

C-LINK



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KNOWLEDGE RESOURCE CENTER ACCOMPLISHMENT

BY ROSE GOB

NATCCO's Knowledge Resource Center (KRC) has gone a long way from the time that it was formally introduced to the cooperative sector on April 25, 2018 during the general assembly. The first public offering of its signature program Cooperative Leadership And Management Program (Co-op LAMP) was first launched on April 2018. After two (2) years, the Co-op LAMP has developed 112 Certified Cooperative Managers as to date.

KRC has started giving free webinars for cooperatives via the live FB Page feed.

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The first topic was on “Job Analysis and Job Evaluation”, held on January 31, 2020 as given by KRC’s unit head Ms. Mary Rose Gob. When the ECQ was announced on March 14, 2020, KRC assisted in spreading the contingency plans of the network and shared it to the cooperatives via Google Meet and live feed on their page. It was entitled “NATCCO Advisory on Covid 19”.

On the same month, March 19, 2020, in partnership with consultancy unit, KRC launched the very first online consultation through E-Co-op Clinic, with the topic “Free Webinar on Precautionary Measures Amidst Covid-19 for inter-office Advice with Mr. Christopher Baez as its resource speaker. The KRC team immediately adapted the digital platform and run several free webinars, utilizing their FB page. They called these sessions “E-Co-op Clinic” and “Co-ops’ Copy-han”. There were several topics shared by resource speakers from the primary cooperatives: Virtual Meeting Management – Mary Rose L. Gob (July 16, 2020), Self- Mastery – Mary Rose L. Gob (July 20, 2020), Work Plan Development – Mary Rose L. Gob (August 11, 2020), Record Management and Documentation – Mary Rose L. Gob (September 28, 2020), Effective Time Management – Marie Antoinette Badilles (November 16, 2020), Coaching and Motivation – Adrian Flores (November 25, 2020), Rules on Termination – Atty. Parson Almansa (December 9, 2020).

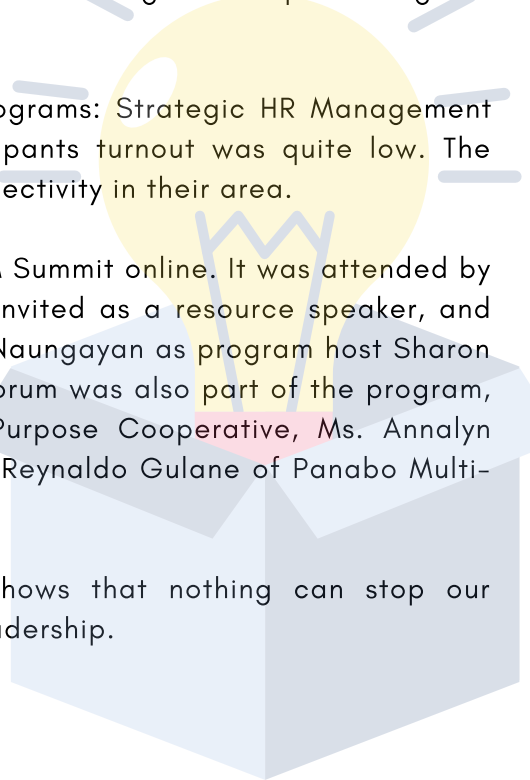
The sixth batch of Cooperative and Leadership Program or Co-op LAMP was halted on its module 7 because of pandemic. The last class was held on March 3, 2020 at Sequoia Hotel, Quezon City, with Mr. Lito Domingo as the resource for the Internal Analysis topic. With no hope of immediate return to face-to-face conduct of training, KRC decided to redesign the modules and converted the last three (3) remaining modules to a Virtual Instructor Led Training. Rose utilized the free Canvas platform for teachers as repository of materials for online classes, where students would be able to watch additional videos, read case studies, and secure copies of webinar presentations. On June 26 2020, Batch 6 was the very first class to have their graduation held online, using Google meet as its platform. However, with the original count of 23 participants for LAMP 6, the graduates were only 18, and they received the title of the Certified Cooperative Managers (CCM).

With the success of batch 6, the KRC team reformatted all ten (10) modules of Co-op LAMP into VILT and Batch 7 completed their training via zoom classes and canvas lms platform. It’s the first batch who never seen each other face-to-face, but because of the breakout sessions, and case study discussions, many of batch 7’s 14 participants still appreciated the learning from experiencing the online blended learning classes.

KRC has also transformed two (2) of their programs into VILT programs: Strategic HR Management Program and Credit Risk Management Program. However, participants turnout was quite low. The common challenges of the participants were the poor internet connectivity in their area.

As of December 2020, with 67 participants, KRC held the first CCM Summit online. It was attended by participants coming from batches 1 to 7. Professor Manikan was invited as a resource speaker, and hosts & panelists are from the primary cooperatives, namely Arjay Naungayan as program host Sharon Dy of the Stab Fund as sharer on co-ops digitalization efforts. A forum was also part of the program, with panelist Ms. Joselita Cardona of Most Holy Rosary Multi-Purpose Cooperative, Ms. Annalyn Rutaquio of Infanta Credit and Development Cooperative and Mr. Reynaldo Gulane of Panabo Multi-purpose Cooperative.

KRC was able to thrive during this VUCA environment. This shows that nothing can stop our cooperators’ passion for learning – it’s the first step to effective leadership.



CO-OP LAMP NOW ON BATCH 8!

BY MG BATALLER



WEBINAR – It was a great start for the NATCCO's Knowledge Resource Center objective to continue the online learning system while most of the organization were still working from home.

The first training for the year 2021 was about a review on the basic information and important foundations of the cooperative. The two (2) session of module (1) held on January 21-22, 2021 via zoom. NATCCO's Gender and Development Unit Head, Ms. Maribel Gulay-Isidro reinforce the the amendments of the cooperative law during 2008.

On Friday, January 22, Ms. Mary Rose L. Gob pursue how others assume that the co-ops were considered as a social enterprise. The second session became more extensive as she explores on the different leadership styles. **"THE ROLE OF THE COOPERATIVE IS VERY IMPORTANT IN EVERY SECTOR OF OUR COMMUNITY. PART OF OUR RESPONSIBILITY IS TO BECOME A GOOD MEMBER AND EXTEND IT TO THE COMMUNITY BECAUSE IT CAN AFFECT EVERYTHING!" - SHE SAID**

This is how Ms. Isidro stated the uniqueness of the cooperatives. She mentioned that the values and principles or the ethical foundation every cooperatives.

She mentioned, *"The co-ops are the true social enterprise because, 50% of the members were included to the marginalized people. Co-ops are mission driven and part of our job is to distribute the income of our cooperative by giving dividends and patronage refund."*

The said, training were incorporated with the idea of how social entrepreneur serves with the innovative approaches. The last part was all about the difference of managers and leaders in the cooperative.

"We are formators of transforming them to a future managers and leaders by setting an example, to form them to have an emotional quotient and high adversity quotient." – she added.

To maintain the quality of the training, Ms. Gob decided to add another session of Module 1 subjected only for the case study. It was about the spirit of cooperativism.

KRC WITH BAYAN ACADEMY!

KRC aligned two webinar for Co-op LAMP this month of february in partnership with Bayan Academy. Professor Angelito Domingo sprightly facilitated the third and fourth module of the said program.

The session is all about the External and Internal Analysis. The program started in February 10 and last until February 19, 2021. According to Prof. Domingo the session is indeed more than resource allocation.

"To get the right strategy you have to come out to the best strategic thinking." –he said.

Also in this training, Prof. Domingo delve deeper on Micromarket, Industry Sector Area, and Macro market, Analysis. participants were able to analyze two cases and educate what is the difference of strategic thinking between strategic planning. The training resume on February 18-19, for the continuation of webinar on IA

Prof. Domingo refers to the ten (10) levels of internal analysis and used Different approach in synthesizing the Bangko Kabayan and Natcco Case.

"The heart of Strategy is resources and capabilities." – he added.

Ms. Mary Rose L. Gob extends gratitude for Bayan academy in helping out the KRC in terms of quality service of an effective online education.

KRC UPCOMING EVENTS



For more updates, please visit our FB page Natcco Knowledge Resource Center or email us at krc@natcco.coop

FACTS ABOUT HABIT TO MAINTAIN AN AWESOME BRAIN!

- WATER PLAYS A BIG ROLE IN BRAIN HEALTH AND COMPUTING POWER. THAT'S BECAUSE YOUR BRAIN IS ABOUT 75 PERCENT H₂O. SO, STAY HYDRATED TO KEEP YOUR BRAIN CRANKING FULL-STEAM AHEAD.
- SLEEP IS IMPORTANT TO BEING YOUR BEST SELF. YOU'VE BEEN SLEEP DEPRIVED BEFORE. DID YOU HAVE A BANNER MENTAL DAY AFTER YOUR FOUR HOURS OF SHUT EYE? DOUBTFUL. SLEEP IS WHEN YOUR BRAIN RESTS (BUT, AS YOU KNOW NOW, DOESN'T COMPLETELY SHUT DOWN). A LACK OF SLEEP IMPACTS INFORMATION PROCESSING, ATTENTION, MEMORY, MOOD, AND LOGIC.
- JUST BECAUSE YOUR BRAIN LIKES NAPS AND WANTS PLENTY OF SLEEP THAT DOESN'T MEAN IT WANTS YOU TO BE SEDENTARY. ACTUALLY, THE OPPOSITE. REGULAR EXERCISE SUPPORTS BRAIN HEALTH AND COGNITION AS MUCH AS YOUR WAISTLINE.

MARCH ACTIVITIES OF KRC

BY MG BATALLER

"Human Resource is something that we need to focus on making your cooperative a Future proof that we have in mind the new normal concept." – RJ Naungayan
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This month KRC carry on with the 3 modules of Cooperative Leadership and Management Program or Co-op LAMP. As a manifestation the the program of KRC has an impact and can produce pool of trainers. Mr. Arjhay Naungayan of Sacred Heart Multi Purpose Cooperative lead the 5th module on March 11-12, 2021. Mr. Naungayan is one of the graduate of the Co-op LAMP Batch 5 and belonged to the Certified Cooperative Manager (CCM). His topic falls on Human Resource Management and why it is important to the managers.

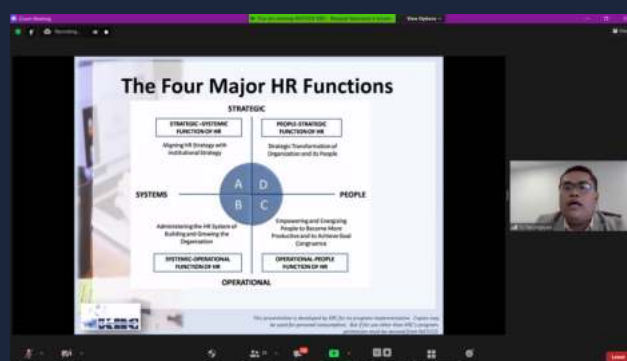
They analyze major function of HR and he embedded the said topic with the four (4) quadrants of the brain. Mr. Naungayan, also taught the approaches on how to retain people.

"As an HR Manager our focus is not just about improving employee's capability, it is very important to give them the ideas of a new direction for the continuous process of an organizational development." – he said.

The session helped participants to develop the importance of advising, coaching, and mentoring. the

employees. *"As an HR Manager, we should see our employees as a valuable asset. We must involve them. That's why we resonate."* – he added.

On the other hand, March 18-19, Mr. Glenn Medez Unit Head of NATCCO Consultancy, continues the Financial Management of Co-op LAMP. *"Finance is a very complex. If you are in the co-op especially if you are in operations, we must have the same perspective looking at the finance to become a better leader."* – He said.



Mr. Medez go over financial functions and delved on VMOKRAPI SPATRES. On his second session, he discussed the Balanced Sheet Standards and the six (6) financial discipline. According to the his statement, revenues is your bread and butter in the organization. He cite sample of the appeal ratios in the cooperative using vertical & horizontal analysis. *"Finance is very complex. If you are in the co-op especially if you are in operations, we must have the same perspective looking at the finance to become a better leader."* –he remarked.

The 7th module became more interesting since the topic deals with the Cooperative Marketing. Ms. Marianne Sicam co-founder and President of Happy Helpers, talks about the activities a co-op processes and promotion of selling a products and services. *"Social Marketing is marketing your mission to the people that you want to attract as stakeholders and beneficiaries it's not just about them buying your product."* –she said.

The interactive program of KRC indeed provide active learning activity for this month. About 32 participants attended the said session. In April, will be the continuation of the remaining modules before the graduation ceremony.

CO-OP LAMP 8

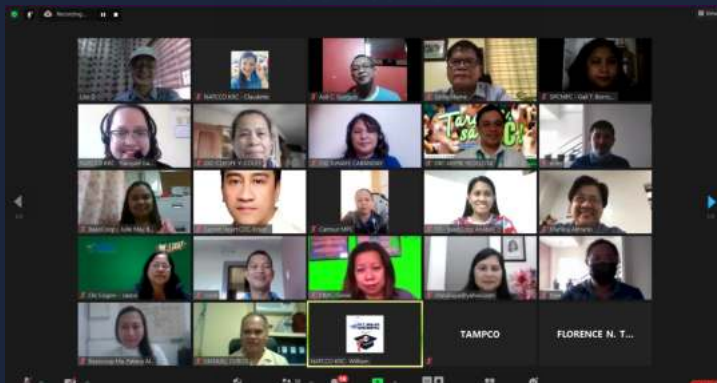
MODULE 1



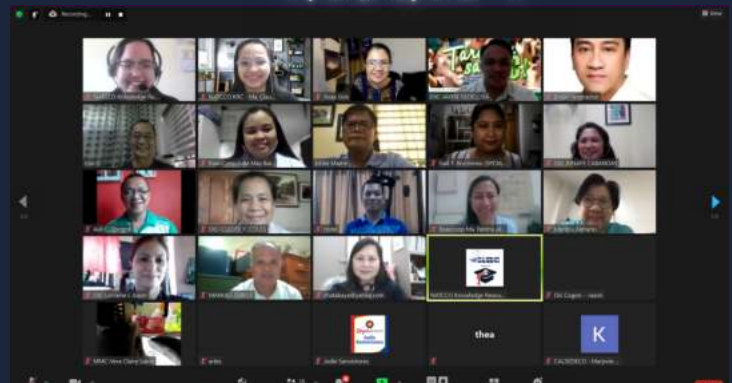
MODULE 2



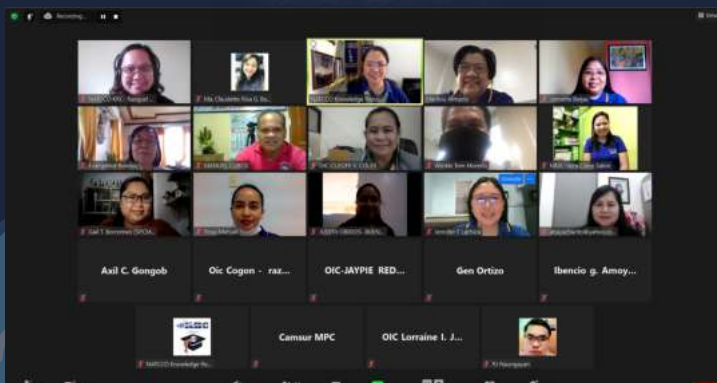
MODULE 3



MODULE 4



MODULE 5



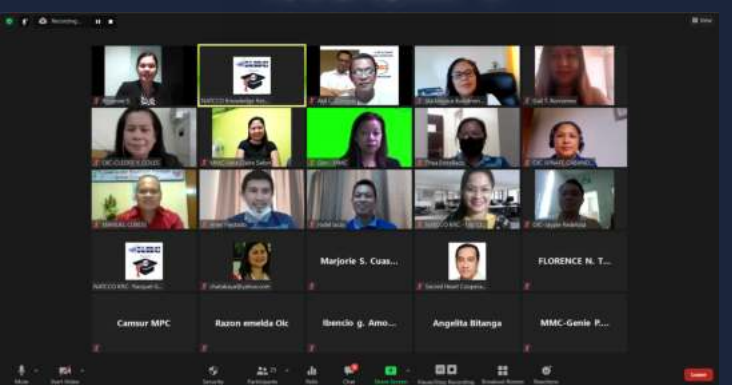
MODULE 6



MODULE 7



MODULE 8



KRC GENERATES ANOTHER POOL OF TRAINERS FOR LEARNING METHODOLOGIES AND MATERIALS MANAGEMENT!

BY MG BATALLER



WEBINAR - There are gradual re-opening of the establishment in the country although the Department of Health (DOH) impose that the face-to-face training is not mandatory. Knowledge Resource Center proves that the current situation will never affect the increasing number of participants who wants to continue the online-based learning activities.

On Friday, KRC released the list of the graduates of Learning Methodologies and Materials Development (LMMD) Batch 4, March 24, 2021. Ten (10) graduates from **Santa Catalina Credit Cooperative: Cristofer B. Anunta, Allan P. Gargolez, and Jocelyn C. Bengaura, Toril Community Cooperative Community: Karen A. Espinosa and Aimee G. Ely. Socorro Empowered People's Cooperative: Leslie M. Taruc. Perpetual Help Community Cooperative: Frances Anne Sy Camarines Norte Development Cooperative: Luz R. Payla, and from NATCCO MICOOP: Renante F. Marceño and Salvacion P. Nicolas.**

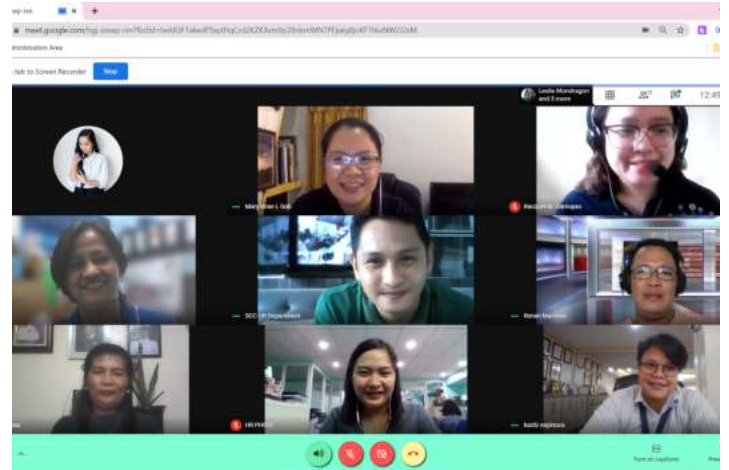
Addressing the graduates, M.L Gob said: *"As a trainer our main key is the ability to communicate. It is our responsibility to focus on our stand. Give space on political and religious views. I hope you will use all the creative approach you have learned in this program! Congratulations!"*

The online program started its first module on 23rd of February. In this paced, participants were engage in their own learning and understanding the content of Leaning-Centered Paradigm.

"In designing the program, we need to be clear what we want to develop. So begin with the end in mind." - M.L Gob said.

On March 4, Mr. Ernesto "Lucky" Blanco one of the graduates of LMMD Batch 2 way back 2018, facilitated the second module of the said program the Structured Learning Experience (SLE) Role Playing and Dramatization.

In this, phase of training he He processed how Adult Learning Principles and Learning Cycle differs and how these two principles are important in vibing the



learning pedagogy that they want to share as a trainer. *"It is important to learn and understand each other to get the learning and add up to our knowledge. How their experience integrates with one another."* -he said.

The third module of LMMD became more relevant as Ms. Kystal Leen De Guzman, Founder and designer of Risqué Designs facilitate the third module on March 9-10, 2021. She, annotates the guidelines on developing teaching case and probe how to analyze the business case study.

In March 16-17, Ms. Antoinette Baring-Badilles preceded the 4th module of LMMD Self-Paced and Game-based, Online Learning Method. She promotes the e-learning conducted by electronic media since the society is now adapting in the digitalization. *"With e-learning, participants learn nearly 5x more material without increasing time spent in training."* -she said.

Bringing the learner, the end goal activity which is the teamwork. The activity leading to teamwork. Games can be confusing.

Badilles also added: *"Games are also great opportunities for students to use different intelligences. Make sure that the activity you are doing answer the intelligence that you want to exercise"*

LMMD BATCH 4

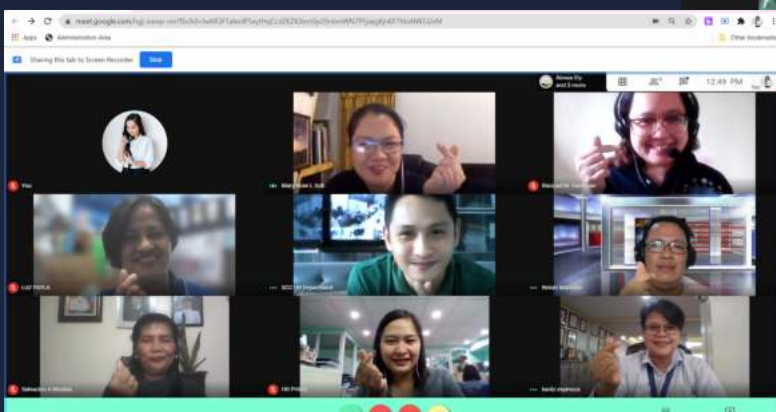
LEARNING CENTERED PARADIGM



STRUCTURED LEARNING EXPERIENCES



CASE METHOD (PART 1)



GAME-BASED ACTIVITY

CASE METHOD (PART 2)

LIVE WEBINAR: ON CUSTOMER SERVICE & MEMBERS RELATIONS

BY MG BATALLER

One of purpose of Customer Service and Members Relations is to improve customer service experience and to Strengthen member relations. Since we are in the cooperative sector, we must adapt the professionalism, patience, and a people-first attitude to make sure that we are on the right path.

Cooperative Academy of NATCCO Network has several trainings aligned for the first quarter of the year. One of the training was offered to the cooperators at no cost. Webinar start at noon Friday, March 12 2020.

Ms. May Chel Batoon Sales and Marketing Manager of Panabo Multi-Purpose Cooperative (PMPC) spearhead the live session about Customer Service and Members Relations. Ms. Batoon, provided learnings about different areas of product knowledge.

"Customer Service is an investment. Our goal is to improve our customer service experience and to strengthen our relationship with the members." she said.

Ms. Batoon undertake that part of customer service is to give value on customer experiences. *"Bad experience will push them away. 82% have stop doing business with a company due to bad customer service."* - she mentioned.

One of the inputs of Ms. Batoon during the said webinar is to improve customer service experience and to Strengthen member relations. She mentioned the Top three (3) reasons why customers switch brands or co-ops: "Interaction with rude/unfriendly employee, Unexpected charge of fees, and Poor quality of products or services."

Thus, Ms. Batoon raised some basic tips to improve customer service for the best customer service experience. *"Let's be proactive! We need to address the problems before it occur because we are accountable and we are responsible to give customer service not just to our member."*

The later part of her compelling topic was about tips on handling irate customers in difficult situation, since it is important to act properly and provide them the service that they deserve. "Let customers vent their anger so we could understand where they are coming, do not interrupt, be alert, don't forget

to take notes and show empathy."

"The magic of customer service is smile it starts and ends with a smile, Maintain eye contact, express focus to customers' needs and queries, show excitement in offering our product needs and queries."

These alternative solutions accede in connecting to the customer while strengthening the relationship on members.

