



Republic of the Philippines  
**PHILIPPINE HEALTH INSURANCE CORPORATION**

Citystate Centre, 709 Shaw Boulevard, Pasig City  
 Call Center: (02) 8441-7442 | Trunkline: (02) 8441-7444  
[www.philhealth.gov.ph](http://www.philhealth.gov.ph)



UNIVERSAL HEALTH CARE  
 KALUSUGAN AT KALINGA PARA SA LAHAT

**PhilHealth's Internal Training Programs for CY 2019\***

Activity	Objectives	Target Participants
<b>CREATING TRANSFORMATIVE LEADERS</b>		
Leadership/ Supervisory	Update supervisors of the latest trends and practices on supervision.	Central Office and PhilHealth Regional Office
Advance Coaching Skills (for EMOs and Supervisors)	Develop/enhance knowledge and skills of leaders and supervisors on advanced coaching principles, style and practices Coaching to effectively help the employees achieve their desired personal and professional growth	Central Office and PhilHealth Regional Office
Basic Counseling Skills for Executives	Develop skills of Executive-Managerial Officers in Career Counseling	Central Office and PhilHealth Regional Office
Career and Succession Planning for Managers and Leaders	Provide Managers and Leaders with knowledge and skills in career development and succession planning	Central Office and PhilHealth Regional Office
Change Management and Communication Strategy	Develop/ enhance skills of managers and supervisors in change management and change communication	Central Office and PhilHealth Regional Office
Crisis Management	Aims to develop basic skills for the members of the organization necessary to thrive through crisis situations for the safety and security of its workforce	Central Office
Decision Making: Getting It Right (for Supervisors)	Aims to enhance competency of the target participants therefore paving the way for excellent results needed by the organization to succeed.	Central Office and PhilHealth Regional Office
Executive Mentors Program	Develop/enhance 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.	Central Office
How to Handle Difficult Subordinates	Aims to be effective in managing and leading a team, specifically if there are team members who are difficult to handle	Central Office



<b>ENHANCING FUNCTIONAL COMPETENCIES</b>		
Advance Module Writing	Aims to equip participants specially those who are involved in handling training programs in their respective offices with the knowledge and skills on module preparation and training design	Central Office and PhilHealth Regional Office
Advance Video Production Training	For skills improvement of Corporate Affairs Group and Public Affairs Unit Staff on video production	Central Office and PhilHealth Regional Office
Basic and Advance Computer Skills Training (Microsoft Office)	Aims to improve the capability of the organization in computer skills	Central Office and PhilHealth Regional Office
Business and Technical Writing Skills Enhancement Training	Develop / enhance skills in communication, specially focused on business and technical writing	Central Office
Life Saver Course	Strengthening competencies of employees on providing basic life support in case of emergency	Central Office and PhilHealth Regional Office
Livelihood Seminars and Workshops	Aims to promote the development of the total well-being of officers and employees especially those who are on their way to retirement and to encourage them to engage in possible entrepreneurial projects and other successful government and private livelihood programs.	Central Office and PhilHealth Regional Office
Managing Personal Finances	Aims to create awareness on how to manage your finances especially those who are going to retire in the near future	Central Office and PhilHealth Regional Office
Negotiation Skills Training	Aims to Equip participants with the skills to successfully prepare, undertake, and conclude negotiations in formal and informal settings	Central Office
Verbal Communication Skills Enhancement Training	Aims in building the confidence of the target participants and help them communicate clearly and with impact, by improving their verbal and non-verbal communication style	Central Office
Orientation on the Fundamentals of Auditing	Develop/ enhance skills in Auditing and provide latest trends and practices in auditing	Internal Audit Group



Policy Development	Aims to enhance/develop those employees in the corporation involved in the policy making activity and make sure that policy development is at par with both local and international standards	Central Office
Presentation/Facilitation Skills	To equip employees with the necessary skills to present and facilitate various group activities	Central Office and PhilHealth Regional Office
Professional Ethics for Drivers	Aims to promote/improve professional ethics among drivers of the corporation in the performance of their duties and functions to their passengers in the corporation	Central Office and PhilHealth Regional Office
Program Management Training	Develop/ enhance knowledge and skills of Supervisors and Technical Staff the whole facets of Program Management	Central Office and PhilHealth Regional Office
Psychological First Aid Training	Aims to develop knowledge and skills among participants on how to apply Psychological First Aid in times when faced with difficult situation or disaster, to promote a mentally healthy work environment in support of the implementation of the Mental Health Law.	Central Office
Public Speaking	Designed to equip PhilHealth Officers and Employees with the platform skills they need and be able to speak before stakeholders and decision makers anytime and anywhere, about any subject matter even without notes and PowerPoint, and despite limited time for preparations	Central Office and PhilHealth Regional Office
Research Methods, Program, Monitoring and Evaluation	Develop/enhance knowledge and skills of employees in conducting research for program monitoring and evaluation	Central Office and PhilHealth Regional Office
Strategic Management Skills Training	Develop/enhance the participants knowledge and skills in the entire process involved in strategic management and the use of various tools and techniques from planning phase to the monitoring and evaluation phase	Central Office
Training Needs Analysis (TNA) Development Training	Aims to develop/enhance knowledge and skills of HR Practitioners in the conduct of TNA, development of TNA tools and preparation of TNA reports and recommendations	Central Office and PhilHealth Regional Office



Internal Audit Report Writing	Aims to orient the Internal Auditors of IAG in order to gain knowledge and skills required in compliance to the requirement of the PhilHealth Internal Audit Manual (PIAM).	Central Office
Enterprise Architecture Training Orientation and Update for ITMD Personnel	Develop/enhance knowledge and skills on Enterprise Architecture	Employees of the Information Technology Management Department
Prosecutorial and Litigation Skills Enhancement Seminar	Aims to provide professional growth and skills enhancement of the capability of the participants in terms of fact-finding, investigation and evidence-based case build up including preparation of affidavit-complaints, pleadings and other legal documents.	Central Office and PhilHealth Regional Office
Continuing Learning Education for:	Support the capability building of the employees as requirement for the renewal of their professional license	Central Office and PhilHealth Regional Office
Lawyers		
CPAs		
Doctors		
Nurses		
MedTech		
Capability Building of Surveyors on Benchbook Standards for HCIs	Develop/ enhance/ update knowledge and skills of participants in conducting surveys for accreditation using Benchbook Standards for Health Care Institutions	Central Office and PhilHealth Regional Office
Basic Coaching Skills (for next in rank supervisors)	Develop/enhance the coaching skills of supervisors to help employees identify areas for improvement, help employees learn from mistakes and encourage employees to take a proactive role in their development.	Central Office and PhilHealth Regional Office
Conflict Management	Aims to develop basic skills for the members of the organization necessary to thrive through crisis situations for the safety and security of its workforce	Central Office and PhilHealth Regional Office
Training on Completed Staff Work	Focus 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 need information are	Central Office and PhilHealth Regional Office



	collected and processed for sound decision making of Managers and Supervisors	
Customer Relations Skills and Management Training	Through simplified requirements and procedures, it aims to establish effective service delivery, prevent graft and corruption, reduce red tape and expedite business and non-business transactions.	Central Office and PhilHealth Regional Office
Managing Your Boss	Focuses on staff development in the area of building and sustaining a healthy, positive and effective working relationship with their supervisors and/or managers	Central Office and PhilHealth Regional Office
Stress and Time Management Training	Program will help the participants to look at stress at a different perspective. It will encourage the participants to address stress in an optimistic point-of-view. As a strategic part of this training program, proper time management shall be introduced to address stress and to maximize the potential of our workplace.	Central Office and PhilHealth Regional Office
<b>ESTABLISHING A CULTURE OF EXCELLENCE</b>		
Personal Mastery: The Road to Commitment, Integrity and Accountability	Aims to build a strong foundation for newly hired employees (casual/permanent) in the corporation and make sure that they understand the concept of integrity and accountability and choose to practice the key behaviors always.	Central Office and PhilHealth Regional Office
Interpersonal and Customer Effectiveness	Improve interpersonal effectiveness competencies such as people orientation and customer focus	Central Office and PhilHealth Regional Office
Organizational Effectiveness	Focuses on Organizational performance (internal) normally associated with more efficient and effective operations, it aims to strengthen team work and drive for excellence	Central Office and PhilHealth Regional Office
Nurturing a Culture of Accountability	Training participants to be an advocate for a culture of accountability and begin veering away from feeling of helplessness, overcome attitudes and behavior associated with a victim mindset and move towards making changes under their own control.	Central Office and PhilHealth Regional Office
<b>IMPLEMENTING MANDATORY CAPABILITY-BUILDING PROGRAMS</b>		



Employee Orientation	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	Central Office and PhilHealth Regional Office
Preparing for Life After Work	Prepares retirees on their life after their retirement to help them be productive and happy member of the Philippine Society	Central Office and PhilHealth Regional Office
Merit Selection Plan (MSP) Orientation	Develop/ enhance knowledge and skills of employees in the policy, process and standards pertaining to Merit Selection Plan of PhilHealth	Central Office and PhilHealth Regional Office
Revised SPMS Orientation	Develop/ enhance knowledge and skills of employees in the policy, process and standards pertaining to the Strategic Performance Management of PhilHealth	Central Office and PhilHealth Regional Office
Basic Life Support Program	Designed for non-healthcare providers and to ultimately empower them to save lives by training them to respond to certain emergencies and to do basic CPR within their scope of practice and in out of hospital settings.	Central Office and PhilHealth Regional Office

