

The HR Center for Learning continue to provide associates with more opportunities to develop and learn new knowledge, skills, and abilities. The use of technology was maximized in the conduct of training programs regardless amidst the changing landscape of associates' demographics in terms of age and location.

The Human Resources Department specifically the HR – Center for Learning is eager to welcome new associates to boost their confidence and assist them in adjusting to their new environment and jobs. Thus, the Virtual New Employees Orientation Program is continuously provided, intended not only to welcome new associates to the UCPBS family but also to help new hires gradually and smoothly integrate themselves through learning about the industry, the Bank's basic information, products, services, the vision-mission, and core values.

In 2023, the HR – Center for Learning made further efforts to deliver more training programs through virtual and face-to-face learning sessions, such as Bank Compliance Courses (AMLA, BOSH, Emergency Evacuation Awareness, among others), Build-Up Skills Program (BBD Learning Series, HR Trainings, among others), Professional Development Program (Mental Health Workshop, Positive Workplace, among others), and Managers and Leaders (Basic Leadership Effective Supervision Seminar).

Further, the Bank recognizes that its leaders must attend training programs to maintain the bank's competitiveness in a constantly changing world. As such, in 2023, the management team attended programs and courses offered by the following: Chamber Thrift Bank, Bangko Sentral ng Pilipinas, BaiPhil, Philippine Women's Commission, Landbank, Department of Agriculture, PhilSys, Branch Heads' Conference, CGOP for GOCCs, SFF, among others.

The HR – Center for Learning also took steps to provide pertinent information by implementing learning interventions such as Microlearning. This animated intervention brings a chunk of timely information right to the employee's workstations.

Further, the existing learning methodologies were enhanced while new techniques were introduced in accordance with feedback received from training participants and to adapt to the changing times.