

C-LINK

The official newsletter of Knowledge Resource Center



"NATCCO's Digital Transformation on Learning and Development"

Last August 23 to 27, 2021, 43 employees of the National Confederation of Cooperatives coming from different groups attended the Bayan Academy's "Learning-to-Do" sessions as part of the developmental programs for the human resources of the said organization. The program's objective is to improve the employees' competencies in knowledge resource management; documenting experiences, challenges encountered, resolutions, best practices, and implemented programs for the NATCCO network. This is in line to turn NATCCO into a leading learning organization for cooperatives.

During the said training, there are several insights gained from the sharing of the employees. Some of these insights are as follows:

- ◆ We have so many experiences and practices that if captured, developed, and documented can help us institutionalize the cooperatives' best practices and know-how.
- ◆ To set up NATCCO as a center for cooperatives knowledge resource, we need to develop a culture of a learning institution.

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- We lack writers to capture, distill, and disseminate these data, information, and knowledge.
- There is a clamor for integration of activities and information internally and everybody is willing to pitch in. The question is how.

The learning-to-do program on-boarded the NATCCO employees to the design of turning NATCCO as the premiere in cooperative development. The project with Bayan Academy was on its 2nd Phase to institutionalize all knowledge resources within the network. The KRC unit under Education, Training, and Consultancy Group (ETCG) aims to initiate the transformation of the group into the Cooperative Academy of NATCCO (CAN).

During the 1st phase, Professor Eduardo Morato, Jr. designed the blueprint for CAN. He designed and created the flagship program for the network, which is the Co-op Leadership and Management Program or Co-op LAMP. He also initiated the development of CAN's faculty through the designed program of Learning Methodologies and Materials Development (LMMD). Through it, the KRC unit learned to design internal programs for the cooperatives, with Strategic HR Management Program, Credit Risk Management Program, and TOT on Fundamentals of Cooperatives as their initial output.

With programs being developed on their way for the academy, it's now time to institutionalize these programs with the help of developing a digital platform, NATCCO's Learning Management System (LMS).

This LMS will be launched as the online eCampus for NATCCO. It is a timely endeavor since it corresponds to the need of our times. Face-to-face training activities become a challenge and webinars are not adequate to solidify learning. There's a need for a support system to strengthen learning.

Thus, in this event, ETCG engaged the digital platform and introduced "Synchronous and Asynchronous" training programs. It is very similar to Virtual Instructor-Led Training (VILT) where materials and online self-paced programs support the webinars and are used as learning tools or handbooks for all participants. The LMS can house videos, pdf reading materials, and interactive discussion boards so that

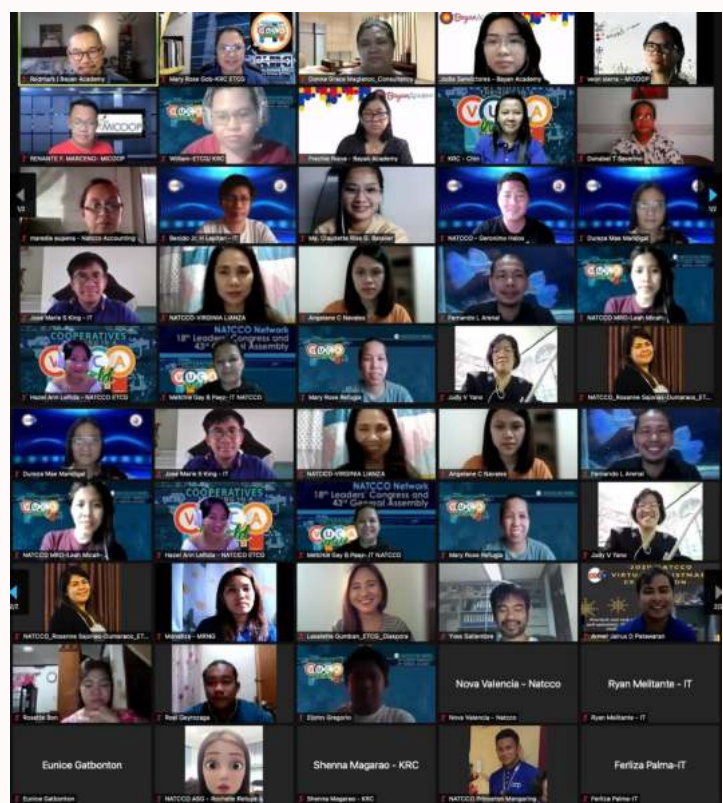
there'll be platforms for collaborations and data or information management for its students.

When NATCCO embraced the use of digital learning platforms, we have reached more cooperatives compared to when we were in the traditional classroom setting. the network understood that many of its members are still learning the new environment.

To align the programs and to ensure that the participants' journeys are easy, technical orientations are given to all participants before the date of webinars. For those who are not able to join the orientation, a recording is uploaded on NATCCO's LMS and Google classrooms. The NATCCO employees also assisted the cooperatives by spending time answering queries and even guided them in the process of joining. There were even times where they communicate with cooperatives outside their regular working schedules.

Digital transformation is felt and embraced by everyone in NATCCO. It's no longer a question of difficulties or inability to understand these new virtual roads. Willingness to learn and understanding the need to change are keys to our digital transformation. Today's challenges are clouded opportunities for us, this is how we look at it.

–By Mary Rose L. Gob



"CONGRATULATIONS CO-OP LAMP BATCH 9!"

The Natcco's Knowledge Resource Center's celebrated the commencement of 17 participants from Treasure Link Cooperative Society, Southern Global Services Multi-Purpose Cooperative, Bukidnon Government Employees Multi-Purpose Cooperative, Bagong Silang 2 Multi-Purpose Cooperative, Gubat St. Anthony Cooperative, Jollibee Foods Corporation Employees' Multi-Purpose Cooperative, Salvacion Farmers Development Cooperative, NEC Multi-Purpose Cooperative, Abrasa Multi-Purpose Cooperative, Yuenthai Employees Multi-Purpose Cooperative, Sacred Heart Multi-Purpose Cooperative, and Baug Beneficiaries Multi-Purpose Cooperative on August 20, 2021.

The graduation ceremony was held via zoom hosted by Arjhay Naungayan, CCM from Sacred Heart Multi-Purpose Cooperative. The ceremony became more astounding as Engr. Sylvia O. Paraguya, Chief Executive Officer of NATCCO Network offered her inspirational remarks.

"Congratulations! I hope that Co-op LAMP has provided you with insights on how you will handle your cooperatives in this VUCA world." - Engr. Paraguya said.

"We just have to be digital!"

But her question is: *If cooperatives survive the digital age?*

It is clear, that Engr. Paraguya creates a dialogue wherein participants should imbibe the digital transformation.

"I hope that with the learnings that you have from this LAMP you'll be able to guide your cooperatives to position yourselves better in this digital world. As of now, we have no choice but to become true cooperative, built on self-reliance and built around cooperation. We help work together, we help each other so that the cooperatives will continue to grow and be strong. We have no choice but Congratulations! Thank you for participating in LAMP!" she added.

After this ceremony, Engr. Paraguya wants to continue to work together with these managers in the network, and at this time of the pandemic, she wanted to advocate that the co-op philosophies are the distinct advantages of the cooperatives.

Moreover, some of the Co-op LAMP Alumni also shared experiences during their LAMP journey.

Celestino Serafin Jr., CEO of St. Martin of Tours Credit and Development Cooperative shared the following remarks.

"Use the Knowledge and Skills within from Co-op LAMP to come from your fullest capabilities. Let us not fail the goal of the program to produce a new breed of cooperative leaders that will move the co-op sector forward."

Annalyn Rotaquio, CEO of Infanta Credit and Development Cooperative and Andrian Flores Human Resource Manager of DCCCO Multi-Purpose Cooperative recount.

"I always used our materials during training as my reference during my plans and actions. I've earned the title of CCM from this program, and the real challenge is how to live it in our lives and make it our own." - Flores said.

Ms. Cherry Payumo of Jollibee Foods Corporation Employees' Multi-Purpose Cooperative speaks as representative of batch 9.

"This journey pushed us out of our complacencies and boosted our confidence. We are up to the challenges that we may now face this pandemic. As we go back to our cooperatives let us be visionary and maximize our co-op potentials." - Payumo mentioned.

Ultimately, before the end of the program, the KRC Unit Head Ms. Mary Rose Gob gave her closing remarks to thank all the participants for joining the 3-months journey of Co-op LAMP training.

"This is not the end of our relationship I hope this will be the start of a closer communication among us and I hope and pray that our role as managers is clear now. We congratulate you for finishing this course." - Gob said.

This batch will earn the title CCM after passing the comprehensive exam. -M.G. Bataller

"Co-op LAMP Batch 9 – Journey on Learning!"

The vital program of Cooperative Academy of NATCCO entitled Co-op LAMP arrived on its batch 9. This program is different from other leadership training due to its whole brain and case method approach. Co-op LAMP is also one of the legacies of the late Dr. Eduardo A. Morato, Jr. It was composed of ten (10) modules that will last for the 3-month training. The said program is distinctly held on June 3, 2021, and concludes this 3rd week of August. The first module was run via the online platform and spearheaded by the Education Training and Consultancy Unit Head, Ms. Daisybelle Cabal, and Ms. Mary Rose Gob, KRC Unit Head. This training helped these participants to look back on the cooperative ideas and the ladder of ethical values, and principles.

Certainly, the first module imbibed the cooperative philosophies with these managers. *"When you make decision refer to our values and principles."* -Cabal mentioned.

After they learned the cooperative philosophies and credit union system, they proceed to the Whole Brain and Management System, this topic that allows each participant to identify their brain dominance as well as to figure out their personality types and into the theory of multiple intelligences. At this point, they began to stretch their mind by analyzing their first case study about Bendigo Bank.

On the last few days of June, participants deal with the External and Environmental Assessment this module helped them to determine the opportunities and threats in their cooperatives. Prof. Angelito Domingo of Bayan Academy, guide them to the full spectrum of right to left strategic planning which is the VMOKRAPI. *"Strategic planning is putting science in what you are doing."* – said Prof. Domingo

Aside from the External Assessment, they run over the Internal Analysis that weigh up to the strength and weaknesses of the cooperative. The remarkable program narrowed the scheme of Human Resource Management. Participants went through the major functions of the said area as well as the three phases of doing. Mr. Raymond Cardenas COO of St. Martin of Tours Credit and Development Cooperative illuminates the planning stage, what they need to do while learning, and finally when their goal was achieved. This module has been more stirring when they analyzed the case study of ABS-CBN Foundation through breakout sessions.

Besides, participants improved their creative thinking and decision-making skills while they discussed carefully the gathered information of the group individually.

Undoubtedly, to improve the proper use and allocation of funds, Managing the financial function was included in the program. It was introduced by Elbert A. Loberos former finance officer of Panabo Multi-Purpose Cooperative. *"We will not become great leaders if we are not skillful enough in managing our finance in the cooperative."* -he said.

And for the cost-effective marketing of the products and services and how these managers will maximize the use of digital platforms. Ms. May Chel Batoon of Panabo Multi-Purpose Cooperative brings in one of the important assets in the organization, the Cooperative Operations, and Marketing. *"The new gold is data. Data is our key to build a comprehensive delivery system. If we know our target market and end-users, we could create the right products and efficient system."* -she mentioned.

Ms. Marjorie Cavan shared the topic about strategy formulation that will aid these managers in the clear direction for the activities and strategies. Then, the implementation and execution of strategies were grounded by Ms. Cristy Naigan, former CEO of St. Martin of Tours Credit and Development Cooperative. The organizational design and development were exemplified by the case study of Oro Integrated Cooperative with Mary Rose Gob.

Finally, on August 19-20, 2021 the last module about the Learning To Be was conducted by Rodmark Barriga and Mary Rose Gob. At this stage, the topic comprises personal development including meditating. The Final activity of each participant became more sentimental as they process a visual representation of their experience using the Life map.

Clearly, the Journey of this batch and the stages that they have gone through during the learning session is valuable and useful. Although, it was back-breaking and require dedication. NATCCO KRC will become reliant that they produced another legacy of managers that will put into practice all the knowledge they earned within this program.

-M.G. Bataller



"BUILDING A POSITIVE WORK RELATIONSHIP WITH YOUR PEOPLE."

One of the primary goals of a manager is to foster a strong relationship between subordinates. Coaching and Mentoring your mentee during this global outbreak will help you build a vigorous connection that leads to a successful performance of your employee and a positive relationship as well.

That is the predominant ground why KRC provided a free webinar on *Effective Skills for Coaching People for Success* to serve as a guide on the capability of the managers to take on the responsibilities in terms of motivation.

The said webinar promotes the pragmatic relationship between the manager and employee. It was discussed by Mr. John Panlilio, COO of Elyon Solutions International.

As a matter of fact, some companies nowadays encourage companies to have a coaching culture.

"As a manager, our role is to make people perform at their best." –Panlilio said.

Too often, employees step down from the position due to poor management, and to deal with the needs of our people, managers should consider these three (3) indicators of Job satisfaction of their subordinates:

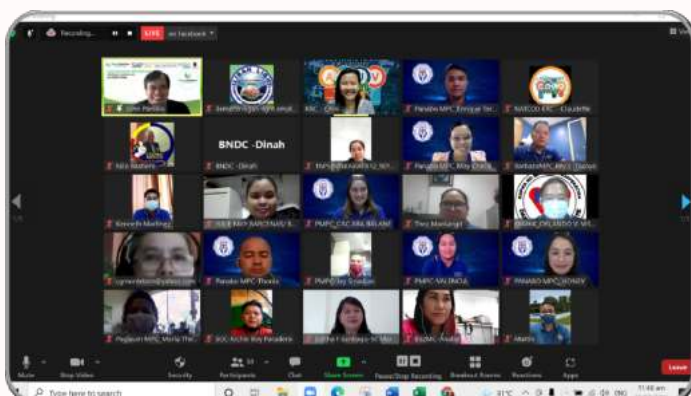
- ♦ *Positive relationships with colleagues*
- ♦ *Interesting Work*
- ♦ *Continuous Opportunities of Learning*

One of the avenues for learning is how you coach your employee and learning these measures are essential to building a strong relationship with people.

Managers can also empower people by knowing their challenges and goals. Merge the gap with communication.

Thus, developing the performance of the skills of your mentee can be a great factor in establishing the trust of your people.

It is also important to give affirmation, validate their effort, and don't forget to spend quality time with the employee after achieving the goals, and just focus on the progress! - *M.G.Bataller*



"TAGUM COOPERATIVE PREPARES FUTURE LEADERS"

Tagum Cooperative (TC) makes history as the first-ever primary cooperative in the Philippines to launch a Leadership Development Training Program (LDTP) in line with its future succession plans for potential Cooperative Officials.

The remarkable LDTP launching was held on April 22, 2021 spearheaded by TC's Education Committee in close coordination with the Election Committee and the Management. Participants of the LDTP are incumbent Cooperative Officers, Senior Management, selected District Representatives and members who are qualified to become future leaders. The selection of participants is facilitated by the Election Committee who is also designated as the Nomination Committee.

In his message, Tagum Cooperative Chairperson Dir. Noel O. Quidilla emphasizes on the impact the LDTP has in molding the future of Tagum Cooperative, "LDTP is essential as it gives our potential leaders the required skills and trainings to get started in their leadership roles. Our speakers are willing to impart their expertise in our sessions so it would really be best to take notes and learn from them." Chairperson Quidilla states.

Participants were briefed on the salient points of the Leadership Succession Program Policy, highlighting on the LDTP framework and

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The following articles are
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Cooperative's newsletter...*



their respective roles and functions. The participants then solemnly recited the Pledge of Commitment to "exert effort in gaining knowledge, skills and attitude as much as they can, knowing that these may be useful for their future role or duty in the cooperative."

A special session entitled – LDTP 101: Intro to Tagum Cooperative was also conducted on April 28–29, 2021 where the significant topics on Tagum Cooperative History, Salient Points in the Articles of Cooperation and Bylaws, Roles and Functions of the Elected and Appointed Officials, Products and Services, and Significant Cooperative Policies, were thoroughly discussed. This session helped the participants to grasp the colorful history of the Cooperative and inspire them on how to greatly contribute to the sustainability of the cooperative, as future leaders.

LDTP focuses on a series of functional and core competency trainings which include mandatory trainings and other identified webinars anchored on the training need assessment survey results. LDTP is especially designed to help future leaders acquire the right skills and attitude to enable the organization to adapt with market changes and technological advancements, at the same time, equip them with the knowledge on cooperative movement, good governance, and various skills on leadership including communication skills, motivation and inspiration and decision-making skills, for them to be prepared for a higher leadership role and responsibilities.

Earlier this year, Ms. EVELIA R. SATOR, Ed.D.; and Ms. MIRIAM R. BALOYO, CPA, have relinquished their roles as Board of Directors, as they have reached the age of 70 – the mandatory age for TC Officers to retire and pass on the baton of leadership to their younger colleagues. With this, LDTP proves to be a timely entrance in helping future leaders pave the way for Tagum Cooperative to sustain, if not surpass, its standing as one of the multi-awarded Cooperatives in the Philippines and in Asia.



△ Photos: LDTP Participants happily engaged in various activities during their LDTP101 Special session via Zoom Conference.



△ Photo: Ms. Evelia R. Sator, Ed.D. (left most) and Ms. Miriam R. Baloyo, CPA (right most) former members of the BOD during their Retirement Day took a pose with immediate past Chairperson Dir. Rosalina S. Argent, MBA and CEO Juris D. Perez, CPA, MBA.

"TAGUM CO-OP FUNCARE: Fourteen years of service"



Bannering the vision to be the most preferred Funeral Care provider in Mindanao by 2022, Tagum Cooperative Funecare (TCF) recently celebrated its fourteenth year being of service to the members and the community. This is made possible by providing affordable and customizable burial coordination, with top services from the most affordable to its high-end packages.

"In recent years, we continue to add more partners for us to reach places where we have Tagum Coop Business Centers such as in General Santos and Bukidnon among others," says TCF Services Department Ms. Maria April V. Bandala

TC Funecare lives by its tagline "we make it special" by ensuring that the bereaved families will have a memorable event of reminiscing the birth and meaningful life of their beloved departed, while taking away the morbid experiences.

"This is the realization of our womb-to-tomb services. We offer membership for those who are still on their mother's womb, during their youth, while their working, planning to put up their businesses -

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every milestone of our members, we make sure that we are present. TC FuneCare is a way for us to fulfill our womb-to-tomb services by helping the deceased and their family members during the transition," TC Chairperson Noel O. Quidilla earnestly states.

The third business line of Tagum cooperative has two branches located at Purok 4 Santol, Brgy. La Filipina, Tagum City (tel.no. (084) 655-9105); and Km. 54 Brgy. Visayan Village, Tagum City (tel.no. (084) 655-6767). Hereunder is the list of TC Funecare accredited Dayong and Funeral Parlors;

Accredited Dayong

Canocotan Mortuary Association, Tagum City
Canocotan Mortuary Fund, Tagum City

Bagong Lipunan Mortuary Association, Tagum City
Dayong Maharlika Association, Maharlika Mangga Visayan Village Tagum City (Organization)
Helping Hands Mortuary Association, Gabayan, Visayan Village Tagum City (Organization)

Accredited Funeral Parlors

Cosmic Funeral Parlor, Digos City
Toril Community Coop Funeral Parlor, Davao City
Sta. Teresa Funeral Homes, Panabo City
Tay Cham Memorial Chapels, General Santos City
Funeraria Bollozos, Butuan City
MSCF Funeral Services, Valencia, Bukidnon
Renaissance Chapel, Koronadal City
Wood Haven Chapels, Kidapawan City, North Cotabato

"Toril Community Cooperative responds to COVID-19 Crisis"

Toril Community Cooperative (TCC) is a multipurpose cooperative with products and services on Savings and Credits, Funeral Homes, Condo Hostel, KAYA payment platform, Automated Teller Machines, and Coop Assurance.

As part of the safety and precautionary measures against the spread of COVID-19, Toril Community Cooperative has implemented a skeletal workforce scheme and reduced the number of operational hours from an eight (8) hours workday down to four applicable for TCC main, and branches from Monday to Friday. However, the satellite offices in Padada and Puan are both temporarily closed until further notice. Members of the affected areas were advised to transact to their nearest TCC Branch. The TCC Condo - Hostel operations are also temporarily halted. Meanwhile, the TCC Funeral Homes remain open and operational however, the chapel service is closed to reduce the risk of covid-19. PPE's were given to the front liners.

TCC installed a mobile sink outside the office premises from where members can wash their hands thoroughly with soap and water; a foot bath is also laid and tents were put outside with chairs having consideration distance in observance to social distancing.

In adherence to the "Bayanihan we heal as one act" TCC implemented a

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loan moratorium effective until health crisis is lifted. Interest on Share Capital and Patronage Refund amounting to P12,889,748.00 was released. Cash assistance to 17,816 members at P300.00 each with a total amount of P5,344,800.00 taken from the Community Development Fund and Optional Fund was released credited to members ATM/Saving Deposits and can be withdrawn anytime members is available over the counter or at any ATM's in their area.

Aside from the above mentioned, TCC has enjoined the front liner's fight against COVID-19 by donating PPE's to the hospitals in the Toril area amounting to P67,000.00 and responded to the call of MAGSIGE Coop to donate PPE to Southern Philippines Medical Center amounting to P10,000.00 and provide tents to front liners assigned in Checkpoints in Toril Area. – By Marivic D. Madrio

KRC UPCOMING EVENTS!

COOPERATIVE LEADERSHIP AND MANAGEMENT PROGRAM



MODULE 1 COOPERATIVISM AND LEADERSHIP SEP 23-24 2021	MODULE 2 WHOLE BRAIN LEADERSHIP & MANAGEMENT SEP 30-OCT 1 2021	MODULE 3 EXTERNAL ENVIRONMENTAL ASSESSMENT OCT 7-8 2021	MODULE 4 INTERNAL ENVIRONMENTAL ASSESSMENT OCT 14-15 2021	MODULE 5 COOPERATIVE OPERATIONS AND HUMAN RESOURCES OCT 21-22 2021
MODULE 6 COOPERATIVE FINANCE OCT 28-29 2021	MODULE 7 COOPERATIVE OPERATIONS AND MARKETING NOV 4-5 2021	MODULE 8 STRATEGY FORMULATION AND EVALUATION NOV 11-12 2021	MODULE 9 ORGANIZATIONAL DIAGNOSIS, DESIGN, AND DEVELOPMENT NOV 18-19 2021	MODULE 10 LEARNING TO BE & SELF MASTERY NOV 25-26 2021

September 16-17

MANAGERS GUIDE TO COACHING AND
MENTORING

September 20-24

TRAINING OF TRAINERS ON EGEM

October 12-13

TRAINING OF TRAINERS ON
TRANSFORMATIVE LEADERSHIP



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