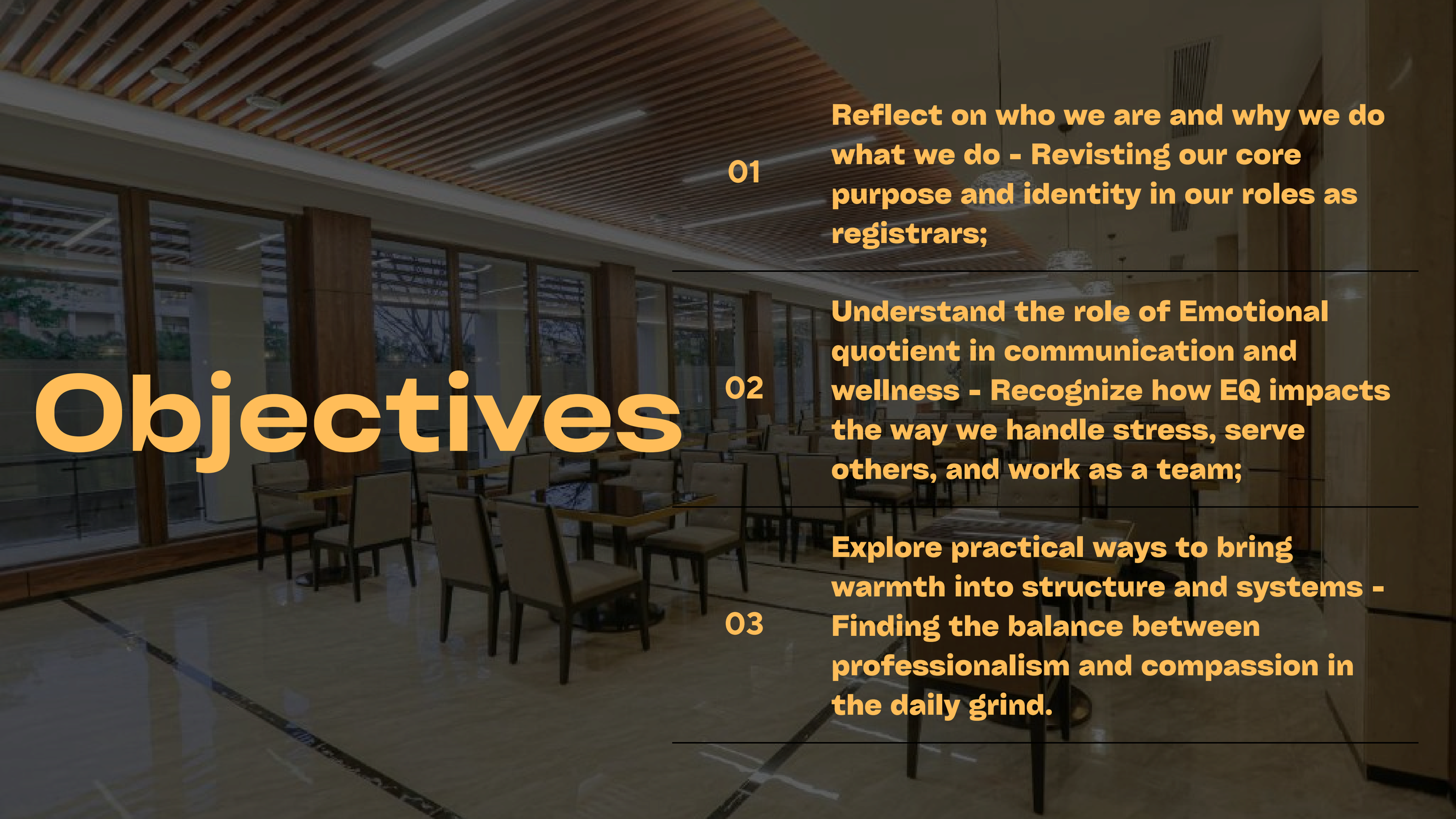


HEART WORK IN HARD WORK

Finding purpose, Protecting Wellness, and Serving with Warmth



Objectives

01 Reflect on who we are and why we do what we do - Revisting our core purpose and identity in our roles as registrars;

02 Understand the role of Emotional quotient in communication and wellness - Recognize how EQ impacts the way we handle stress, serve others, and work as a team;

03 Explore practical ways to bring warmth into structure and systems - Finding the balance between professionalism and compassion in the daily grind.


BEYOND SYSTEMS:
FINDING PURPOSE IN OUR ROLE AS REGISTRARS
How many of us know why we wake up and do this work everyday?


BEYOND SYSTEMS:
FINDING PURPOSE IN OUR ROLE AS REGISTRARS
If your answer is just,
“Kasi trabaho ito,”
then you’re just surviving - not succeeding!

WHAT IS WORK?

- Work is everything that we do. It is an intrinsic element of Man's nature.
- Work is an Activity with Purpose.
- It is Productive and transformative.
- It has a social and economic context.







WORK IS OUR MEANS TO ACHIEVE OUR GOALS!

- Work is an intrinsic element of man's nature.
- Men have the same nature and purpose.
- We all have our own space in society and we have the obligation to help each other attain their purpose.



BAKIT NATIN KAILANGAN MAG TRABAHO?



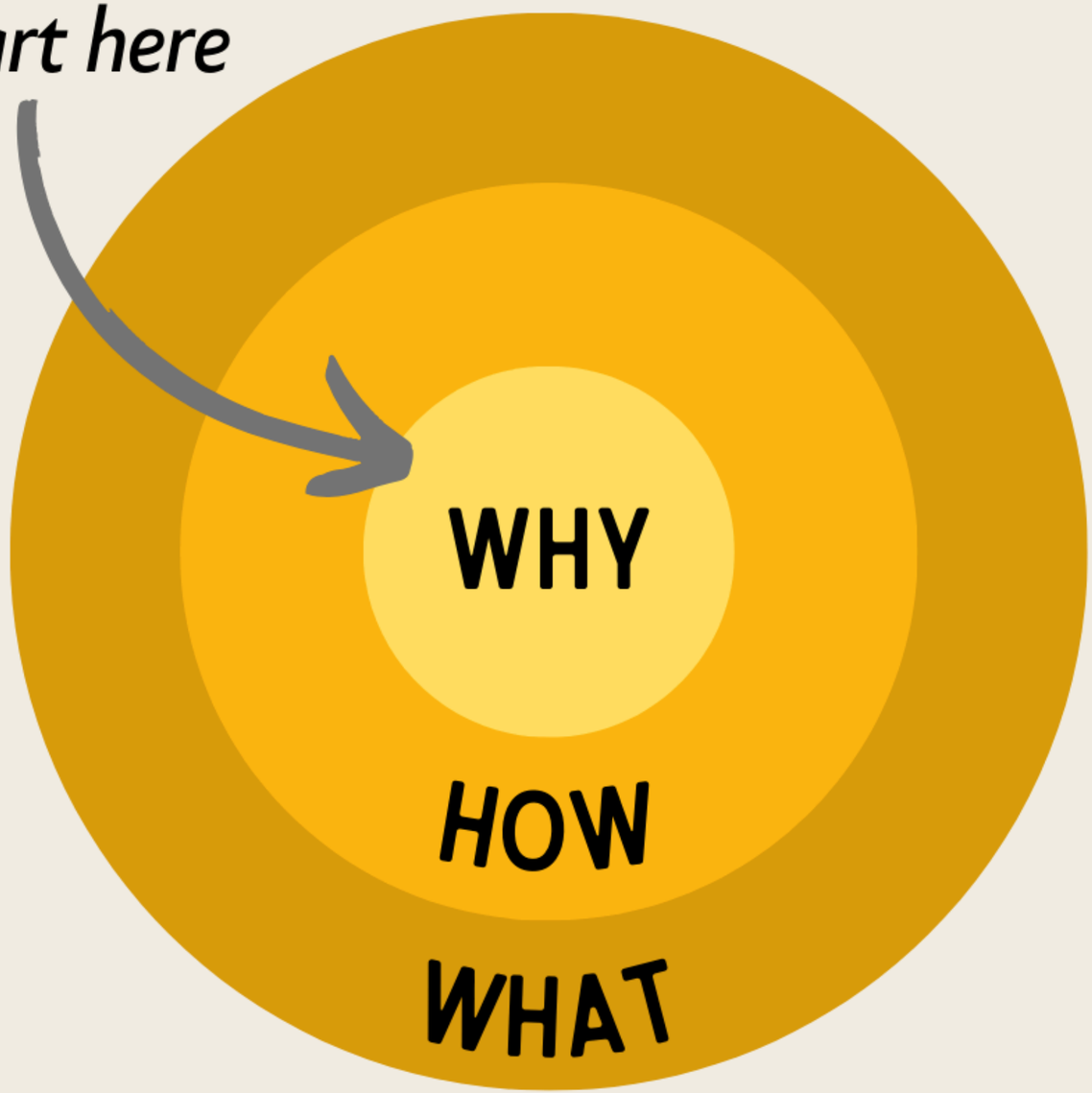
- Para mabuhay
- Makatulong at masuportahan ang pamilya
- Matuto at madagdagan ang kaalaman
- Magkaroon ng ambag sa lipunan

MOST PROFESSIONALS KNOW WHAT THEY DO, SOME KNOW HOW, BUT VERY FEW REALLY KNOW WHY THEY DO IT!





Start here



SIMON SINEK

THREE DIMENSIONS OF WORK



INCOME (SAHOD)



EFFICIENCY (Kahusayan)



PERSONAL DEVELOPMENT (Personal na Pag-unlad)



HOW DO YOU ACHIEVE PERSONAL DEVELOPMENT?

- WAKE UP AT A FIXED TIME EVERYDAY.
- MAKE GOOD USE OF YOUR TIME.
- BE PUNCTUAL
- HAVE ORDER AT WORK
- BE SINCERE AND GENEROUS
- PAY ATTENTION TO DETAILS
- KEEP READING
- BEGIN AGAIN



WHY ARE A LOT STILL NOT HAPPY AND DRAG THEMSELVES TO WORK?



BECAUSE THEIR WHY IS NOT CLEAR UP TO NOW!


STAND IF.....

STAND IF.....



YOU HAVE CRIED AT WORK

STAND IF.....



YOU HAVE FELT UNAPPRECIATED


STAND IF.....
YOU HAVE FELT EMOTIONALLY TIRED BUT STILL SHOWED UP SMILING

LOOK AROUND YOU

CLEARLY, YOU ARE NOT ALONE!



EQ OVER IQ
THE BALANCING ACT



IQ got you here, but EQ will keep you here!

IQ = credentials, systems knowledge

EQ= empathy, communication, calm under pressure

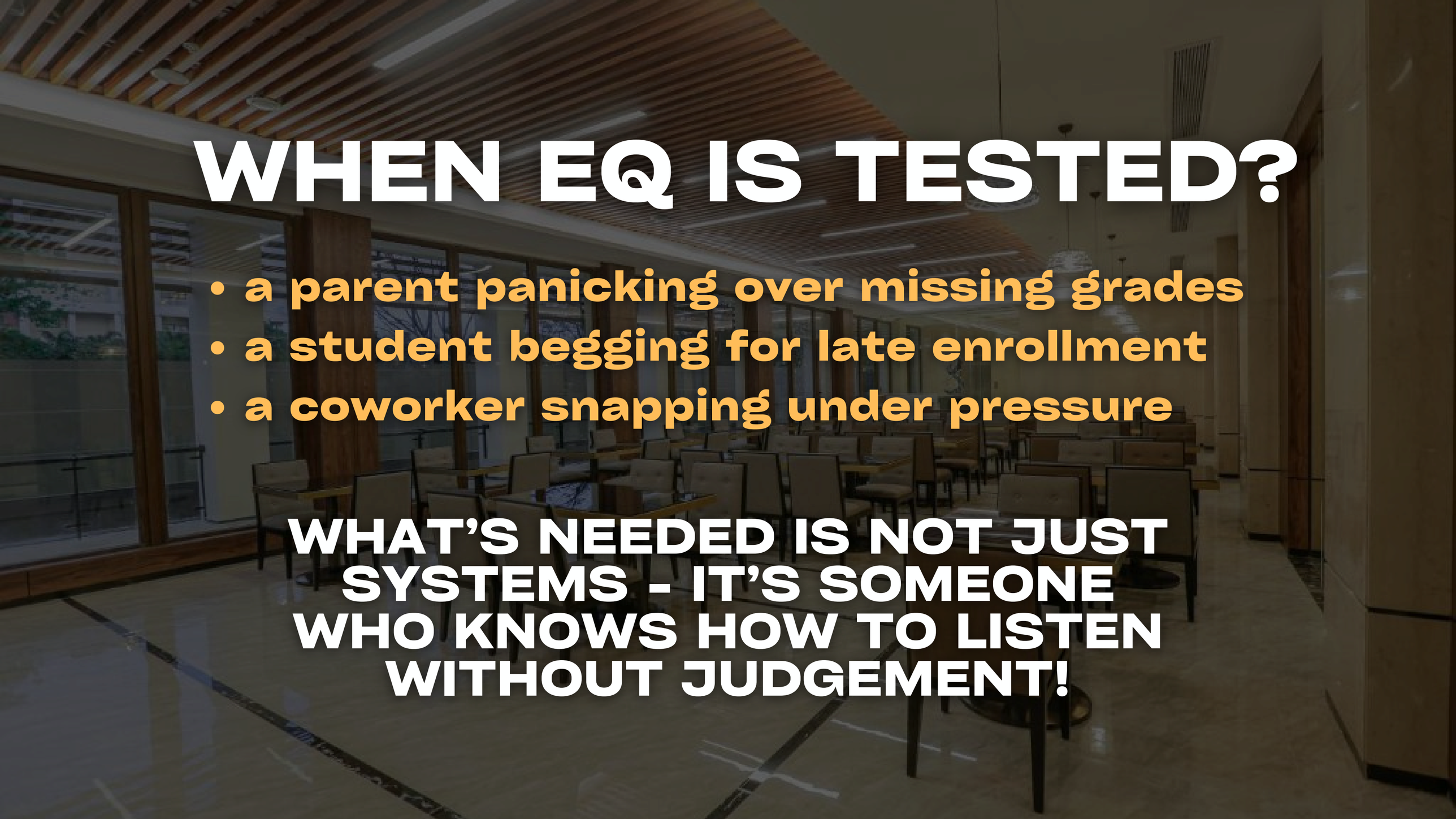


REMEMBER YOU'RE NOT DEALING WITH DOCUMENTS.

YOU'RE DEALING WITH PEOPLE WHO ARE UNDER STRESS!




THIS IS
NOT THE
TIME TO
THINK OF
YOURSELF!



WHEN EQ IS TESTED?

- a parent panicking over missing grades
- a student begging for late enrollment
- a coworker snapping under pressure

WHAT'S NEEDED IS NOT JUST SYSTEMS - IT'S SOMEONE WHO KNOWS HOW TO LISTEN WITHOUT JUDGEMENT!

The ability to perceive and express emotion, assimilate emotion in thought, understand and reason with emotion, and regulate emotion in self and others.

"The Emotionally Intelligent Workplace"
Cary Cherniss and Daniel Goleman



E.Q.

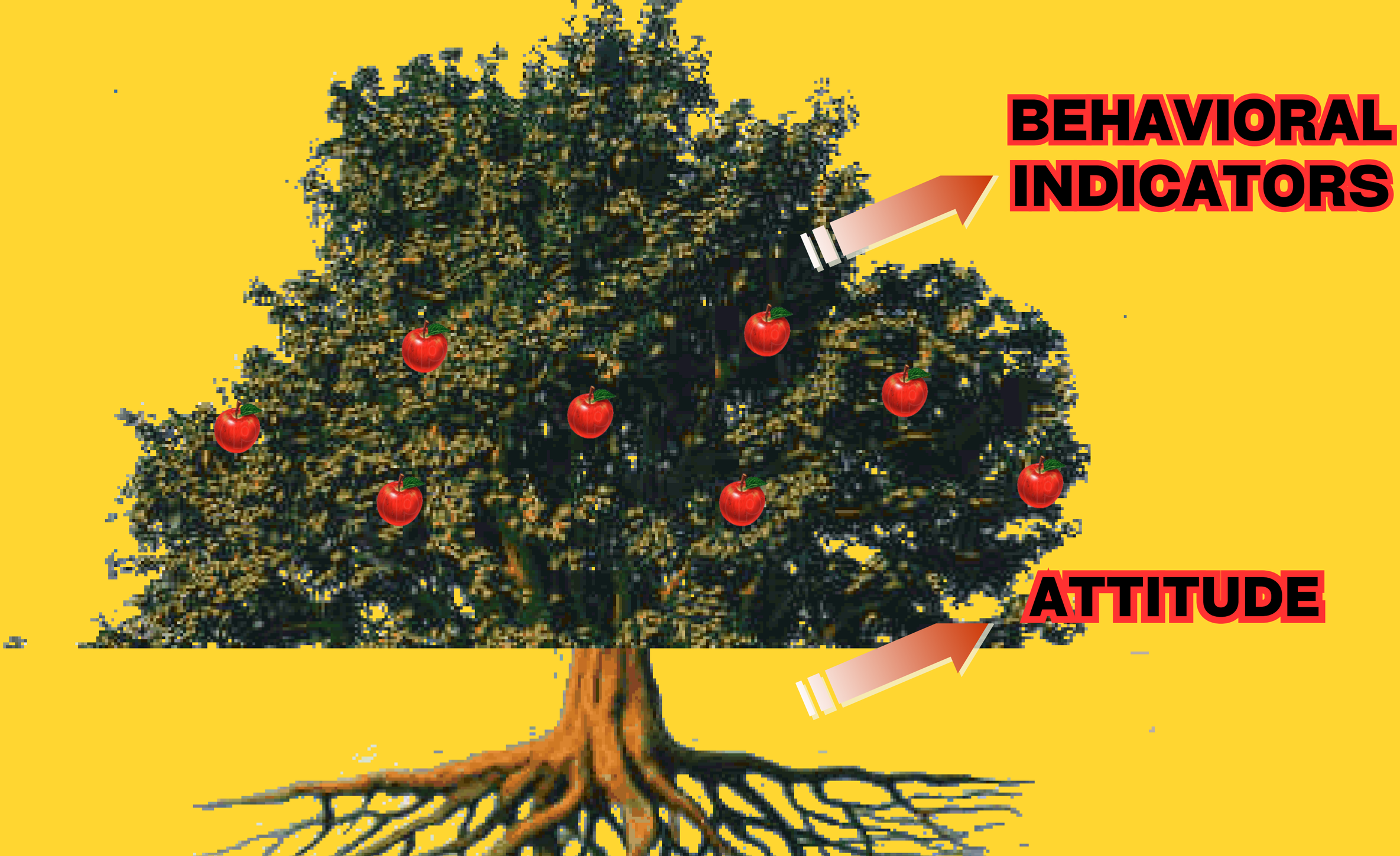
The ability to:

- Control emotions
- Behaviors:
  - Handling frustrations
  - Controlling emotions
  - Getting along with others




ATTITUDE
YARN!


ATTITUDE
Your perception towards a person, object or situation.


BEHAVIORAL
INDICATORS
ATTITUDE



Activating Event

Belief

Consequences

By Albert Ellis – Rational Emotive Behavior

WHAT ARE THE TOP 3 CHALLENGES OF REGISTRARS?

- Workoverload with impossible deadlines.
- You are always the bad cop.
- Getting blamed by all.



WHAT ARE THE SOLUTIONS TO YOUR PROBLEMS?



- **Make warmth a system, not just a mood.**
- **Clarify roles, not just policies.**
- **Realign with your why and elevate your EQ.**

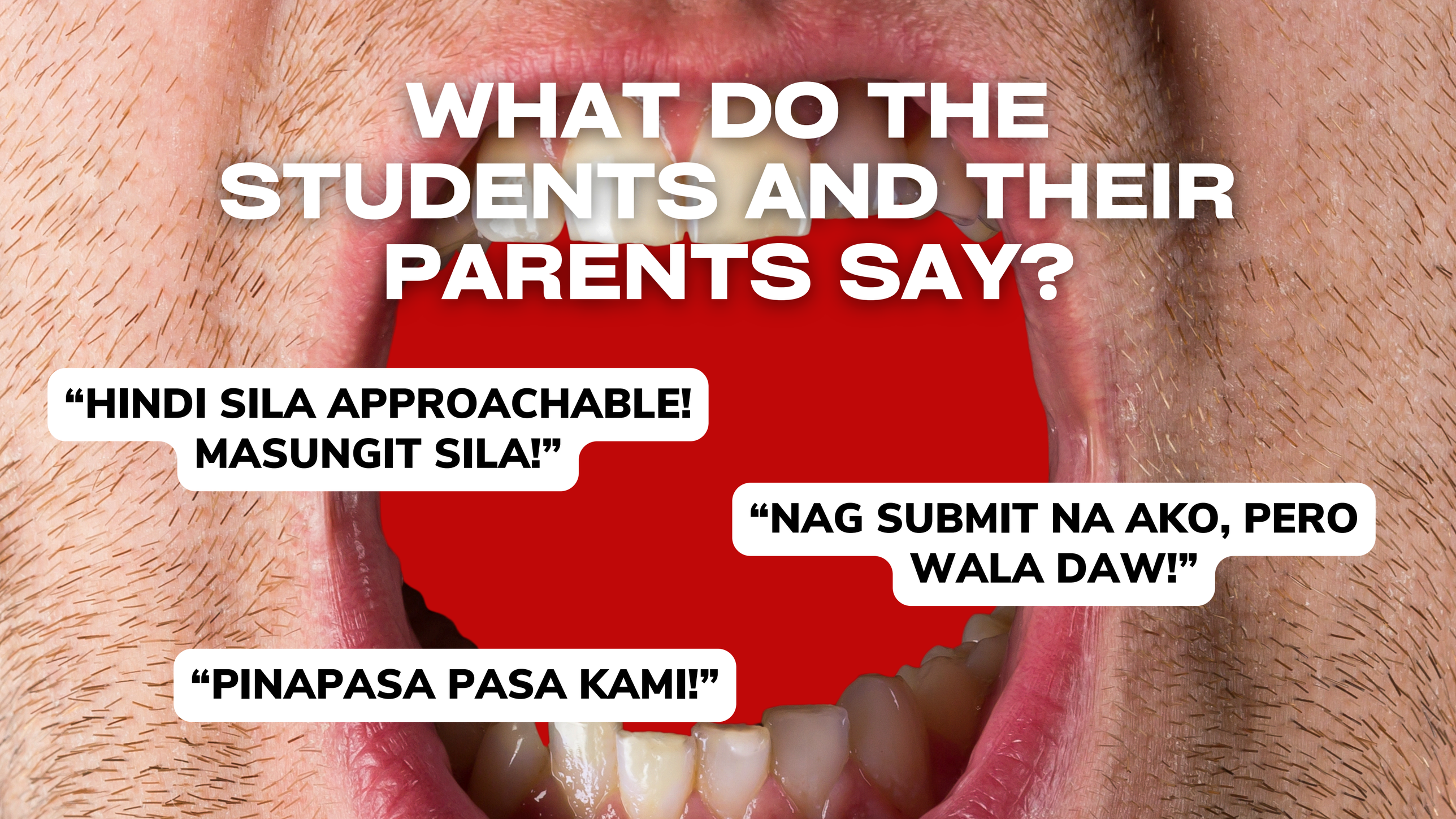
WARMTH ISN'T
A MOOD
- IT'S A SYSTEM!

HINDI LANG SIYA,
"PAG GOOD MOOD
AKO, MABAIT AKO."





KINDNESS SHOULD BE CONSISTENT, EVEN WHEN WE'RE TIRED OR BUSY!


WHAT DO THE STUDENTS AND THEIR PARENTS SAY?
“HINDI SILA APPROACHABLE! MASUNGIT SILA!”
“NAG SUBMIT NA AKO, PERO WALA DAW!”
“PINAPASA PASA KAMI!”

BE INTENTIONAL WITH HOW YOU CREATE PROCESSES THAT CARRY WARMTH!

(E.G., GREETING SCRIPTS, ESCALATION PROTOCOLS WITH EMPATHY, RECOVERY PLANS AFTER STRESSFUL MOMENTS

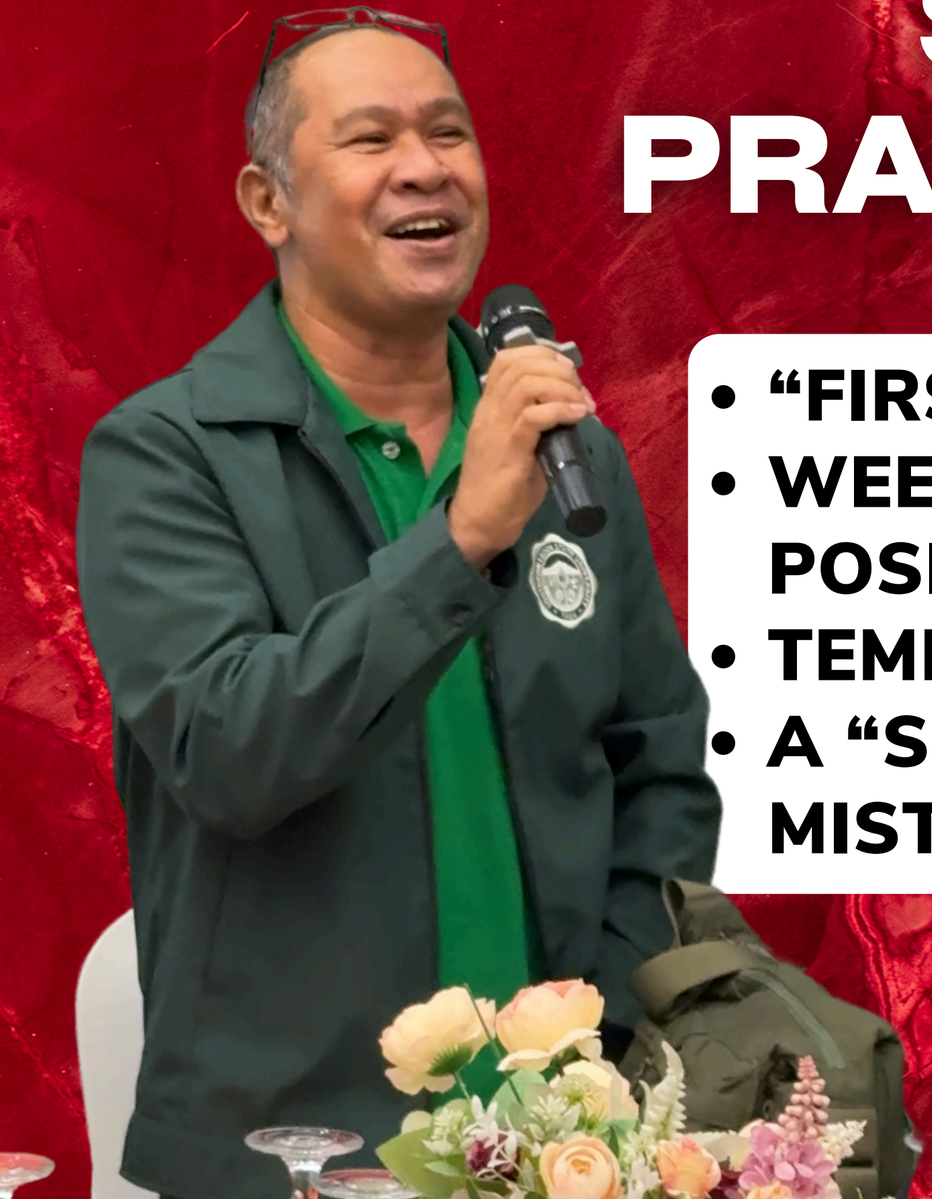


3 AREAS TO BUILD WARM SYSTEMS

- **Communication - Scripts, tone, phrasing.**
- **Processes - How fast we respond, what happens when someone complains.**
- **Environment - Is the atmosphere welcoming even when we're stressed?**



SIMPLE WARM PRACTICES TO EMBED



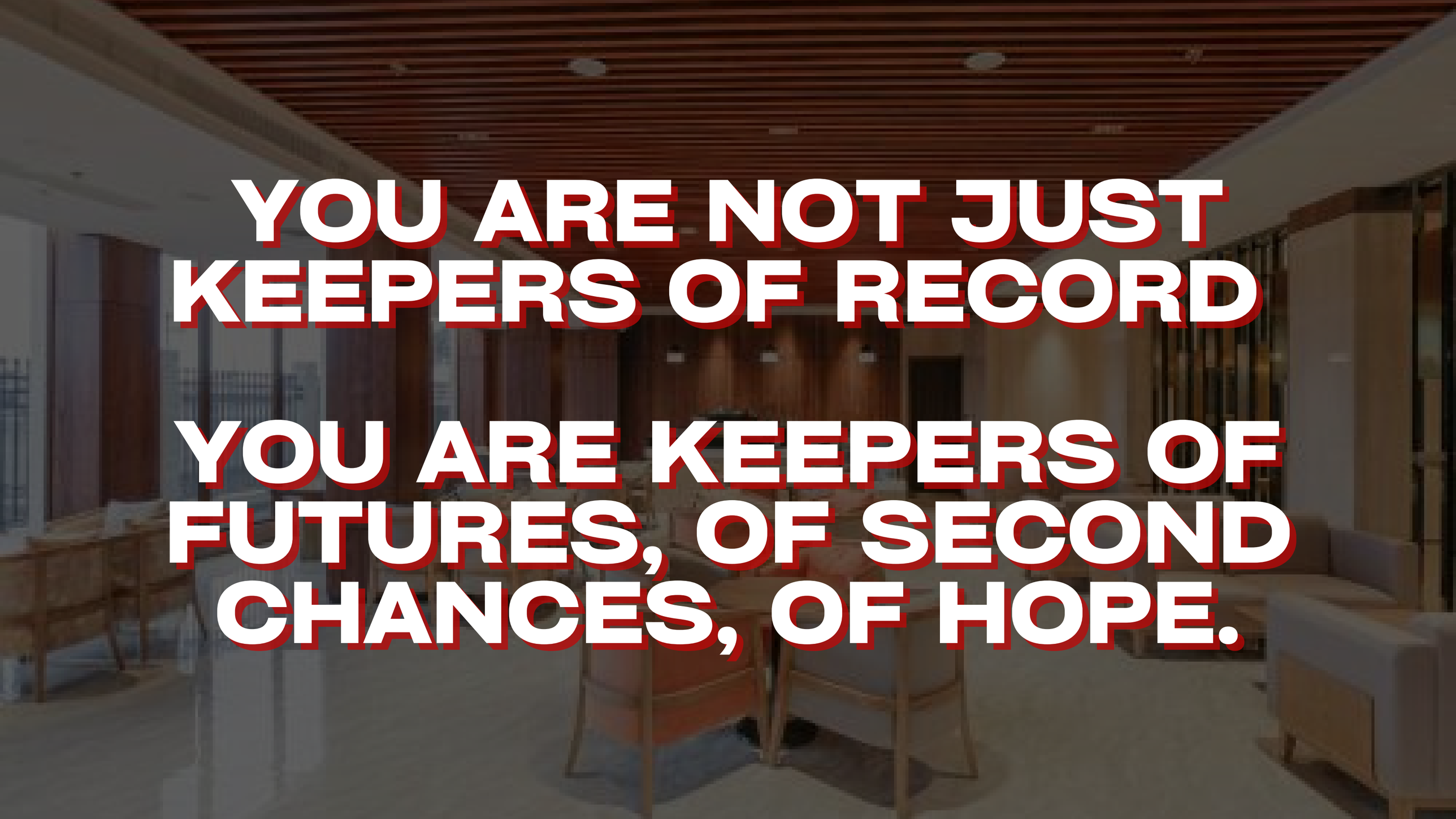
- “FIRST NAME + SMILE” RULE AT THE WINDOW
- WEEKLY MINI TEAM HUDDLES WITH ONE POSITIVE SHOUTOUT PER PERSON
- TEMPLATE MESSAGES THAT SOUND HUMAN
- A “SERVICE RECOVERY SCRIPT” FOR WHEN MISTAKES HAPPEN

“SYSTEMS DELIVER SERVICE, BUT PEOPLE DELIVER WARMTH.”



WHAT IN YOUR OFFICE CURRENTLY FEELS COLD AND ROBOTIC? HOW CAN WE WARM IT UP EVEN A LITTLE?




YOU ARE NOT JUST
KEEPERS OF RECORD
YOU ARE KEEPERS OF
FUTURES, OF SECOND
CHANCES, OF HOPE.


IF I WANT TO SERVE WITH WARMTH,
I WILL START DOING _____
AND STOP DOING _____.”