



# INSTITUTIONAL PRACTICES FOR OFFICERS *Coordinators, Supervisors and Managers*

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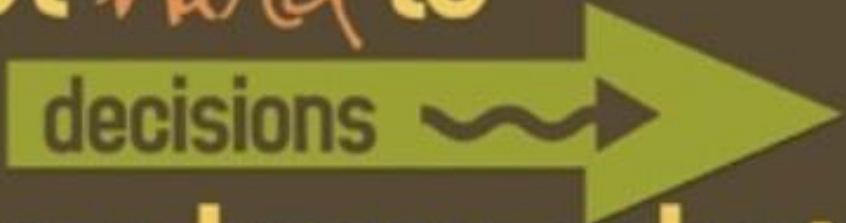


## Part 1:

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# What is SGEN Culture?



It's not *hard* to  
make **decisions**   
once you know what  
*your* **VALUES** *are.*  
~ Roy E. Disney



VALUES: Guide to making decisions are expressed in actions and behaviors

# Values

Drives the  
CULTURE

Drives  
Employee  
Fulfillment

Drives  
Customer  
Satisfaction



# ORGANIZATIONAL TRANSFORMATION

1

- Begins with Personal Transformation

2

- Stories need to be articulated  
**REGULARLY**

3

- Employees to align Personal Values with Organizational Values



# SGEN CULTURE and VALUES



# SGEN Institutional Culture



## Caring

Greeting students, parents, colleagues with our sincerest smiles.

Calling up students/ employees when they are absent.

Practicing GMP

Demonstrating service oriented attitude



## Learning

Sharing new ideas, innovations and trends during weekly meetings,

Updating oneself and sharpening the saw.

Getting excited about new ideas, and share this with the group.



## Achieving

Monitoring our WIGs/KRAs/Scoreboards  
Modeling productivity and excellence in completing tasks

Getting things done thru our WPS

Managing our time productively

Leading in the achievement of goals



## Part 2:

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**How do we model SGEN Culture?  
(to our subordinates)**



# SGEN'S INSTITUTIONAL CULTURE



# I. Fire in the Heart

The key to achieve the 5Cs (Institutional Values)

Character

Competence

Commitment to Achieve

Collaboration

Creativity

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



## II. 5s HABIT

1. Seiri (Sort)
2. Seiton (Systematize)
3. Seiso (Sweep)
4. Seiketsu (Sanitize)
5. Shitsuke (Self – Discipline)

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



### III. Institutional Values/

## Core Ideology that unites us

- S – Service (friendly and safe atmosphere)
- E – Excellence (5S, Productivity, Self Reliance and Professionalism)
- R – Responsiveness to social concerns
- V – Viability
- I – Innovation (efficiency and innovativeness)
- C – Concern for People
- E – Exemplary Professionalism

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



## IV. Living the ACE Qualities

A – Affirming

C – Committed and Creative

E – Excellent

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



## A – Affirming

- ✓ Encourages and Supports Efforts
- ✓ Speaks well of good work done by colleagues
- ✓ Demonstrates professionalism
- ✓ Reacts Positively
- ✓ Collaborates and shares expertise
- ✓ Shows concern for standards and supports school policies.

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



## C – Committed

### A. To the Organization

- ✓ Observes proper channels and SOP.
- ✓ Assumes leadership when given the opportunity.
- ✓ Renders services beyond official time.
- ✓ Initiates activities or projects.
- ✓ Transcends personal needs
- ✓ Shows loyalty

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



## C – Committed

### B. To your profession

- ✓ Initiates attendance in the Learning Programs
- ✓ Updates oneself through job-related readings, seminars, etc.

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



## C – Creative

- ✓ Shows resourcefulness, research orientation, aesthetics and adaptability in performing tasks.
- ✓ Initiates projects that bring about creative outputs and propels co-workers to initiate creative ventures.

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



# E – Excellent

## A. On Knowledge

- ✓ Sows evidence of thorough knowledge and understanding of the nature and details of job related/assigned tasks

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



## E – Excellent

### B. On Planning and Organization

- ✓ Plans/schedules tasks for the week
- ✓ Submits Weekly Planning Schedule on time

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



## E – Excellent

### C. On Delivery

- ✓ Uses acquired skills and improvises methods to facilitate the completion of assigned tasks.
- ✓ Manifests and applies sound reasoning and good judgment.
- ✓ Quality of work
- ✓ Quantity of work



## V. Living the Kaizen Spirit

- a. Key Result Areas (KRAs)
- b. Kaizen
- c. Total Quality Management (TQM)
- d. LIPs and MDPs

Ref: Faculty and Staff Manual 10<sup>th</sup> Revision Issued on August 12, 2013



# SGEN OFFICERS' WORK HABITS



“Your beliefs become your thoughts,  
Your thoughts become your words,  
Your words become your actions,  
Your actions become your habits,  
Your habits become your values,  
Your values become your destiny.”

— Mahatma Gandhi



# PROGRAM DESCRIPTION:

This program is designed to equip managers the knowledge as well as the commitment of what personal work habits they should possess to become efficient and effective in delivering their managerial functions and tasks. These work habits include attendance, punctuality, submission of requirements on time, using time productively, maintaining a high level of energy required to accomplish work effectively, and taking responsibility for one's wellness and physical fitness.





# PROGRAM OBJECTIVES:

1. Identify the competencies of the desired effective work habits for managers.
2. Demonstrate understanding and appreciation of these competencies through the insights gained from the case analyses.
3. Commit to practice these competencies by sharing how they could demonstrate such in their delivery of their functions and tasks as managers.



## *General competencies:*

**Possesses effective work habits in terms of attendance, punctuality and submission of requirements on time; uses time productively and makes oneself busy with the right things.**



## *Specific competencies:*

1. Observes punctuality in attending meetings and appointments
  2. Submits required work on time
  3. Maintains perfect attendance
4. Establishes time standards for oneself; gets things done according to these standards and customers' expectations



5. Initiates action and does not wait to be told or reminded
6. Demonstrates alertness and a high level of energy necessary to achieve work goals and objectives efficiently and effectively
7. Undertakes activities required to maintain physical fitness, health and wellness



## 10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:

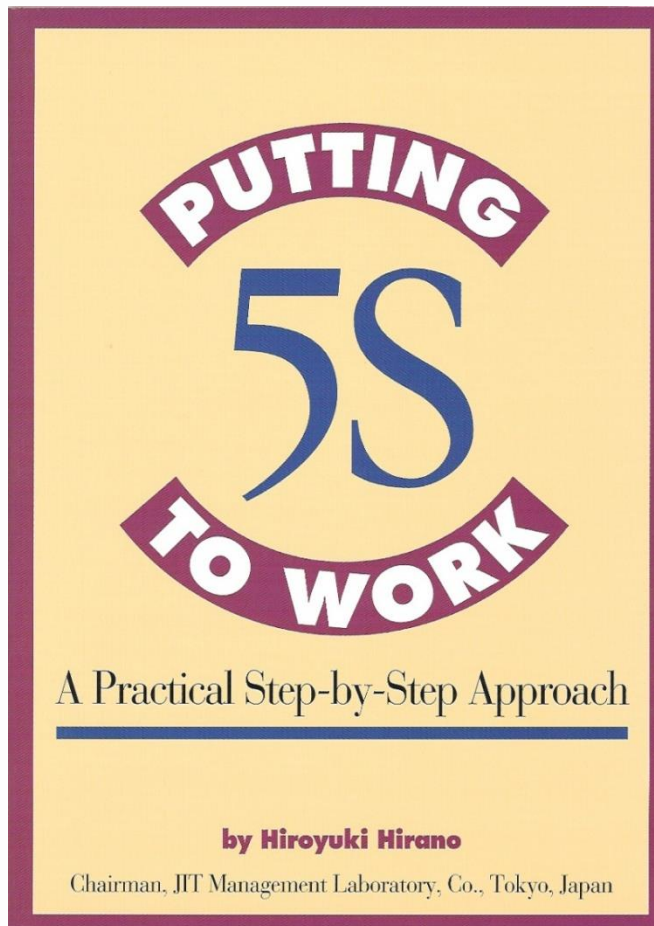
### 1. Punctual and has maintained good attendance

1. Make more of an effort  
to get up early,  
greet the day & get to  
work

**ON TIME**

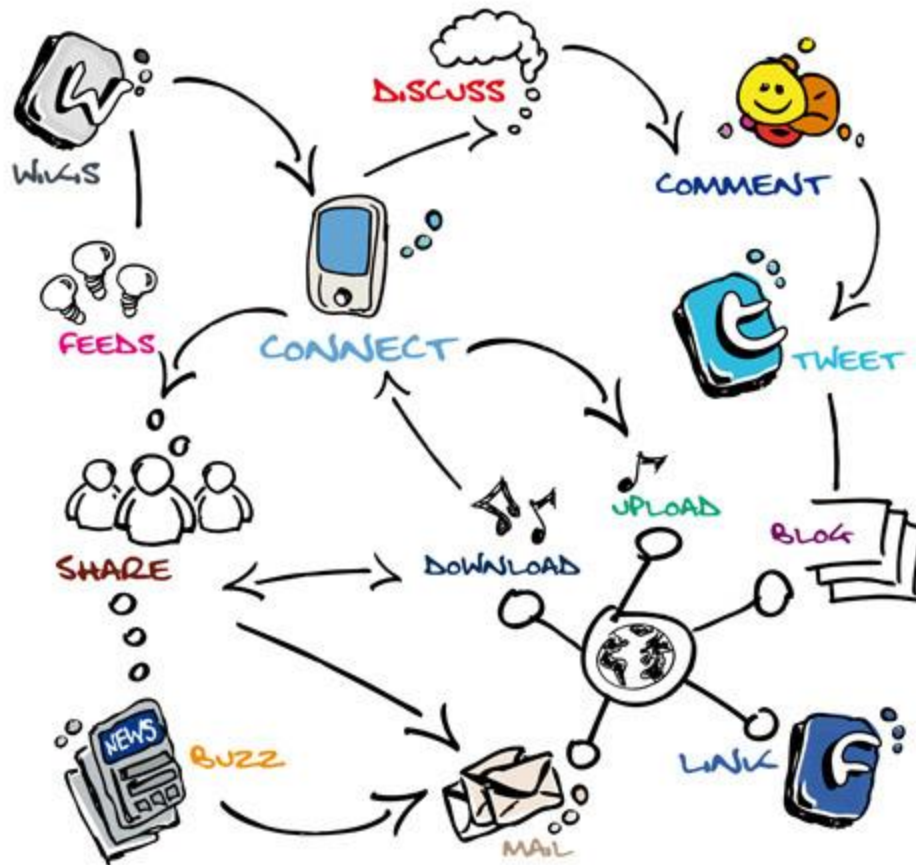


## 10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:



### 2. Keeps Work Area Clean (5S)

## 10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:



### 3. Takes Directions Well (communication)

## 10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:



**4. Works well with a Team (team player)-**



## 10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:



5. Works  
with the  
End Result  
in Mind  
(results-oriented)

## 10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:



**6. Admits  
Mistakes**  
**(takes on  
accountability)**



## 10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:

**no  
negative  
thoughts  
allowed**

7. Displays a  
Positive  
Disposition



## 10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:



8. Willing to  
Coach  
Others



## 10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:



9. Presents  
Constructive  
ideas



10 WORK HABITS OF HIGHLY EFFECTIVE EMPLOYEES:

## 10. Takes Advantage of Training Areas





# EXPECTED SGEN WORK HABITS

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# A. On Punctuality and Attendance



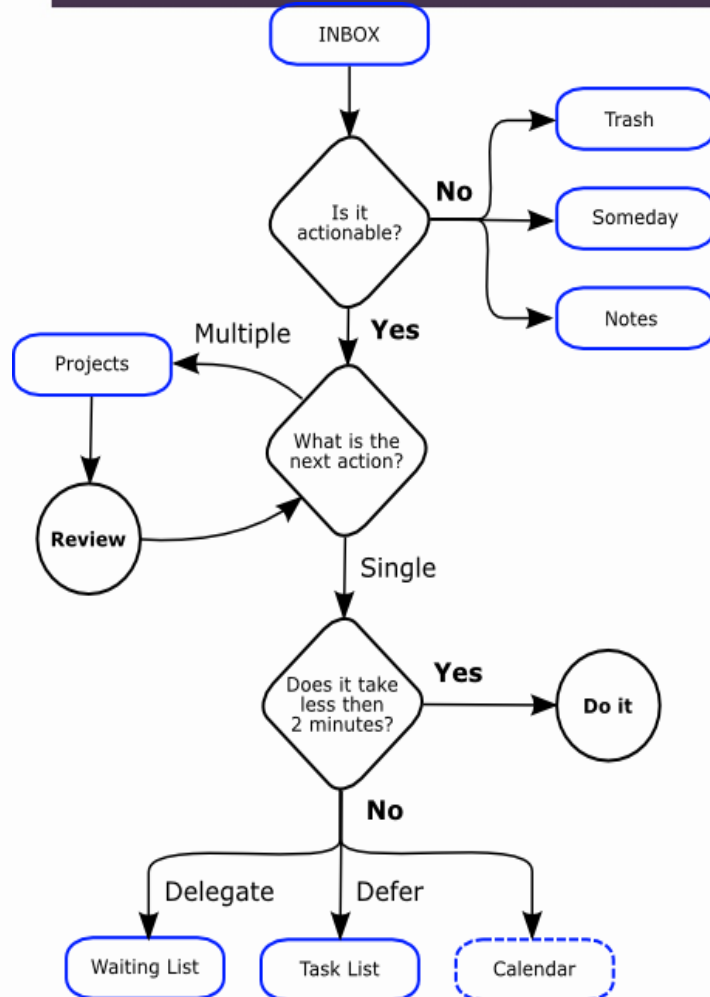


# How do we manage our subordinates with Attendance and Punctuality issues?

poor attendance is a sign of disrespect for coworkers and has a negative effect on customers and ultimately company profits and available jobs.



## B. On Getting Things Done (Submission of Requirements)



We all want to get stuff done, whether it's the work we *have* to do or things that we need our subordinates to work on. Getting things done effectively and efficiently are crucial to one's productivity. Execution is the key. Monitoring is the answer.



## C. On Initiating on New Projects or Sustaining Current Projects

The “it’s not my job” attitude is more than just an organization killer; Employees who simply do their jobs and nothing more to contribute to the growth of the institution is as good as not doing their job.

If they don’t take the initiative by seeking out new projects and looking for opportunities to share their ideas and suggestions, an organization can become ensnared in old ways of doing things.



## C. On Initiating on New Projects or Sustaining Current Projects

SGEN's culture encourages employees to be proactive. A proactive culture rewards employees for taking action without being asked. Employees are expected to take initiative and lead regardless of whether they are in a formal position of authority. Managers/supervisors can foster this environment by sharing employee stories that provide tangible examples of proactive behavior.



## D. On Accountability

**"How do we make our people more accountable?"**

In general, making people more accountable is one of the top aspirations of any manager. But in most cases, you cannot make them accountable, you can...

Threaten them.

Bully them.

Micromanage them.

Beg them.

Offer them incentives.

Praise them.



## Real accountability occurs when employees believe these things:

- ✓ Their work matters.
- ✓ They have substantial control over their ability to succeed or fail.
- ✓ The quality and timeliness of the work is important.
- ✓ The rewards and consequences that result from their work are fair.
- ✓ They have reasonable influence on the evaluation of their work.



# How to create an environment that encourages people to be accountable:

1. Communicate the importance of work.
2. Structure work to give people control over their own success. Recognize and reward outstanding work.
3. Ensure that rewards and consequences are consistently and fairly meted out and are proportional to success or failure.
4. Take reasonable extenuating circumstances into account.
5. Structure work in such a way that people owe things to one another rather to the supervisor.



# Manager's Core Behavior

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The life that managers lead, more than anything else, is that of SERVICE—to put it more emphatically, SELFLESS SERVICE. This is what sets us apart from all the rest—not the titles, positions, work areas, or salaries. This is how we make a positive difference in the lives of all the members in the academic community.