



PhilHealth’s Internal Training Programs for CY 2021

Activity	Objectives	Target Participants
Strengthening Public Service Effectiveness of PhilHealth Employees		
Values Formation Program	This program aims to ensure that PhilHealth employees manifest the values expected from them as public servant and as responsible member of the organization. This program is very important in inculcating appropriate norms and conduct of PhilHealth employees. Thus, reinforces public service values rooted in the Filipino culture and articulated through social artistry.	Head Office and PhilHealth Regional Office
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	Head Office and PhilHealth Regional Office
Employee Discipline (RACCS, CODI, etc.)	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.	Head Office and PhilHealth Regional Office
Compensation and Benefits (Leave Administration)	Aims to orient/re-orient human resource management practitioners of the Corporation on the uniform application of leave laws and policies and the computation and posting of employee’s leave credits.	Head Office and PhilHealth Regional Office
Strategic Performance Management System	Develop/enhance knowledge and skills of employees in the policy, process and standards pertaining to the Strategic Performance Management System of PhilHealth	Head Office and PhilHealth Regional Office



Career Development and Succession Planning	Provide Leaders with knowledge and skills on career development and succession planning	Head Office
Recruitment, Selection and Placement (Competency Based Interviewing Skills)	Aims to capacitate our HRMPSB with the skills, knowledge and attitude in conducting competency-based interview to evaluate candidates, thus hire competent applicants needed by the organization	Head Office
Labor Management Relations/Public Sector Unionism	Develop/enhance the knowledge and skills of employees on the laws, rules and regulations pertaining to the Public Sector Unionism	Head Office and PhilHealth Regional Office
2. Sustaining a Culture of Transformational Leadership		
Conflict Management	Program is intended to train employees 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
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	Head Office and PhilHealth Regional Office
Change Management and Communication Strategy	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.	Head Office
3. Reviving Core Competencies Supporting a Culture of Public Excellence		
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.	Head Office and PhilHealth Regional Office
Client Management and Ease of Doing Business	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.	Head 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.	Head 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	Head Office and PhilHealth Regional Office
Social Grace and Personality Development Course	Helps employees gain respect. Whether they are in the first or third level position, this training program on corporate etiquette and personality development is designed to hone skills and improve professional image.	Head Office
Stress and Time Management in the New Normal	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.	Head Office and PhilHealth Regional Office
4. Enhancing Functional Competencies		
MS Excel	Train employees in features of the MS Excel and PowerPoint to increase their work productivity level.	Head Office and PhilHealth Regional Office
MS PowerPoint		Head Office and PhilHealth Regional Office
MS Access	Train employees in features of the MS Access to increase their work productivity level.	Head Office
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.	Head Office and PhilHealth Regional Office



Business/Technical Writing Skills	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 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	Head Office and PhilHealth Regional Office
Technical Training on Research And Statistical Analysis	Conducting research, data management and data analysis are imperative for informed decision making. With the various policies being formulated by the government, there is a need to learn how to approach policy problems and choose appropriate methods for analysis to make better decisions that impact quality and reliability.	Head Office
Training for Executive Assistants	The program lays out the competencies of an effective Executive Assistants. It aims to show how they will go above and beyond to make sure that the company is headed in the right direction by ensuring that the executive that they are assisting is on top of everything and then some.	Head Office and PhilHealth Regional Office
Video Editing	Participants will be trained to produce, edit and present quality videos needed for presentations, corporate activities and events.	Head Office and PhilHealth Regional Office
Policy Development	Aims to enhance/develop 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	Head Office



<p>Training for Office Administration</p>	<p>This course provides employees with the fundamental office management skills that will develop/strengthen their capability in providing support that directly contributes to better performance, work efficiency and team productivity in the organization. Further, the employees will be introduced to effective tools, techniques and strategies to help him/her in office administration</p>	<p>Head Office</p>
<p>Training on 5S and Records Management and Development</p>	<p>Employees will learn the fundamental concepts of the 5S's that will improve quality and productivity.</p>	<p>Head Office and PhilHealth Regional Office</p>

