

# **DTI'S CONSUMER WELFARE DESK OFFICERS GAINED KNOWLEDGE IN CONCILIATION-MEDIATION**

GOOD NEWS

NATIONAL CONCILIATION AND MEDIATION BOARD  
REGIONAL BRANCH NO. XIII

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“Conflict is a natural part of life. It is undeniable aspect of any relationship, group, or organization”. This was the opening statement of OIC-Director Ma. Theresa M. Francisco of the National Conciliation and Mediation Board – Regional Branch No. XIII as she delivers her presentation on Conciliation-Mediation Techniques in front of 53 participants during the Capacity Building Seminar for Consumer Welfare Desk Officers (CWDO) held on 21 June 2018 at Watergate Hotel, J.P. Rosales Avenue, Butuan City.

The seminar was attended by mostly Store Desk Officers, HR and Administrative Managers all throughout the Province of Agusan del Norte. It was well-organized and conducted by the Department of Trade and Industry – Agusan del Norte Provincial Office in order to enhance the capabilities of their CWDOs in managing and handling customers' complaints.

“Facing an angry customer under any condition can be intimidating, emotionally draining and stressful”, OIC Francisco said.

OIC Francisco imparted her knowledge in dealing with conflicts she also shared the 6 steps of dealing with upset customers: begin with keeping a positive attitude, let the customer vent out his anger to subside, be empathetic towards them, let them know and see that you understand how they feel, begin an active problem-solving and mutually agree on the solution. Those were just the few of the learning points that the resource speaker shared to the audience during an interactive discussion on handling conflicts an application of indirect simple techniques in conciliation-mediation.

“We are very much thankful to Director Tess Francisco, for sharing her knowledge on conciliation-mediation and conflict management to our CWD0s”, said Mr. Wyn A. Palma, Head of CTIDS-CPD of DTI-ADN. “We hope that we will be doing this again together for our clients and we will continue to invite you to help us enhance the skills of our CWD0s in handling conflicts”, he added.

The Conciliation-Mediation program provide speakership services on labor relations related topics during seminars, symposia, and orientation, similar topics like Conflict Management and conciliation mediation techniques were also provided upon request.



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