
MASTERCLASS IN COMPLETE STAFF WORK

Six-Session Webinar via ZOOM

Day 1: Wednesday, September 15, 2021 * 1:30PM - 4:45PM

Day 4: Monday, September 20, 2021 * 1:30PM - 4:45PM

Day 2: Thursday, September 16, 2021 * 1:30PM - 4:45PM

Day 5: Tuesday, September 21, 2021 * 1:30PM - 4:45PM

Day 3: Friday, September 17, 2021 * 1:30PM - 4:45PM

Day 6: Wednesday, September 22, 2021 * 1:30PM - 4:45PM

COURSE OUTLINE

Objectives of the Training

By the end of the training, the participants shall have:

1. Learned, understood, appreciated and imbibed the basic CSW concepts, principles purposes, forms and practices, i.e.: CSW-101;
2. Been provided with the knowledge and an experiential learning opportunity to walk-through the crux of CSW, i.e., Problem Analysis or PA; Decision Analysis or DA; Potential Problem Analysis or PPA (now called Risk Management);
3. Gained confidence in applying the CSW knowledge and learnings in their real work situation;
4. Been given a workable understanding and appreciation of related CSW allied concerns, i.e.: Technical/ Business Writing and Effective CSW Presentation and Meeting Management, which clearly, simply and concisely documents and presents the problem situation, the analysis made, the options generated, the potential risks and mitigating action, and the recommended preferred decision for discussion and approval in meetings;
5. Developed an action plan to apply CSW in the work situation

Training Methodology

This training workshop will employ lecture-presentations, test questionnaires, and back-at-work planning. The participants will be provided a printed lecture guide to maximize their learning!

Course Topics

The course topics to be taken-up in this training are the following:

Topic 1: **CSW-101**

Sub-Topics:

- a. How CSW historically came about?
- b. What are the Definitions of CSW?
- c. What are the Doctrines and Principles of CSW?

- d. Why is CSW Important?
- e. When can CSW be used?
- f. Who conducts or does CSWs?

Topic-2: **Competencies of a CSW Practitioner**

How is CSW done?

Sub-Topics:

- a. Problem Analysis (PA): Problem Identification and Analysis
- b. Decision Analysis (DA): Options Generation and Analysis
- c. Potential Problem Analysis (PPA): Risks Identification, Analysis and Management

Topic 3: **Effective Technical/ Business Writing (T/BW)**

Sub-Topics:

- a. Technical/ Business Writing (T/BW): Effectively reporting and presenting in document form problem statement(s), analyses, options, potential risks, and preferred recommendations to superiors/decision makers in clearly, logically, simply and concisely written in appropriate documents.
- b. Forms/ Documents used in Communicating PA, DA, & PPA
 - Policy Paper
 - Proposal
 - Executive/ Office Order
 - Special Order
 - Memoranda
 - Letters
 - Cover Letter/Memo or Transmittals
 - Minutes of Meetings
 - Resolutions
- c. How is T/BW done?
 - Determining Purpose, Audience, & Content
 - Structuring Information
 - Arranging Ideas
 - Formulating Sentences
 - Using Words & Expressions Correctly

Topic 4: **CSW in Implementation and Monitoring of Decisions Made**

Sub-Topics

- a. What is the importance of CSW in the Implementation of Decisions?
- b. Effective Monitoring & Timely Reporting

- c. What are the CSW tools & techniques used in the effectively monitoring the implementation of decisions?
- d. How do we report findings in monitoring of the implementation of decisions by Making use of knowledge, skills & good practices in Technical/Business Writing?

Topic 5: **Effective CSW Presentation and Meeting Management**

Sub-Topics:

- a. The Role and Importance of Meetings in CSW: The Process by which PA, DA, and PPA are formally presented, discussed, considered, and approved CSW recommendations
- b. Important Information on Meetings
 - Follow-Through Activities
 - What are the follow-through activities which have to be done after the meeting?
 - Who is going to do the follow-through activities?
 - Why do we need to do these follow-through activities?
 - How and when are follow-through activities to be done?

For meaningful learning, best practices examples will be presented by the lecturers in this program.

Seminar Contact Person:
Aiza Cuenca - Program Leader
Center for Global Best Practices
Manila Lines: **(+63 2) 8556-8968 or 69**
Manila Telefax: **(+63 2) 8842-7148 or 59**
Email: **aiza.cgbp@yahoo.com**
Pls cc: **mgm.cgbp@yahoo.com**
Website: **www.cgbp.org**