



The Filipino Offshore Leadership System





Leading Filipino Offshore Teams

Manager's Toolkit

Everything you need to build a team that performs, stays, and grows.





Why This Matters

Your Filipino team has what it takes to deliver.

They're loyal. Adaptable. Great with people. The question is whether they feel safe enough to show it.

This toolkit helps you create that environment *and* keep it. When you get this right, you get fewer surprises, less rework, and a team that actually sticks around.

What Kapwa means for you as a manager

Kapwa is a Filipino concept. Roughly: we're all in this together. It's not just cultural. It's a leadership approach.



What you do	Why it matters culturally	What happens as a result
Build trust early	Filipino teams value relationships. Trust first, task second.	People feel safe to speak up.
Set clear expectations	Employees won't always push back on unclear instructions. They'll just try to figure it out.	Less miscommunication = less rework.
Ask questions, not just for updates	Silence doesn't mean agreement. It often means respect and uncertainty.	You catch problems before they grow.
Follow up in writing	Indirect communication is the norm. Written clarity removes guesswork.	Fewer misunderstandings.
Trust them to lead	People perform best when they feel included and trusted.	A team that owns its work.

What this toolkit helps you do

You own the day-to-day. HR is there for the complicated stuff policy, compliance, escalations. This toolkit covers everything in between.

Use it to:

- **Get new people up to speed faster.**
- **Catch problems early before they become expensive.**
- **Have real conversations about performance.**
- **Build a team that can eventually run without you hovering.**
- **Reduce the risk of losing good people.**



Who Does What?

Person	Their job
You (the manager)	Day-to-day leadership, coaching, feedback, performance conversations, documentation.
Client / Business Lead	Sets the business direction and priorities.
HR Business Partner	Complex cases, policy questions, compliance.

The Employee Life Cycle

Here’s how to think about the full journey — from day one to the day they leave.



Stage	What you do	Tools available
Onboarding	Set clear expectations. Introduce how the team works. Start building trust.	Onboarding Checklist, Role Guide, Culture Guide
Goal Setting	Align their goals to what the business actually needs. Include behaviour, not just output.	SMART+Impact Template, Goal-Setting Script
Coaching & Check-ins	Give regular feedback. Watch for overload. Keep the conversation going.	GROW Coaching Template
Quarterly Review	Check progress. Course-correct early. Note what’s working and what isn’t.	Quarterly Review Form, Discussion Guide
Annual Review	Look at the full year. Plan their development. Talk about salary, benefits, and where they’re headed.	Annual Review Template, IDP, Pay-for-Performance Guide
Career Growth	Have real conversations about their future. Update their development plan.	IDP Template, Career Development Guide
Exit	Capture what they know. Do an exit interview. Leave the door open.	Exit Checklist, Knowledge Capture Form

Your annual calendar

Plan your year so you're not caught off guard. Note: the "ber months" (September–December) are the start of the holiday season in the Philippines. Plan for celebrations, not just deadlines.

Quarter	What to focus on	Cultural moments to acknowledge
Q1 (Jan–Mar)	Set goals for the year. Run performance and career conversations. Kick off development plans. Review salaries.	Welcome the new year. Recognise last year's wins. Plan around Holy Week.
Q2 (Apr–Jun)	Mid-year check-in. Review development progress. Keep the coaching going.	Birthdays, work anniversaries, team-building moments.
Q3 (Jul–Sep)	Realign goals if needed. Q3 review. Check in on where people are at.	"Ber months" start — acknowledge the season. Celebrate milestones.
Q4 (Oct–Dec)	Year-end review. Holiday planning. Leave coordination. Year-end recognition.	All Souls Day. Holiday baskets. Year-end celebrations. Shut-down planning.
Every month	1:1s. Feedback. Workload check. Celebrate small wins.	Personal shout-outs, family milestones, team recognition.

Reminder

Recognition goes a long way. A shout-out during a team call. A message on a work anniversary. These are not extras — they're how trust gets built over time.



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Module 02 | The Employee Relationship Cycle

Module 03 | Onboarding and the First 6 Months

Module 04 | Performance Management

Module 05 | Employee Engagement

Module 06 | Career Management

Module 07 | Total Rewards and Compensation

Module 08 | Employee Relations & Labor Management

Module 09 | Offboarding in the Philippines





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