



PhilHealth's Internal Training Programs for CY 2017*

Activity	Objectives	Target Participants
LEADERSHIP/SUPERVISION DEVELOPMENT PROGRAMS		
Nurturing a Culture of Accountability for Supervisors <i>(Section Chiefs, Division Chiefs, Training of Trainers, and Applications)</i>	Cascade of the framework on Accountability (Change the Culture, Change the Game) and to prepare Trainers on the key concepts, principles and processes of Nurturing a Culture of Accountability as proposed by the book Change the Culture, Change the Game	Central Office and Regions
Leadership for Executive and Managerial Officers (EMOs) <i>(on Social Protection)</i>	Update EMOs on the current trends in leadership and enhance needed competencies of the changing times	Central Office and Regions
Performance Coaching, Counselling and Mentoring	Enhance the skills of supervisors on coaching, counselling and mentoring.	Central Office and Regions
Supervisory Development Course <i>(Next in Line Supervisors)</i>	Prepare next-in-line employees on becoming a supervisor in a global setting, while learning the latest trends and best practices in handling the job.	Central Office and Regions
Supervisory Development Course <i>(Supervisors)</i>	Update supervisors of the latest trends and practices on supervision.	Central Office and Regions
STRENGTHENING PHILHEALTH CORE COMPETENCIES		
Personal Mastery	Improve the core competency levels of the employees.	Central Office and Regions
Interpersonal and Client Effectiveness (ICE)	Improve interpersonal effectiveness competencies such as people orientation and customer focus	Central Office
Training of Trainers on Organizational Effectiveness <i>(Teamwork and Drive for Excellence)</i>	Prepare Trainers on Organizational Effectiveness with focus on Drive for Excellence and Teamwork	Central Office and Regions
Organizational Effectiveness <i>(Teamwork and Drive for Excellence)</i>	Implement the 2 batches of Organizational Effectiveness	Central Office
BOOSTING/ENHANCING COMPETENCIES		
Business Writing	Improve competency in business writing	Regions
Facilitation Skills	Improve competencies of staff in facilitation of training and other corporate activities	Regions
Completed Staff Work (CSW)	Prepare the competencies of employees in handling projects from beginning to end	Regions
Conflict Management <i>(CAC supervisors, LHIO Frontline lead staff)</i>	Learn how to identify conflict (within yourself and others) and how to resolve them by demonstrating correct Conflict Management.	Central Office and Regions
Project Management	Gain comprehensive knowledge, skills, and insights that is directly applicable to the job for a highly competent performance.	Central Office
Enhancing Communication Skills for Public Relations Staff	Provide capacity building for public relations officers and staff	Central Office and Regions

Activity	Objectives	Target Participants
Effective Organizational Communication and Networking Skills	Comprehend the benefits of Communication and how to execute proper leveraging Networking.	Regions
Capability Enhancement of HR/PRO HR Staff (ROI Development, etc.)	Update HR officers on the new trends in HR	Central Office and Regions
Social Marketing and Networking Skills	Equip employees on social marketing and networking skills	Regions
Property and Supply Management System	Understand the current and new provisions of Republic Act 9184 in terms of Property and Supply Management	Central Office and Regions
Baseline Assessment of Internal Control System (BAICS) with COA	Evaluate the existing internal controls of the corporation.	Central Office
SPECIAL PROGRAMS		
Basic Life Support (Lifesaver Course)	Strengthening competencies of employees on providing basic life support in case of emergency.	Central Office and Regions
Training Echo Sessions	Echo Sessions of AIM PDM Graduates and of REAP of PMDP Graduates	Central Office
Program on Capacity Building for Retiring Employees	Prepare employees for retirement and to discuss other interests that may be pursued.	Central Office and Regions
New Employee Orientation	Prepare the new hires for their job: Orientation on the PhilHealth Mandate, Vision, Mission and Values (VMV); including relevant policies as a public servant	Central Office and Regions
GAD Training	Orient employees on GAD policies.	Central Office and Regions
ISO-QMS (ISO 9001:2015 Requirements)	Orient employees on the provisions of ISO-QMS (ISO 9001:2015 Requirements)	Central Office and Regions
Training on Disaster Preparedness and Management	Increase competencies of staff on disaster management.	Central Office and Regions
Annual PhilHealth CARES Summit	Provide policy and guidelines to PhilHealth CARES	Central Office and Regions
Actuarial Training	Capability enhancement on actuarial programs/updates	Central Office

**Per PhilHealth's Personnel Development Committee (PDC) Resolution No.3, s-2017*