



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



UNIVERSAL HEALTH CARE
 KALUSUGAN AT KALINGA PARA SA LAHAT

PhilHealth’s Internal Training Programs for CY 2020

Activity	Objectives	Target Participants
CREATING TRANSFORMATIVE LEADERS		
Transformational Leadership	This training 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.	Central Office and PhilHealth Regional Office
Supervisory Development Course	Aims to enhance the leadership and supervisory competencies of employees in support of the organization’s effort to achieve its goals and objectives.	PhilHealth Regional Office
7 Habits of Highly Effective Government Leaders	Develop/enhance competencies of PhilHealth Leaders on the fundamentals of leading the modern, mobile knowledge worker. It shall enable both new and experienced managers to acquire a set of tools to help them meet today’s management challenges, including conflict resolution, prioritization, performance management, accountability and trust, execution, collaboration, and team and employee development. (based on CSI Course Design)	PhilHealth Regional Office
Ethical Leadership	Train PhilHealth Officers as government leaders grounded on ethical leadership and sound decision-making to help them effectively and positively deal with complex ethical leadership issues and dilemmas.	PhilHealth Regional Office
Change Management for Leaders	Develop/ enhance skills of managers and supervisors in change management and communication for them to effectively and positively plan and implement change efforts of the organization.	PhilHealth Regional Office



Creative and Innovative Leadership Training	Provides an opportunity both to understand the strategic context of creativity and innovation as well as develop the skills and attitudes needed to develop a creative and innovative thinking in the organization.	PhilHealth Regional Office
Basic Coaching Skills	Develop/enhance the coaching skills of supervisors to help guide employees in choosing the best options for their personal and career advancement or critical decision making.	Central Office and PhilHealth Regional Office
Advanced Coaching Skills (for Supervisors)	Develop/enhance the coaching skills of supervisors to the advance or expert level and maximize the benefit of providing coaching service to their staff and colleague, helping them choose the best option to reach their personal and professional growth.	Central Office and PhilHealth Regional Office
Managing Subordinates	Aims to develop/enhance knowledge and skills of Managers and Supervisors to effectively manage and lead a team of varied attitude, behavior and character.	Central Office and PhilHealth Regional Office
Career and Succession Planning for Managers and Leaders	Provide Managers and Leaders with knowledge and skills on career development and succession planning	Central Office and PhilHealth Regional Office
Creative Thinking on Cognitive and Mental Skills	Provide Managers and Leaders with knowledge and skills in career development and succession planning to help them guide their respective staff in planning and implementing a career and succession program	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
Counselling Training Course for Executives	Develop skills of Executive-Managerial Officers in Career Counseling	Central Office



Executive Mentor's Program	Aims to encourage those officers who will embark on a mentoring journey with their staff/subordinate to equip them and polish them with better skills and be able to produce an excellent and more productive employee.	Central Office
Creative Problem Solving and Decision Making for Middle Managers and Supervisors	Develop/enhance knowledge and skills of Managers and supervisors in various tool and techniques to creatively solve a problem and arrive at a sound management decision	Central Office and PhilHealth Regional Office
Decision Making: Getting It Right (for Supervisors)		
ENHANCING FUNCTIONAL COMPETENCIES		
Advanced Computer Skills (Excel and PowerPoint)	Train employees in advanced feature of the MS Excel and PowerPoint to increase their work productivity level.	PhilHealth Regional Office
Advanced Written Communication Skills	Develop/enhance written communication skills of participants to help them effectively and efficiently produce short and long business correspondence, reports and documentation	Central Office and PhilHealth Regional Office
Business Communication and Report Writing		
Basic and Advanced Verbal/Oral Communication Skills	Develop/enhance the verbal/oral communication skills of participants to help them present their thoughts, ideas and business presentations effectively and efficiently. Program is intended for those who have experience conflicts, learn to manage this situation and bring about the best possible resolution. This management carries with it opportunity to smoothen relationship between co-workers and create a more conducive workplace environment.	Central Office and PhilHealth Regional Office
Conflict Management		



Media Relations Training	Designed to equip managers, executives, corporate communications professionals, and company spokespersons with real-world, practical knowledge and skills to uphold the image of the organization. Equip management with the needed skills and confidence to manage and sustain good working relations with media to efficiently and effectively disseminate appropriate information about PhilHealth Business, Programs, Projects and Activities.	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 managers	Central Office and PhilHealth Regional Office
Public Relations and Networking	Provide capacity building for corporate affairs and public affairs staff on public relations and networking	Central Office and PhilHealth Regional Office
Public Speaking	Is 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 preparation	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 collected and processed for sound decision making of Managers and Supervisors	PhilHealth Regional Office



Program and Project Management	Gain comprehensive knowledge, skills, and insights that is directly applicable to the job for a highly competent performance.	Central Office
Strategic and Critical Thinking	This training program shall provide a venue for participants to appreciate foundations of strategic planning and best practices on strategic management as well as understanding the key success factors of strategic execution.	Central Office
Training on Harnessing EQ for Productivity	This training program shall develop/enhance the participants' knowledge and skills in understanding and managing their emotions in different situations, making them productive even under pressure	PhilHealth Regional Office
Leading with EQ		
Investigative Skills	Develop/enhance knowledge and skills of legal staff in investigation policy, process, tools and techniques	PhilHealth Regional Office
Legal Writing	Develop/enhance knowledge and skills of legal staff in effective legal writing with clarity, conciseness, and precision.	PhilHealth Regional Office
Managing Personal Finances	Aims to create awareness of employees on how to manage personal finances and spend wisely and be free from hard to manage debts	PhilHealth Regional Office
Stress and Time Management	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.	PhilHealth Regional Office



Strategic Management	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
ESTABLISHING A CULTURE OF EXCELLENCE		
Nurturing a Culture of Accountability (NaCA)	Offers a simple, common language for talking about and exercising personal accountability. For participants to begin veering away from sense and 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
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.	PhilHealth Regional Office
Interpersonal and Client Effectiveness	Improve interpersonal effectiveness competencies such as people orientation and customer focus	PhilHealth Regional Office
Organizational Effectiveness Training Course	Focuses on Organizational performance (internal) normally associated with more efficient and effective operations, it aims to strengthen team work and drive for excellence	PhilHealth Regional Office
IMPLEMENTING MANDATORY CAPABILITY-BUILDING PROGRAMS		
PhilHealth 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



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.	PhilHealth Regional Office
Public Service Values Program	Enables the participants to understand the personal and organizational values and commit to strengthen said values to help the organization achieve its strategic goals and objectives.	PhilHealth Regional Office
Social Grace and Personality Development Course	Develop/enhance the knowledge and skills of Officers and Employees in the proper conduct and decent behavior when in various social activities/gatherings, either in personal or official business.	Central Office and PhilHealth Regional Office
Livelihood Seminar and Workshop	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
Customer Relations Skills and Management Training	Through simplified requirements and procedures, it aims to establish effective and quality service delivery, prevent graft and corruption, reduce red tape and expedite business and non-business transactions.	PhilHealth Regional Office
Customer Service and Attitude Training		
Quality Customer Service		



Quality Customer Service	Through simplified requirements and procedures, it aims to establish effective and quality service delivery, prevent graft and corruption, reduce red tape and expedite business and non-business transactions.	PhilHealth Regional Office
Quality Management System and Ease of Doing Business		
Training for Frontline Services, Processes, Rules and Regulations on Client Servicing/Management		
Training on PhilHealth Service Standards		
Training on Social Health Insurance Education Series (SHInES)	Develop/enhance employees' knowledge and skills in the policy, principles and practices on Social Health Insurance Education Series (SHINES)	PhilHealth Regional Office
Mental Health Awareness Orientation RA 11036	Provide Officers and Employees with knowledge on the Salient Features of the Mental Health Law and the Role of Agencies in its implementation	PhilHealth Regional Office
Records Disposition Administration	Develop/enhance the participants' knowledge and skills in Records Disposition Policy and Standards	PhilHealth Regional Office
Adversity Quotient and GRIT	Train Officers and employees on in handling difficult situation with passion and perseverance	PhilHealth Regional Office
Seminar on Effective and Efficient Discipline (SEED)	Develop/enhance participants' knowledge and skills in the appropriate conduct and behavior in the workplace conducive to a healthy working environment	PhilHealth Regional Office
Data Privacy/ FOI	Develop/enhance knowledge and skills of employees in Data Privacy and Freedom of Information	PhilHealth Regional Office



Employee Retooling	Develop/enhance skills of employees on the new/revised policies and processes pertaining to the Office/Department	PhilHealth Regional Office
ICD-10 Coding	Develop/enhance the knowledge and skills of various clients in ICD-10 Coding	PhilHealth Regional Office
Training on RA 9184 and Its IRR	Develop/enhance knowledge and skills in procurement law and processes	PhilHealth Regional Office
Training on the Preparation of PPMP and APPs Concepts Principle and Techniques		
Integrity, Transparency and Accountability in Public Service (ITAPS)	Training for employees to develop/enhance their competencies in Integrity, Transparency and Accountability for Public Service	PhilHealth Regional Office
The Empowered Mindset (Nuero-Linguistic Programming to Manage Conflict)	To provide training for employees in managing conflict	PhilHealth Regional Office
Orientation for the Board of Directors	Provide Orientation to the Board of Directors in Social Health Insurance, Universal Health Care and their Critical Roles as Board of Directors	Central Office
Presentation Skills for Training	To equip employees with the necessary skills to present and facilitate various group activities	Central Office
Orientation for the Public Sector Unionism	Develop/enhance the knowledge and skills of employees on the laws, rules and regulations pertaining to the Public Sector Unionism	Central Office



Orientation on Revised Rules on Administrative Cases in the Civil Service (RRACCS)	Develop/enhance the knowledge and skills of employees in the RRACCS to guide their behavior at work and familiarize themselves in the processes and protocols involve in case they will be chosen as one of the members of an AdHoc Committee to handle an administrative case.	Central Office and PhilHealth Regional Offices
Pre-retirement Program	To give support to the improvement of total well-being of the elderly and their full participation to the society, considering that the senior citizens are integral part of the Philippine society.	Central Office
Orientation on Learning and Development	Develop/enhance knowledge and skills of employees in the policy, process and standards pertaining to the Learning and Development Management	Central Office
Orientation on Performance and Rewards	Develop/enhance knowledge and skills of employees in the policy, process and standards pertaining to the Strategic Performance Management and Rewards of PhilHealth	Central Office
Development of eLearning Courses	Develop a virtual distance learning program for employees so they can attend training even at the comfort of their home at their time	Central Office

