



Republic of the Philippines  
Department of Education  
REGION I



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In compliance with DepEd Order (D.O) No. 8, s. 2013 this advisory is issued not for endorsement per D.O No. 28, s. 2001, but only for the information of DepEd Officials, personnel/staff, as well as the concerned public.  
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**INVITATION TO THE ACTIVE AND EMPATHIC LISTENING FOR EFFECTIVE COMMUNICATION TRAINING PROGRAM**

The Center for Global Practices (CGBP), an accredited training provider of the Securities and Exchange Commission announces its invitation to the Active and Empathic for Effective Communication at the EDSA Shangri-La Hotel, Mandaluyong City on March 4, 2026.

The program empowers participants to reconnect meaningfully through using active and empathic listening to handle VIP clients, executives, and public officials with tact and professionalism – crucial for service-oriented and people-centric organizations.

Interested participants may refer to the attached program topics and registration details for reference. **Attendance of interested participants shall be voluntary** in accordance with the DepEd Order No. 9, s. 2025 (Instituting Measures to Increase Engaged Time-On-Task policy).

For other details and queries, please contact:

**MS. AIZA CUENCA**  
Senior Program Leader  
Center for Global Best Practices  
Contact No.: (02) 8556-8968  
Website: [www.cgcp.org](http://www.cgcp.org)

HRDD/aac/ADV\_CGBP  
February 18, 2026

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*John for printer.*



Flores St., Catbangen, City of San Fernando, La Union  
Telephone Nos.: (072) 607-8137/682-2324  
DepEd Region I | [region1@deped.gov.ph](mailto:region1@deped.gov.ph)  
[www.depedregion1.com](http://www.depedregion1.com)

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## **Conceptual Framework & Key Topics**

### **1. Active Listening Essentials**

- Focused attention in a distracted world
- Non-verbal cues and micro-expressions
- Clarifying, summarizing, and paraphrasing in online/ offline settings
- Calibrating tone and formality for different audience levels

### **2. Empathic Listening & NLP Integration**

- "Feeling with" the speaker: presence and emotional mirroring
- Sensory-based communication (visual, auditory, kinesthetic cues)
- Meta-model questioning and reframing for deeper understanding
- Validation without judgment — building rapport, trust and authenticity
- Empathy Mapping in understanding the speaker's emotion and message
- Using NLP mirroring and pacing to connect effectively with executives and high-stakes audiences

### **3. Transactional Analysis (TA) in Conversations**

- The Parent-Adult-Child ego states
- Complementary vs. crossed transactions
- Recognition hunger and the four types of strokes
- Moving to the "I'm OK, You're OK" mindset in dialogue
- Maintaining the Adult state in interactions with authority figures or VIPs

### **4. Gender-Smart Communication Dynamics**

- How men and women process and express messages differently
- Recognizing emotional and cognitive patterns shaped by gender roles
- Encouraging inclusive, bias-free communication
- Building bridges across gender and personality differences

### **5. Digital-Age Listening Skills**

- Empathy and attention through video, chat, and phone channels
- Managing tone, timing, and professionalism in written messages
- Adapting communication styles for executives and high-value clients
- Avoiding misinterpretation in online and hybrid communication

### **6. Communicating with Influence: Handling High-Stakes Conversations**

- The psychology of respect, trust, and perceived status
- Balancing warmth with authority — "empathic authority"
- Saying "no" gracefully and managing expectations
- Maintaining composure and empathy in challenging interactions

### **7. Integrative Practice: Communicate to Connect**

- Role-plays and simulations (face-to-face & virtual)
- Application of NLP and TA frameworks in real workplace scenarios
- Personalized feedback on the use of different communication styles
- Crafting a personal communication pledge

She has trained and mentored thousands of administrative professionals, executives and leaders across sectors. With her dynamic, results-driven style, she has designed and delivered specialized programs for top institutions, multinational corporations, government agencies and professional organizations—guiding individuals and executives in their professional growth toward becoming exceptional performers and respected leaders in their industries.

Her expertise spans talent development, professional image building, leadership and organizational development—including building a customer service culture. Widely respected for her ability to blend real-world insights with engaging facilitation, she delivers high-impact learning experiences enriched with practical tools that participants can apply immediately for measurable results. Her transformational programs empower professionals with the skills, confidence and strategic mindset to excel at the highest levels of performance and influence.



**\*Training investment is P 10,880 / person inclusive of Meals, Resource Kit & Certificate of Completion**

*Note: To ensure you have an allocated seat, materials and food, we encourage you to pay before the seminar schedule.*

*Those from government are exempted from the P2,800.00 per day limit set by COA for attending training provided by the private sector based on the NEW Department of Budget and Management Circular No. 596 dated January 20, 2025.*

*Attending this training is not covered by the newly-enacted Procurement Law (R.A. 12009) based on its IRR's Section 4.4-b, which classifies training continuing education, conferences and similar activities as "non-procurement activities that shall be governed by applicable COA, CSC, and DBM rules".*

*This is a "limited-seats-only" event and on a first-come, first-served basis. Pre-registration is required.*

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*The Center for Global Best Practices (CGBP) is an accredited training provider of the Securities and Exchange Commission (SEC); Supreme Court for Mandatory Continuing Legal Education (MCLE); Anti-Money Laundering Council (AMLC); Bangko Sentral ng Pilipinas (BSP); Civil Service Commission (CSC), Career Executive Service Board (CESB); Governance Commission for GOCCs (GCG); Philippine Amusement and Gaming Corporation (PAGCOR); DILG through the National Association of Local Resource Institutions and other regulatory agencies.*

*CGBP welcomes suggestions and ideas about training programs that may be helpful to your career growth and the productivity of your organization. We also offer customized training programs for your company's needs. We are open to partnerships for mutually beneficial, win-win collaborations.*

For clarifications or requests for an invitation letter, you may reach out to senior program leader Aiza Cuenca at landlines (+63 2) 8556-8968 or 69 and telefax (+63 2) 8842-7148 or 59. You may also check details and all other upcoming best practices training programs at [www.cgbp.org](http://www.cgbp.org)

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