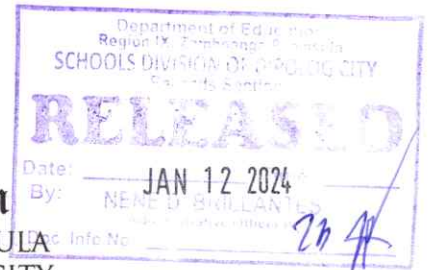




Republic of the Philippines
Department of Education
REGION IX – ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DIPOLOG CITY



January 11, 2024

DIVISION MEMORANDUM

NO. 73, s. 2024

**REGIONAL TRAINING WORKSHOP ON ENHANCED INFORMATION DELIVERY
AND CLIENT SATISFACTION**

TO: Division Information Officer and Alternate
Division Public Assistance Coordinator
Select School Public Assistance Coordinators
This Division

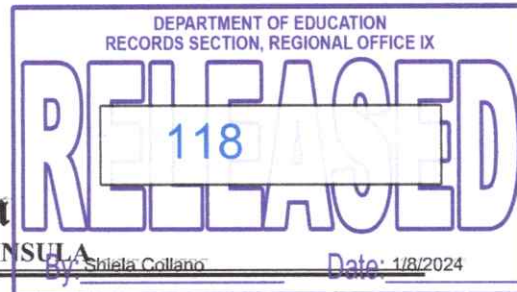
1. The Public Affairs Unit (PAU) of DepEd Region IX will conduct a training titled, “*Communication Amplified: Year-End Assessment and Training Workshop on Enhanced Information Delivery and Client Satisfaction*” on **January 24-26, 2024, at DepEd NEAP R-IX, Tiguma, Pagadian City.**
2. The objectives of the training-workshop are the following:
 - a. enhancement of communication strategies;
 - b. evaluation of the current efforts of the office amidst evolving communication landscapes and changing client expectations; and
 - c. strengthening of client relationships for an increased satisfaction and organizational resonance.
3. In view of the above, this Division has identified the personnel involved in the training-workshop. The participants are:
 1. Nurse II Chris Rey VIII A. Herrera – Division Information Officer
 2. PDO I Cielbert E. Dondoyano Jr. – Division Information Officer Alternate and Division Public Assistance Coordinator
 3. AO II Melody O. Ranoco – School Public Assistance Coordinator
 4. AO II Christine L. Vallecer – School Public Assistance Coordinator
 5. AO II Jeanne Fayette A. Labadan – School Public Assistance Coordinator
 6. AO II Prince Jacinto – School Public Assistance Coordinator
 7. AO II Gina T. Caermare – School Public Assistance Coordinator
4. Expenses incurred in the training, such as food, accommodation, and other related expenses are chargeable against regional funds while the travel and incidental expenses of the participants are charged against their respective division/school MOOE and other local funds, subject to the usual government accounting and auditing rules and regulations.



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SCHOOLS DIVISION OF DIPOLOG CITY

5. All participants are requested to bring their own laptops and power strips. The DIO and DPAC shall prepare Accomplishment Reports.
6. See **Enclosure 1** for the Regional Memorandum No. 9, s. 2024, and activity matrix of the training-workshop.
7. For more information, please contact the DPAC at 0956 590 9773 or through Facebook/Messenger: Syl Dondoyano.
8. Immediate dissemination of and compliance with this memorandum are highly desired.


MA. LIZA R. TABILON EdD, CESO V
Schools Division Superintendent
Office of the Schools Division Superintendent



Enclosure 1

Republic of the Philippines
Department of Education
REGIONAL OFFICE IX, ZAMBOANGA PENINSULA

Office of the Regional Director

January 4, 2024

REGIONAL MEMORANDUM

No. 009, s. 2024

**COMMUNICATION AMPLIFIED: YEAR-END ASSESSMENT AND TRAINING
WORKSHOP ON ENHANCED INFORMATION DELIVERY
AND CLIENT SATISFACTION**

To: All Schools Division Superintendents

This Region

**Attn.: Division Information Officers / Division Public Assistance
Coordinators**

1. The Public Affairs Unit (PAU) of the region will conduct a training titled the **“Communication Amplified: Year-End Assessment and Training Workshop on Enhanced Information Delivery and Client Satisfaction”** on January 24-26, 2024, at DepEd NEAP R-IX, Tiguma, Pagadian City.

2. This activity aims to enhance the communication strategies of the intended participants; evaluate the current efforts of the office amidst evolving communication landscapes and changing client expectations; and to strengthen client relationships for an increased satisfaction and organizational resonance.

3. As such, the following are hereby directed to attend the activity:

- o Division Information Officers (DIOs) and Alternates (16)
- o Division Public Assistance Coordinators (3)
- o Select Schools Public Assistance Coordinators from the following divisions

- Dapitan City (5)
- Dipolog City (5)
- Isabela City (5)
- Pagadian City (5)
- Zamboanga City (6)
- Zambonaga del Norte (6)
- Zamboanga del Sur (6)
- Zamboanga Sibugay (6)

- o Regional Office - 7

4. All participants are expected to be at the venue in the afternoon of January 23, 2024. Dinner will be served on that date, and the last meal to be served will be lunch and snacks on January 26.



region9@deped.gov.ph

(062) 945-3329 | 09482076710 | 09152475207

www.depedro9.info | www.ro9-deped.com

www.facebook.com/DEPEDREGION9

Pres. Corazon C. Aquino Regional Government Center, Balintawak, Pagadian City, 7016



Republic of the Philippines
Department of Education
REGIONAL OFFICE IX, ZAMBOANGA PENINSULA

5. Expenses incurred in the training like food, accommodation and other related expenses are chargeable against regional funds while the travel and incidental expenses of the participants are charged against their respective division/school MOOE and other local funds, subject to the usual government accounting and auditing rules and regulations.
6. For your reference and guidance, attached is the activity matrix of the activity.
7. For queries, you may contact PAU on these numbers: 0948-207-6710 or 0915-247-5207.
8. Immediate dissemination of and compliance with this Memorandum are desired.


DR. RUTH L. FUENTES, CESO IV
Regional Director

PAU/DAP/ifdc/RM
001/January 04, 2024





Republic of the Philippines
Department of Education
 REGIONAL OFFICE IX- ZAMBOANGA PENINSULA

<p>Day 3 8:00 AM – 8:15 AM 8:15 AM – 9:30 AM</p>	<p>RECAP of Previous Activities Empowering Advocacy: 8888 Citizens Complaint Hotline and preparation of Resolution of Complaints Report/Citizen’s Charter/ Client Satisfaction Measurement</p>	<p>Iris Faye Ceniza</p>
<p>9:30 AM – 11:00 AM</p>	<p>Unmasking the Web of Deceit: A Critical Discussion on Fake News and Its Impact</p>	<p>Harvey E. Bangayan PIA-Information Officer</p>
<p>11:00 AM –</p>	<p>Crafting Organizational Communication: Navigating the DepEd Manual of Style</p>	<p>Dahlia A. Paragas</p>
<p>12:00 PM – 1:00 PM 1:00 PM – 1:15 PM</p>	<p>Lunch Icebreaker/Zumba</p>	<p>Dahlia A. Paragas</p>
<p>2:00 PM – 3:00 PM</p>	<p>Continue Workshop on DMOS Other Matters-Transformation of the Regional Newsletter Landscape-Meeting with DIOs</p>	<p></p>
<p>3:00 PM – 5:00 PM</p>	<p>Closing and Awarding Ceremony</p>	<p></p>