

## In-House and Internal Training Programs for CY 2025

L&D PROGRAM	OBJECTIVES	PARTICIPANTS	TRAINING HOURS
PhilHealth Employee Orientation	This program aims to develop/enhance knowledge and skills of new employees' Orientation on the PhilHealth Mandate, Vision, Mission and Values (VMV) as well as relevant policies and standards for human resource management and development and other office regulations such as Information Security Management, Risk Management among others.	All newly hired employees (Original and re-appointment)	16 orientation hours
Personal Mastery: The Road to Commitment, Integrity and Accountability	The first of the ladderized program designed to strengthen the Core Competencies of all the employees of the Corporation. This program focuses on developing and/or enhancing the competencies of commitment, integrity and accountability.	All PhilHealth Employees	16 training hours
Interpersonal and Client Effectiveness	The second of the ladderized program for strengthening the Core Competencies of all employees to improve interpersonal effectiveness competencies such as people orientation and customer focus	All PhilHealth Employees	16 training hours
Training on Organizational Effectiveness	The third and last course of the PhilHealth Core Competency Course Curriculum ladder that focuses on Teamwork and Drive for Excellence. The training will help the participants to practice critical skills towards honing self-mastery, interpersonal effectiveness, drive for excellence and teamwork and demonstrate application of the behavioral indicators of teamwork and drive for excellence in a group task.	All PhilHealth Employees	16 training hours

Training on Office Administration	The program is designed to equip the participants with skills and knowledge on how to become more proactive, effective and efficient in organizing their workspace, managing records and documented information, and prioritizing daily work activities. It also enhanced their appreciation Civility in the Workplace.	Head Office and PhilHealth Regional Offices	16 training hours
Training on 5S and Records Management	The program helps employees learn the fundamental concepts of good housekeeping habits, 5S Implementation and Records Management to help improve quality of work and productivity.	Head Office and PhilHealth Regional Offices	16 training hours
Training on Quality Management System	The program is designed to provide participants the key components of a QMS, implement the necessary processes and controls, perform internal audits, and drive continuous improvements to enhance service quality. This training is essential for PhilHealth to deliver high-quality services consistently while meeting customer expectations and regulatory requirements.	Head Office and PhilHealth Regional Offices	16 training hours
Training on Completed Staff Work	The program focuses on the study of a problem and provision of a solution by motivating people to do their own thinking, develop people's skill and saving executive's time by ensuring that all needed information are collected and processed for sound decision making of managers and supervisors	Head Office and PhilHealth Regional Offices	24 training hours
Training on Microsoft Excel	The program will train employees in features of the MS Excel to increase their work productivity level.	Head Office and PhilHealth Regional Offices	24 training hours
Training on Microsoft PowerPoint	The program aims to train employees in features of the MS PowerPoint to increase their work productivity level with no dependency on IT professional & infrastructure.	Head Office and PhilHealth Regional Offices	24 training hours

Training on Basic Written Communication Skills	The program is designed for the participants to develop/enhance written communication skills of participants to help them effectively and efficiently produce short and long business correspondence, reports and documentation.	Head Office and PhilHealth Regional Offices	24 training hours
Training on Advanced Written Communication Skills	The program is designed for the participants to develop/enhance written communication skills of participants to help them create effective, and professional written contents that achieves the desired outcomes.	Head Office and PhilHealth Regional Offices	24 training hours
Training on Verbal Communication Skills	The program provides the participants with the knowledge, skills and attitude on how to effectively communicate with our clients and stakeholders. This will provide techniques on how to present with impact and influence others to act in your favor	Head Office and PhilHealth Regional Offices	24 training hours
Training on Philippine Financial Reporting Standards (PFRS)	The program focuses on the key provisions of PFRS, which are aligned with International Financial Reporting Standards (IFRS), and helps participants interpret, apply, and comply with these standards in real-world accounting and financial reporting practices.	Head Office	24 training hours
Training on New Government Procurement Act RA 12009	The program aims at educating PhilHealth employees about the provisions, processes, and key changes under the newly enacted Republic Act No. 12009, also known as the Government Procurement Modernization Act.	Head Office and PhilHealth Regional Offices	16 training hours
Training on Program and Project Management	The program is designed for the participants to have a strong foundation in both the strategic and operational aspects of managing projects and programs, enabling them to handle complex initiatives, improve organizational efficiency, and deliver successful outcomes.	Head Office	24 training hours

Training on Policy Development	The program is designed to equip participants with the essential knowledge and skills required to develop, implement, and evaluate policies effectively. It covers the entire policy development process, from identifying issues and setting objectives to drafting policies and ensuring their successful implementation.	Head Office	24 training hours
Training on Data Management	The program aims to manage large volumes of data, discuss traditional forms of data storage such as relational databases, as well as newer, less structured approaches.	Head Office	24 training hours
Training on Planning, Budgeting and Forecasting	The program is designed to equip employees with the essential skills needed to effectively plan, create budgets, and forecast future financial performance, ensuring resources are allocated efficiently and financial goals are met.	Head Office	24 training hours
Training on Legal Writing	The program is designed to develop/enhance written communication skills of participants to help them effectively and efficiently produce legal correspondence, reports and communication	Head Office	24 training hours
Training on Customer Relations Management Skills	The program is designed to improve existing customer service skills and develop new techniques to enhance customers' experience.	Head Office and PhilHealth Regional Offices	16 training hours
Training on Stress and Time Management	As a strategic part in this training program, proper time management shall be introduced to address stress and to maximize the potential of our workforce.	Head Office and PhilHealth Regional Offices	16 training hours
Training on Risk Management	The program is designed for the participants to have a solid understanding of how to identify, assess, and manage risks within PhilHealth. The training is crucial for the corporation to proactively address potential hazards and minimize the likelihood of negative outcomes that could impact operations, safety, finances, or reputation.	Head Office	16 training hours

Training on Data Analytics	The program is designed to equip the participants with the necessary skills to analyze data, extract meaningful insights, and make informed decisions based on data. This training typically covers a wide range of data analytics techniques, tools, and methodologies	Head Office	24 training hours
Training on Facilitation Skills	The program is designed to enhance participants' ability to guide group discussions, meetings, workshops, and other collaborative activities effectively. The training focuses on developing key facilitation techniques that help participants engage others, foster productive discussions, resolve conflicts, and achieve desired outcomes.	Head Office	24 training hours
Basic Life Support – Train the Trainers	<p>This specialized course is designed to train instructors who will then be able to teach others how to perform Basic Life Support techniques.</p> <p>This course is designed for healthcare professionals and other personnel who need to know how to perform CPR and other basic cardiovascular life support skills.</p>	Head Office	40 training hours
Training on Skills Training for Public Relations and Networking	Provide capacity building for employees on public relations and networking thus shall increase the likelihood that PhilHealth will be able to build and sustain a positive impression, good and credible corporate image from the perspective of the public, partners and other stakeholders	Head Office and PhilHealth Regional Offices	24 training hours
Training on Database Management	The program is designed for the participants to have the essential skills and knowledge to effectively manage, design, and maintain databases. This training covers the fundamental concepts of databases, advanced management techniques, and industry-standard tools and technologies, allowing participants to build and maintain secure, efficient, and scalable database systems.	Head Office	24 training hours



Training on Economic and Financial Literacy (Managing Finances)	The course will give the participants insights needed in order to make sensible financial decision	Head Office	16 training hours
Training on Counselling	This training aims to develop and/or enhance the Supervisors and Executives' right attitude and skillset in helping themselves, their colleagues as well as their subordinates by being the Workplace Counselors.	Head Office	24 leadership training hours
Training on Career Development and Succession Planning	The program is designed for participants to be equipped to build and implement effective career development programs, create comprehensive succession plans, and ensure the organization is prepared for future leadership transitions.	Head Office and PhilHealth Regional Offices	24 leadership training hours
Training on Coaching Skills	The program develops/enhances knowledge and skills of leaders and supervisors on coaching principles, style and practices Coaching to effectively help the employees achieve their desired personal and professional growth.	Head Office and PhilHealth Regional Offices	24 leadership training hours
Training on Mentoring Skills	The program develops/enhances the mentoring knowledge and skills of Executive Officers and Supervisors who will embark on a mentoring journey with their staff/subordinate, be a role model to guide, mentees to achieve their personal and career goals.	Head Office	24 leadership training hour
Training on Crisis Management	The program is designed to develop basic skills for the members of the organization necessary to thrive through crisis situations for the safety and security of its workforce	PhilHealth Regional Offices	24 leadership training hours
Training on Strategic Office Management	The program is designed to help participants be equipped with the skills needed to manage office operations in a strategic, efficient, and effective way. It will help them be capable of aligning the office's functions with organizational objectives, leading teams, optimizing processes, and contributing to the overall success of the organization.	Head Office	24 leadership training hours

Training on Problem Solving and Decision Making	The program is designed to help employees see problems in a deeper perspective and identify the root causes, in order to create action plans that can effectively solve issues.	Head Office and PhilHealth Regional Offices	24 leadership training hours
Training on Transformational Leadership	The program aims to develop PhilHealth Executives and Supervisors as transformational leaders who works with subordinates to identify the needed change, creating a vision to guide the change through inspiration, and executing the change in tandem with committed members of a group.	Head Office and PhilHealth Regional Offices	24 leadership training hours
Training on Change Management	The program develops/ enhances skills of managers and supervisors in change management and communication for them to effectively and positively plan and implement change efforts of the organization.	Head Office	24 leadership training hours
Training on Conflict Management with Negotiation Skills	The program intends to train supervisors on how to manage conflict situation and bring about the best possible resolution. The course also aims to promote good working relationship between co-workers and create a more conducive workplace environment.	Head Office and PhilHealth Regional Offices	24 leadership training hours