

## Training and Development programmes participated by employees in 2014

TRAINING AND DEVELOPMENT PROGRAMMES	NO. OF PARTICIPANTS		
	Male	Female	Total
<b><i>IN - HOUSE TRAINING PROGRAMS</i></b>			
Basic Skills and Attitudes Dev't. Program for Dealers (GD)	28	12	40
Basic Skills and Attitudes Development Program for Jr. CCTV Operators (SD)	15	16	31
Basic Skills & Attitudes Development Program for Internal Security Personnel (SD)	70	40	110
Bomb Threat Awareness and Management Seminar (SD)	328	72	400
Corporate Orientation for New Service Providers (HRDD)	222	132	354
Customer Relations Management Seminar (HRDD)	82	25	107
Effective Treasury Operations Seminar (FTD)	29	0	29
First Level Leaders' Training Course (HRDD)	158	66	224
Gaming Enhancement Seminar for Pit Supervisors (GD)	40	7	47
Gaming Operations Office Personnel Training Course (GD)	154	120	274
Job Orientation for Processing Point Personnel (SD)	24	17	41
Phil. Gov't. Internal Audit Manual Audit Process Seminar-Workshop (IAD)	26	54	80
Serbisyong Panalo, Serbisyong Pilipino (SPSP)-Customer Service Training Program (HRDD)	5180	2113	7293
Skills Enhancement Program for Surveillance Personnel (SD)	184	23	207
Skills Enhancement Training for Tellers (FTD)	70	10	80
Standard Tellering Procedures Seminar (FTD)	35	14	49
Train The Trainer's Program	54	17	71
Trainers' Buddy Orientation Program (FTD)	20	2	22
Values Enrichment Program: Life In Fullnes Experience (HRDD)	117	49	166
Vault Clerk Orientation	14	0	14
Others - Orientation Program for Agency Security Guards	126	27	153
Sub-Total	6,976	2,816	9,792
<b><i>EXTERNAL TRAININGS/SEMINARS</i></b>			
Various Programs	214	99	313
Participation on Official Time	49	41	90
Sub-Total	263	140	403
<b>GRAND TOTAL</b>	<b>7,239</b>	<b>2,956</b>	<b>10,195</b>