

I. Project Information

Project Code: **RORKB**

Project Title: **Effective Communication Skills and Interpersonal Relations Training**

Project Start: **08-15-2024**

Project End: **12-15-2024**

Project Price: **PHP198,000.00**

Client Organization: **DOH-DCHD 11**

II. Project Team

Project Manager: RHEA P. PABRIGA

Team Members: Avon P. Sinajon, Dianne B. Delfin

Supervising Fellow: Mark Lemuel L. Garcia

Consultants/ Resource Persons: Not Applicable

III. Project Details**Project Description:**

The Department of Health – Davao Center for Health Development (DOH-DCHD) aims to enhance communication and interpersonal skills within its workforce. Recognizing these competencies as essential pillars of effective public health service delivery, DOH-DCHD aims to empower its personnel with the precision and empathy needed to foster constructive relationships and deliver exceptional care to the community.

By collaborating with the Development Academy of the Philippines (DAP), DOH-DCHD seeks to leverage DAP's specialized training and technical expertise to fortify its capacity to navigate diverse healthcare challenges and advance public sector excellence. This strategic initiative underscores a commitment to promoting health equity and resilience in the Davao Region, ensuring sustainable improvements in healthcare services and addressing emerging health needs through impactful interventions.

Project Objective:

By the end of the training, DOH-DCHD personnel will have acquired practical communication and interpersonal skills that enable them to effectively convey information, build and maintain positive relationships, effectively lead teams, and enhance client service within their daily work environment.

Specifically, the participants will be able to:

1. Define key concepts of effective communication and interpersonal skills in leadership.
2. Describe the role of communication in building team dynamics and trust
3. Explain client-centered communication strategies and their importance.
4. Demonstrate practical communication and interpersonal skills through exercises.

Focus Area: Transformational& Innovation towards performance excellence

Project Type: Regular Project

Project Beneficiary: Not Applicable

Regional Coverage: Region XI

DAP SA MINDANAO (DSM)

(Center)

[2024] PROJECT ACCOMPLISHMENT REPORT**IV. Project Accomplishments****Key Activities Implemented:**

- Conducted a three-day interactive training session focusing on verbal and non-verbal communication techniques.
- Facilitated role-playing exercises and case studies to enhance interpersonal skills.
- Provided one-on-one coaching sessions for participants to improve their communication effectiveness.

Major Outputs:

- Developed and distributed a comprehensive training materials on effective communication strategies.
- Conducted post-training assessments showing a 30% improvement in participants' communication skills.
- Established a peer support network for continuous learning and skill application.

Project Impact:

- Participants demonstrated improved confidence in expressing ideas during meetings and discussions.
- Enhanced active listening skills led to better teamwork and reduced misunderstandings.
- Immediate application of learned techniques resulted in clearer and more effective workplace communication.

Lessons Learned:

- Interactive activities and real-life scenarios effectively boost engagement and learning retention.
- Providing immediate feedback helps reinforce communication skills.
- A supportive learning environment encourages participants to practice and refine their skills.

V. Attachments

- Summary of Evaluation for Course and Resource Person (for training program)
- Certificate of Project Closure (for all completed projects)

Prepared by:**RHEA P. PABRIGA**
Project Manager**Noted / Approved by:**
MARK LEMUEL L. GARCIA, DPM
Center Head**Notes:**

1. Project details on Section I-III can be generated thru PMIS based on PMs Inputs.
2. Project Managers are required to accomplish Section IV & provide Section V to reflect results of project implementation
3. Project Managers can update/adjust the pre-filled sections(I-III) based on actual data