a clear understanding of how modern performance management systems can drive employee engagement, strengthen alignment with organizational objectives, and optimize contributions. This highly practical program covers key areas such as setting performance goals (KRA, KPI, competencies), monitoring and coaching employee performance, conducting effective appraisals, and implementing recognition and reward systems. By the end of the workshop, participants will be equipped with the tools and strategies needed to maximize employee potential, support continuous growth, and create a high-performance culture within their organizations.

Objectives

Through this workshop, the participants are expected to:
- Describe the requirements for the successful implementation of a performance management system.
- Describe the roles managers and employees play in the implementation of a performance management system.
- Understand the components of Performance Management and how each relates to their managerial or supervisory tasks;
- Go through the steps towards successful employee performance management.

Brainstorming using Open Space Technology (OST)

When tackling complex issues that require the energy, ideas, and collaboration of diverse participants, Open Space Technology offers a powerful, flexible approach. The Brainstorming Using Open Space Technology Workshop introduces participants to this dynamic facilitation method, where individuals self-organize around topics they care about, form discussion groups, and generate innovative, synergistic solutions. Suitable for groups ranging from 5 to 500 people, this workshop not only teaches the principles behind Open Space Technology but also allows participants to experience its creativity-boosting impact firsthand. By the end of the session, participants will be equipped to use this proven technique to enhance group effectiveness, foster engagement, and drive meaningful conversations and outcomes in any organizational setting.

Objectives

There are several desired outcomes from an Open Space event:
- The issues that are most important to people will be discussed.
- The issues raised will be addressed by the participants best capable of getting something done about them.
- All of the most important ideas, recommendations, discussions, and next steps will be documented in a report.
- When sufficient time is allowed, the report contents will be prioritized by the group.
- Participants will feel engaged and energized by the process.

BEST SELLING COURSES ON

HR RELATED

Train the Trainers
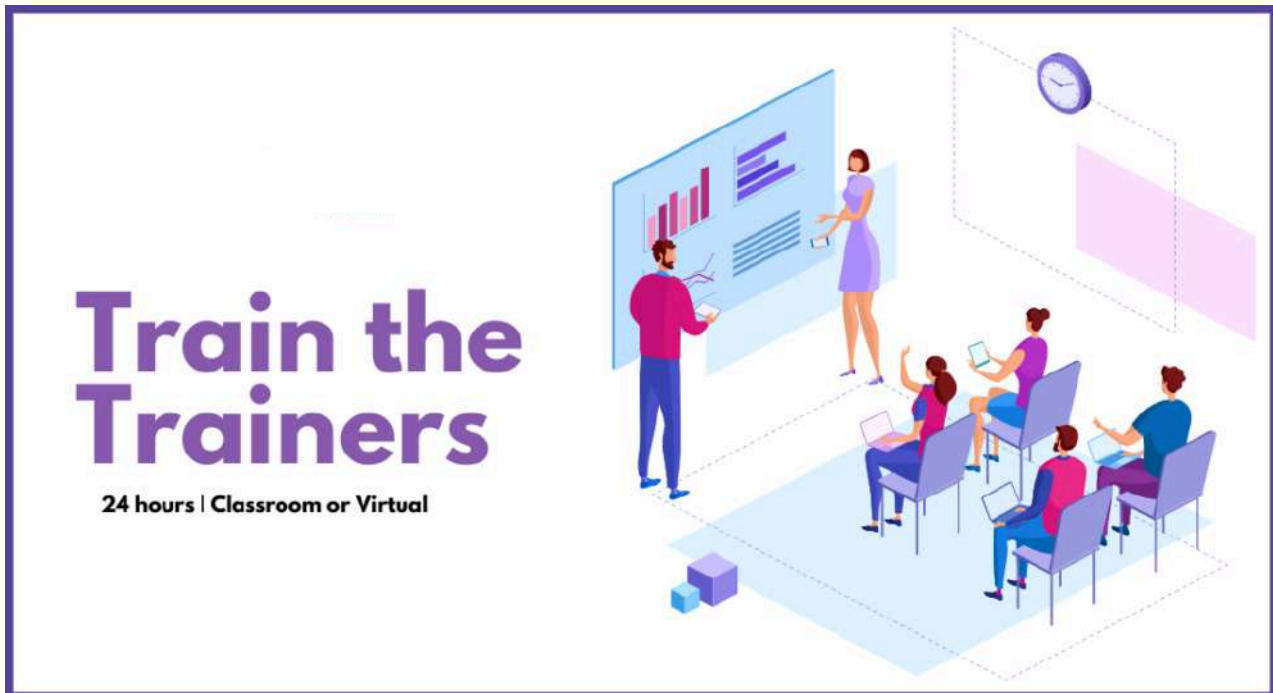
The ability of a trainer to facilitate learning effectively is critical to the success of any development program. The Train the Trainers Workshop equips participants with essential knowledge, skills, and tools to design, deliver, and evaluate impactful learning experiences. This comprehensive program deepens participants' understanding of learning concepts and adult learning theories, introduces effective methodologies for training delivery, and provides hands-on practice using the ADDIE model and other key L&D frameworks. Through highly interactive sessions and simulations, participants will strengthen their ability to assess training needs, create engaging programs, build learner confidence, and ensure the transfer of knowledge back to the workplace.

Objectives

Through this workshop, the participants are expected to:
- Explain the importance of training
- Describe the role of the trainer; enumerate and discuss the qualities of an effective trainer.
- Identify the key principles of Adult learning, approaches, and styles.
- Identify the components of a training design; list down some techniques and methodologies suitable for training.
- Determine logistical requirements in organizing and conducting a training course
- Present a sample functional training design.
- Prepare a lesson plan.
- Enumerate tactics ineffective presentation
- Practice Key Principles in managing interactions with learners
- Enumerate steps in the facilitating learning process
- Identify ways to evaluate training effectiveness

Recruitment Bootcamp

Recruiters are the gatekeepers of an organization's talent and the first ambassadors of its brand. The Recruitment Bootcamp is an interactive, hands-on workshop designed to equip recruitment professionals with the essential knowledge, skills, and tools to excel at every stage of the hiring process. Participants will learn how to gather critical information, build and promote the company's employer brand, source and screen candidates effectively, and support successful onboarding. Through real-world exercises and practical applications, they will gain confidence in applying recruitment best practices and avoid costly mistakes. Participants will also take home customizable templates and tools for recruitment policies, employer branding, sourcing, screening, and onboarding to immediately enhance their effectiveness back in the workplace.

Objectives

Through this workshop, the participants are expected to:
- Explain the Recruitment Process, what works and doesn't work
- Describe the elements of a position profile
- Use employer-branding to attract talents
- Identify techniques for sourcing and screening
- Follow guidelines in conducting different types of candidate interviews
- Simulate behaviour-based interviewing
- Create action plan to apply learning in the workplace.

HR 101

Effective people management is not just the responsibility of the HR department—it is a shared commitment between HR professionals, line managers, and supervisors. The HR 101 Workshop is designed to build a strong foundation of shared knowledge, helping participants understand their critical roles in aligning people strategies with organizational goals. This highly practical program is ideal for those newly assigned to HR functions or supervisors who need to deepen their understanding of HR responsibilities. Participants will learn how HR processes support business operations and how close collaboration between HR and line management can drive stronger performance, better employee engagement, and organizational success.

Objectives

Through this workshop, the participants are expected to:
- Getting the right people for the right jobs
- Managing their performance
- Preparing them for bigger responsibilities
- Maintaining Discipline in the workplace
- Retaining talents

Training Design and Development

The Effective Training Design and Facilitation Workshop is a hands-on, three-day program crafted for workplace learning and performance (WLP) professionals seeking to enhance their skills in creating impactful training programs. Centered on the ADDIE Model (Analysis, Design, Development, Implementation, and Evaluation), the workshop equips participants with practical tools and techniques to design effective learning experiences. Through interactive sessions and collaborative group work, attendees will develop ready-to-use training outputs, gaining both the knowledge and confidence to drive workforce development and organizational success.

Objectives

Through this workshop, the participants are expected to:
- Explain the shift from traditional classroom training to a WLP perspective in addressing the learning needs of individuals and the business needs of organizations, and its implications on the training design process.
- Apply key principles and conditions that support adult learning to the training design process
- Contextualize the design process in the broader Instructional Systems Development Framework
- Develop terminal and enabling learning objectives following a set of criteria using Bloom's Taxonomy of Objectives as a reference
- Formulate process/session objectives that are aligned with and supportive of the terminal and enabling objectives
- Develop a learning evaluation plan that adheres to the principle of "performance agreement"
- Determine and organize content areas and learning events using either task-centered, problem-centered or topic–centered structure
- Apply a set of guidelines in selecting the most appropriate team composition and logistic support requirements to implement a training design
- Consolidate the elements of a training design in a coherent format using a Training Activity Plan Template
- Review a training design for completeness and coherence using a Course Design Quality Checklist
- Identify techniques for developing learning materials

Presentation & Facilitation Skills

The Presentation and Facilitation Skills Workshop is a dynamic two-day program designed to enhance the ability of trainers to deliver engaging and effective learning experiences. Focused on strengthening core presentation and facilitation skills, the workshop blends essential learning theories with practical tools and techniques that trainers can immediately apply. Participants will deepen their understanding of how to create meaningful learner engagement and will gain valuable insights through interactive sessions and personalized coaching. To reinforce learning, Day 2 features small-group presentations, offering each participant the chance to apply their skills, receive feedback from expert coaches, and refine their approach in a supportive environment.

Objectives

Through this workshop, the participants are expected to:
- Describe the necessary preparation for delivering a presentation
- Explain what they can do to make the four cornerstones of the presentation work in harmony
- Explain some of the most important learning theories
- Demonstrate Deductive and Inductive Facilitation of learning
- Simulate techniques in presenting and facilitating learning.

Conflict Management

Conflict is an inevitable and natural part of working and living with others, but how it is managed determines whether it becomes a catalyst for growth or a source of dysfunction. The Conflict Management Workshop helps participants recognize the value of productive conflict while providing strategies to prevent destructive interpersonal clashes. Through this interactive program, participants will deepen their understanding of conflict dynamics, assess their personal conflict resolution styles, and learn how to adapt their approaches to different situations. They will also develop communication skills and team norms essential for fostering healthy dialogue, building trust, and enhancing collaboration, ultimately turning conflict into a tool for innovation, teamwork, and organizational success.

Objectives

Through this workshop, the participants are expected to:
- Describe the nature of conflicts
- Use some win-win tactics in resolving conflicts
- Establish norms or rules of engagement when dealing with conflict situations
- Handle difficult conversations with skill

Writing Job Analysis & Job Description
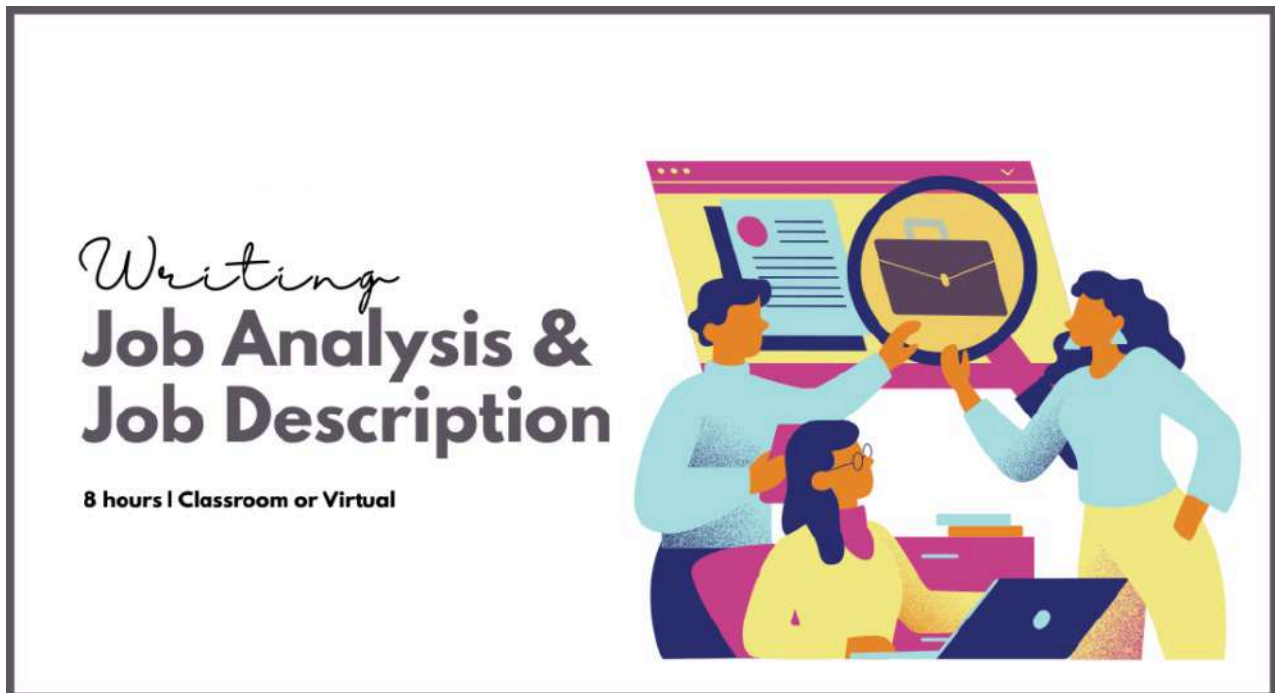
Clear job roles and expectations are fundamental to attracting the right talent, supporting employee development, and driving organizational performance. The Job Analysis and Job Description Writing Workshop equips participants with the knowledge and tools needed to conduct thorough job analyses and craft clear, accurate job descriptions that align with organizational strategy. Through practical exercises and the use of sample tools and templates, participants will learn effective methods for gathering and analyzing job data, translating their findings into comprehensive, actionable job descriptions. This workshop is essential for HR professionals seeking to strengthen their organization's recruitment, training, and performance management processes through better role clarity.

Objectives

Through this workshop, the participants are expected to:
- Gain a broad understanding of the principles of job analysis, its purpose, and benefits
- Apply the basic steps on how to conduct job analysis
- Prepare comprehensive job analysis interviews and questionnaires
- Practice writing a clear job description based on a thorough job analysis

Interviewing for Line Managers

The Workshop on Interviewing for Line Managers is a practical and interactive program designed to strengthen the interviewing skills of non-HR professionals involved in the candidate selection process. Recognizing the critical role line managers play in hiring the right talent, this workshop equips them with essential techniques, mindsets, and awareness of common pitfalls to reduce hiring risks. Blending knowledge-building sessions with hands-on exercises and guided reflections, participants will gain first-hand experience in conducting effective interviews, receive constructive feedback, and develop a personalized action plan to enhance their candidate evaluation practices.

Objectives

Through this workshop, the participants are expected to:
- Learn practical interviewing skills
- Know the approach to give the best candidate experience
- Understand the types of questions and when to use them
- Understand non-verbal cues from candidates
- Discern candidate responses to questions
- Gain awareness of individual biases and subjectivity
- Understand candidate's rights as per the Equal Employment Opportunity Principle
- Know the value of interview documentation
- Effectively work with their recruitment partners to get the right profiles

BEST SELLING COURSES ON

TEAM BUILDING

Management Team Building

ExeQserve's Management Team Building Workshop equips management teams with the skills to build trust, foster collaboration, and drive commitment toward shared goals. Grounded in the Five Fundamentals of Teamwork, the workshop covers, trust-building norms, conflict management, and rules of engagement for meetings and collaboration. Through structured activities and deep discussions, participants will strengthen relationships, align on objectives, and establish accountability practices to ensure lasting team success.

Objectives

Through this workshop, the participants are expected to:
- Improve trust among team members
- Know each other in a deeper sense to foster better understanding and trust
- Establish trust building norms
- Use productive collaboration to enhance teamwork
- Establish rules of engagement in dealing with conflict situations
- Achieving commitment on thematic goals and categorical objectives
- Establish rules of engagement for meetings and other forms of team interaction
- Ensure follow-through of agreed upon action

Team Learning

Team Learning
8 hours | Classroom or Virtual

ExeQserve's Team Learning Workshop is designed to build team competence, confidence, and creative collaboration through continuous learning and improvement. Recognizing that performance grows from empowered thinking and quality communication, this highly interactive program helps team members break free from complacency, embrace new ways of working, and drive performance improvement. Through dynamic learning games, practical collaboration theories, and real-world brainstorming exercises, participants will gain the skills and mindset needed to solve challenges, refine processes, and contribute to the organization's goals. The ultimate aim is to create a culture of regular learning, innovation, and sustained teamwork that leads to measurable workplace impact.

Objectives

After the session, the participants are expected to;
- Describe the concept of team learning
- Appreciate the effect of mindset and empowered thinking in contributing to team learning and performance
- Describe the necessary skills in promoting generative dialogues
- Establish norms for team learning
- Use team learning to agree on new arrangements that will improve team performance.

Customized Team Building

ExeQserve's Customized Team Building Program is designed to address the unique dynamics and needs of your team, helping build a foundation of trust, collaboration, and sustained performance. Backed by more than 18 years of experience in developing high-performing teams, ExeQserve specializes in creating in-house programs that prioritize your organization's success. Rooted in the Five Fundamentals of Teamwork, our customized approach is inspired by the insights of Patrick Lencioni's "Five Dysfunctions of a Team," recognizing that true teamwork — while rare — remains the ultimate competitive advantage.

Through a series of carefully tailored activities, interactive challenges, and team discussions, we work with your group to overcome common dysfunctions, strengthen communication, and foster mutual accountability. Our programs are built around the idea that performance comes from confidence, confidence from competence, and competence from repeated practice. By focusing on trust-building, role clarity, creative collaboration, and conflict resolution, we help teams row in the same direction and equip them to continuously learn and improve together.

Whether your team is newly formed, growing, or seeking to reignite its synergy, our Customized Team Building Program offers a practical, impactful path toward deeper connection, empowered thinking, and higher collective achievement.

OUR EXPERTS

ExeQserve takes pride in its diverse pool of expert consultants, each specializing in key areas such as leadership, communication, sales, customer service, project management, professional effectiveness, and organizational development. Our consultants bring deep industry knowledge and hands-on experience to every engagement, ensuring practical and impactful learning. We collaborate closely with you to understand your unique needs and deliver high-quality, customized solutions that drive real results. At ExeQserve, we don't just train—we partner with you to elevate performance and achieve excellence.

EDWIN EBREO

Edwin is a seasoned expert in Organization Development and Talent Management with three decades of diverse experience spanning retail, financial, BPO, and HR consulting sectors. As the Immediate Past President of the Philippine Society for Talent Development and host of "Usapang Training Atbp.", he plays a vital role in advancing the talent management practice in the country. Renowned for his proficiency in facilitating strategy formulations, policy development, and change management initiatives, Ed has led numerous projects aimed at enhancing organizational effectiveness and talent development. Widely recognized for his prowess in designing and implementing learning activities tailored to meet clients' unique needs across various industries, his commitment to empowering HR practitioners and individuals underscores his passion for nurturing talent and driving organizational success.

Some courses he designed

- Fundamentals of Leadership and Management
- Train the Trainers
- Workplace Coaching and Mentoring
- Logical, Critical, and Creative Thinking Skills
- Competency Development Series
- The Art and Science of Recognition
- High-Performance Leadership
- Creative Problem Solving and Decision Making
- Persuasive Communication
- Service Leadership
- Effective Interpersonal Communication Skills

GEGE SUGUE

Gege is a communication expert dedicated to helping others improve their communication skills through writing, training, and consulting. She holds degrees from the University of the Philippines and De La Salle University-Manila, where she also taught Organizational Communication. Gege has worked with companies like Levi Strauss & Co., Motivation Asia, and ExeQserve, and has been a consultant for various organizations, including Govida Studios and Thanh Bac Indochina. Specializing in public speaking, she has trained employees from major companies such as Intel and Toyota. Gege enjoys training the most, as it allows her to help others learn while continuously learning herself. She believes in enriching life through daily learning and aims to help her learners develop the skills, attitudes, and confidence to advance in their careers and personal lives.

Some courses she designed

- The Art and Science of Effective Business Writing
- English as a Business Language
- The Art of Conversational English
- Assertive Communication Training
- The Art and Science of Effective Business Presentations
- The Art and Science of CLEAR Communication
- The Art and Science of Effective Business Communication

APRIL SALONGA

April has pursued a career in HR to help organizations and individuals achieve peak performance through innovative training, results-based learning projects, and breakthrough coaching. Her consulting experience at ExeQserve Corporation honed her skills in Human Resources, Recruitment, Training, and Organization Development. At ITD World, she collaborated with renowned success coaches like Jack Canfield and John Maxwell. Active in the Philippine Society for Training and Development (PSTD) and the People Management Association of the Philippines (PMAP), she has participated in international conferences and contributed to professional magazines. A lifelong learner, she holds certifications in training, sales, coaching, and mentoring, and earned Change Management and Organizational Development certificates from Pennsylvania State University.

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Some courses she designed

- Effective Time and Stress Management
- Overcoming Stress and Conflict
- Cultivating a Workplace of Civility and Respect
- Personality Development and Professional Image Enhancement
- Pro Tips and Tricks in Managing Online Training and Meetings
- Psychological Safety in the Workplace
- Power Up Sales: A High-Impact Sales and Customer Service Workshop
- Responding With C.A.R.E.: A Customer-Centric Skills Workshop

BOOM SAN AGUSTIN

Boom San Agustin is an entrepreneur and consultant specializing in business startups and SMEs, assisting both Filipinos and foreigners in establishing and developing their businesses in the Philippines. He offers services such as creating business plans, conducting competitive audits, and providing agency services. He is a key proponent of the B.E.S.T. Workshop, popular among entrepreneurs. Boom hosted the "SME Forum" on the Global News Network and has been featured in the Entrep-Planner. As a motivational speaker, trainer, and writer, he has contributed to publications like "This is Money," "BBC Weekly," and "Euro Business Weekly." He has also spoken at numerous entrepreneurial events and has been a sought-after training facilitator for ExeQserve since 2010, working with top organizations including the US Embassy, PLDT, and San Miguel Brewery.

Some courses he designed

- Superior Key Account Management
- Superior Win-win Negotiation Skills
- Superior Sales Professional
- Superior Sales Force Management
- Delivering Winning Sales and Business Presentations
- Strategically Managing Your Sales Channels
- Advanced Sales Channel Management
- The New Road to Sales Excellence
- Strategic Sales Leadership and Management

HOMER BARIA

Homer Baria is a highly experienced Project Management Trainer with over 30 years of management experience, including 20 years dedicated specifically to project management. A certified Project Management Professional (PMP) and Professional Scrum Master (PSM I), Homer has built a solid reputation for his deep knowledge and practical expertise in the field. Throughout his career, he has led complex projects across a wide range of industries, including telecommunications, banking, retail, electronics, IT, food and pharmaceuticals, and FMCG, managing initiatives from construction and engineering to ERP implementations and software development using both traditional and Agile methodologies. His strong background also includes 17 years of experience in operations management within manufacturing and supply chain, giving him a unique perspective on project execution and delivery. Driven by his passion for teaching, Homer has been facilitating project management training programs since 2008 for the Ateneo Center for Continuing Education and Globe Telecom, inspiring countless professionals to excel in their project management careers.

Some courses he designed

- Project Management Fundamentals
- The Construction Project Management
- Advanced Project Management
- Project Management for People Leaders
- Project Management Planning and Control
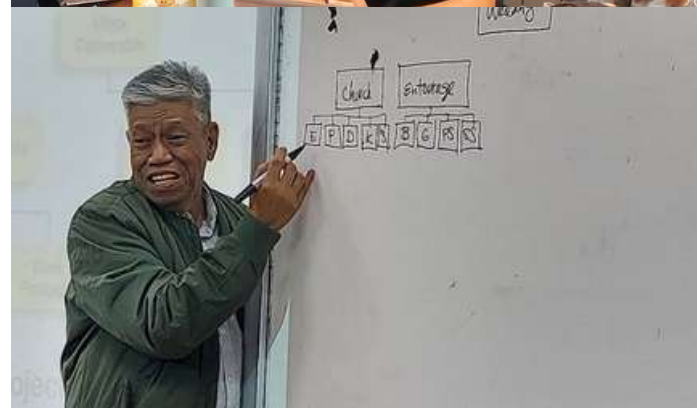
CHRISTINE DELA CRUZ

Christine Dela Cruz is passionate about empowering individuals through thoughtful support, hopeful encouragement, and personal accountability. With 14 years of experience as an HR practitioner in investment banking, consumer banking, and pharmaceutical retail, she has worked with diverse international and local organizations, leading talent acquisition and development. As a voice and personality coach and corporate trainer, Christine combines her skills to connect with clients, using a collaborative approach to help them navigate challenges and create tailored solutions. Inspired by the impact of coaching and accountability on her teams, she is driven by the belief that businesses thrive when people development aligns with smart, efficient strategies. With a background in Behavioral Sciences and solid experience in HR and business operations, she offers valuable insights to both MSMEs and large institutions. Outside work, Christine nurtures her passion for music, continuously honing her singing and instrumental skills as part of her personal growth and creative exploration.

Some courses she designed

- Empowering Leaders in Driving a Positive Company Culture
- Interviewing Workshop for Line Managers
- Workshop on Data Organization, Analysis, and Presentation
- Coaching and Mentoring Workshop

ANDOY BELTRAN

Andro Leo "Andoy" Beltran is a seasoned finance professional, educator, and entrepreneur, currently serving as Vice President and Head of Business Development, Market Education, and the OFW Desk at First Metro Securities Brokerage Corporation of the Metrobank Group. With leadership experience at BPI Asset Management, Andoy has earned multiple awards for excellence in customer service and operations. He is also a Managing Director and incorporator of several businesses, including The Treehouse Café and Overtake Motors, while actively contributing to professional groups like the Bosconian International Chamber of Commerce. Recognized as the Philippines' Best Retail Analyst by AsiaMoney in 2021 and a TOYEP awardee in 2013, Andoy also teaches at PSBank Business Campus and consults for universities such as UST and Manila Tytana Colleges. Holding various licenses from the PSE, SEC, and BSP, he is a sought-after speaker and contributor to platforms like Inquirer.net, driven by his passion for financial literacy, market education, and empowering communities.

Some courses he designed

- Workshop on Financial Literacy
- Money Management 101: The 30-50-20 Budgeting Hack
- Not All Utangs Are Created Equal
- Future-proofing your Finances One Payday at a Time
- Finding the Perfect Investment for You

RON TURLA

Ronaldo Turla is a seasoned Human Resource and Organization Development (HROD) expert with over 20 years of experience, specializing in Emotional Intelligence and HR Management. A Certified Coach for the Institute for Social and Emotional Intelligence (ISEI) based in Denver, Colorado, he helps organizations build emotionally intelligent teams and leaders using globally recognized EQ assessment tools. As a Certified Human Resource Professional, Ron has guided numerous organizations through transformation initiatives that improve workplace culture, enhance employee performance, and drive business growth. He runs his own consultancy, Talent Reach, providing strategic HR and OD solutions primarily to small and medium enterprises. An accomplished author, Ron wrote The HR Compass, a valuable resource for HR professionals now available in major bookstores nationwide and as an e-book. Committed to continuous learning and staying at the forefront of emerging HR trends, Ron remains a trusted advisor to organizations seeking to strengthen their people strategies and create thriving, emotionally intelligent workplaces.

Some courses he designed

- Discovering Emotional Intelligence Workshop

DENNIS AREÑO

Dennis Achilles G. Areño is a seasoned Management Consultant with extensive experience across diverse industries, specializing in Customer Service, Sales Processes, Motivation, Supervisory Techniques, Leadership Development, and Succession Planning. With a proven track record of designing and delivering customized training programs, he has worked with a wide range of clients, including banks, insurance companies, IT firms, hospitals, and food businesses, helping organizations strengthen their workforce capabilities and achieve their strategic goals. Throughout his career, Dennis has held key leadership roles in reputable financial institutions such as Citystate Savings Bank, Bank of Makati, and Security Bank Corporation, where he gained deep expertise in corporate resources, learning and development, and operations management. His hands-on approach and practical insights have earned him the trust of clients seeking impactful training and consulting solutions that drive performance and growth.

Some courses he designed

- Taking the LEAD via C5
- Becoming a Client-Centric Champion through CARE
- Motivate to Negotiate
- START: Supervisory Techniques, Attitudes, & Responsibilities Training

KEVIN NERA

Meet Kevin Nera, a seasoned Talent Development Practitioner and Consultant dedicated to co-creating environments that bring out the best in people. With eight years in government, Kevin developed expertise in organization-wide change efforts before shifting to consulting, where he specializes in context-specific solutions across sectors, including performance management, talent development, ISO 9001, competency-based HR, and Microsoft Excel. He holds a Master of Arts in Philosophy (Summa Cum Laude) from the University of Santo Tomas and certifications in HR Development and Compensation Management. Among his notable achievements are leading the Office of the Vice President's ISO 9001:2015 certification, securing PRIME-HRM Level II Accreditation, and earning the PRAISE Award for Strategic Leadership. Kevin's strategic mindset, practical experience, and passion for continuous improvement make him a valuable partner in driving sustainable growth and empowering organizations to thrive.
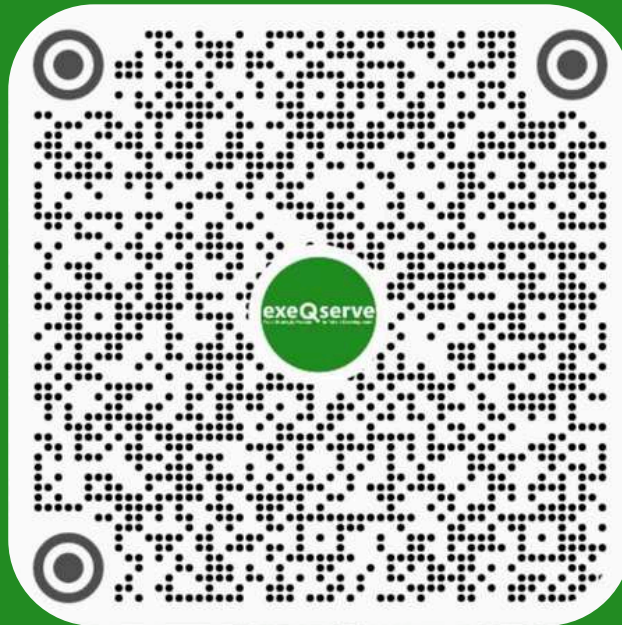

Some courses he designed

- The Discipline of Completed Staff Work
- Enhancing Office Productivity through Microsoft Office Excel Training

Contact Us!

If you need any help, contact our team:

Phone: (02) 8459 9603

Scan the QR to save our contact details

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