

TRAINING & DEVELOPMENT PROGRAMS FOR EMPLOYEES



BDO Life supports the development of its employees through training programs and other learning opportunities that reinforce their current level of competencies, professionalism and work effectiveness.

Training programs available to our employees are as follows:

New Employees On-boarding Program (NEO)

The NEO Program is BDO LIFE's organizational integration program for new employees. It aims to welcome, guide and train new employees to quickly become more effective members of the organization.

Training courses include:

- New Employees Orientation
- Code of Conduct (e-learning)
- Anti-Money Laundering Act Orientation
- BDO Life On Target: Fundamentals of Life Insurance
- Performance Development Program Briefing
- Beyond Customer Loyalty Training
- On-The-Job Coaching (by their Immediate Superior or Assigned Coach)

Staff Development Program

Staff level employees are given training and development opportunities through various courses that focus on developing their customer service, personal effectiveness and technical skills.

- Customer Service Training
- Personal Effectiveness Training
- Technical Skills Training

Supervisory Development Program

This is a program that aims to prepare first - time supervisors for their team leader role through courses designed to strengthen or build their supervisory, performance coaching and technical coaching skills.

The following courses are provided by HRD thru in-house trainers, Subject Matter Experts (SMEs) or external training providers:

- Effective First-Time Supervisor
- Bridge 1: Technical Coaching Skills Training
- Bridge 2: Performance Coaching Skills Training
- Personal effectiveness Training (please refer to item B.2)
- Business English Essentials
- Business Writing for Excellent Results

Management Development Program

This program primarily caters to the training needs of middle managers specifically in the following competency areas:

- Administrative
- Communication
- Supervisory
- Cognitive

It consists of Managing to Excel [™] half-day workshops that will help participants learn about, accept, and experience new best practices.

Each workshop provides opportunity to learn, practice, display and evaluate new knowledge, skills and attitude during the training through experiential activities that include hands-on-exercises, role-plays, script analyses, games, and self-inventories.

Aside from the courses mentioned above, employees may also be sent to public/external training, local or regional to address their technical or functional competency needs.