



OCT 14 2009

DepEd MEMORANDUM
No. **452**, s. 2009

SEMINAR ON ENHANCING ADMINISTRATIVE COMPETENCE
TOWARDS SERVICE EXCELLENCE (PART II)

To: Bureau Directors
Regional Directors
Directors of Services, Centers and Heads of Units
Schools Division/City Superintendents

1. The Government Association of Administrative Officers, Inc. (GAAO) announces the conduct of a Seminar on Enhancing Administrative Competence Towards Service Excellence (Part II) on November 9-14, 2009 at the Hyatt Hotel, 1588, Pedro Gil St., Manila and Berjaya Times Square Hotel and Convention Center, No. 1 Jalan Imbi, 55100 Kuala Lumpur, Malaysia with the theme "The Administrative Development: Transforming Challenges Into Opportunities."
2. The objectives of the seminar are to:
 - a. equip the administrative manager values management principles which enables display of personal values inherent of a professional;
 - b. promote objectivity for effective problem-solving/decision-making and equip the administrative manager the skill in achieving win-win solutions;
 - c. gain insights of best practices on administrative management and development from ASEAN countries;
 - d. recognize and appreciate administrative management models as applied in other countries;
 - e. guide and facilitate administrative practices in adherence to existing laws;
 - f. enhance administrative skills of the manager in facing challenges for excellent and exemplary service delivery; and
 - g. exhibit excellence in administrative services characterized by good service values to satisfy both internal and external stakeholders.
3. The participants to this activity are Government Administrative Officers, Administrators, Managers, Assistants, Officers-In-Charge for Administrative Service/Resource Management Group and Bonafide GAAO members from National Government Agencies (NGAs), Local Government Units (LGUs), Government Financing Institutions (GFIs), Government Owned and Controlled Corporations (GOCCs) and all other agencies/offices of the Government.
4. A registration fee of Six Thousand Pesos (PhP6,000.00) will be charged each participant to cover administrative and operational expenses. Attendance of DepEd participants is **on official time only**.
5. For more information, please contact the GAAO Secretariat at telefax nos.: (02) 455-3011 and (02) 929-4212, cellphone nos.: 0907-3232782; 0927-3776910; 0920-9707945 and 0915-1138182.
6. Immediate dissemination of this Memorandum is desired.

U. - P. Bacani
RAMON C. BACANI
Undersecretary

Reference:
None

Allotment: 1—(D.O. 50-97)

To be indicated in the Perpetual Index
under the following subjects:

OFFICIALS
SEMINARS
SOCIETY or ASSOCIATIONS

Sheila, DM Seminar on Enhancing Admin. Competence GAAO
October 9, 2009