



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

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PhilHealth’s Internal Training Programs for CY 2022

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
Recruitment, Selection and Placement (Competency Based Interviewing Skills)	Aims to capacitate PhilHealth Regional Office Screening Committee (PSC) with the skills, knowledge and attitude in conducting competency-based interview to evaluate candidates, thus hire competent applicants needed by the organization	PhilHealth Regional 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 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
Crisis Management	This 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	The program will 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
Advanced Coaching Skills	The program will 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 Coaching Skills	This course will 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.	Head Office
Career Development and Succession Planning	This course will provide Leaders with knowledge and skills on career development and succession planning	Head Office
Executive Mentors Program	The program will 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.	Head Office
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

3. Reviving Core Competencies Supporting a Culture of Public Excellence

Personal Mastery: The Road to Commitment, Integrity and Accountability	This 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
Quality Management System 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	It 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	This program 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	The course will help employees gain respect. Whether employees 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	The 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
Interpersonal and Client Effectiveness (ICE)	ICE will help improve interpersonal effectiveness competencies such as people orientation and customer focus	Head Office and PhilHealth Regional Office

4. Enhancing Functional Competencies		
MS Excel	This will train employees in features of the MS Excel and PowerPoint to increase their work productivity level.	Head Office and PhilHealth Regional Office
Skills Training for Public Relations and Networking	Provide capacity building for employees on public relations and networking	Head Office
Basic and Advanced Verbal/Oral Communication Skills for Speakers and Presenters	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
Written Communication Skills - Generic	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
Written Communication Skills - For Legal Sector	Develop/enhance written communication skills of participants to help them effectively and efficiently produce legal correspondence, reports and communications	Head 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
Training on Strategic Management and Risk-Based Planning and Budgeting	This training program is intended to increase management confidence in achieving objectives, reduces uncertainty and helps make informed, risk-based decisions.	Head Office
Program and Project Management	Gain comprehensive knowledge, skills, and insights that is directly applicable to the job for a highly competent performance	Head Office
Training for Office Administration	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	Head Office

	strategies to help him/her in office administration	
Training on 5S and Records Management and Development	Employees will learn the fundamental concepts of the 5S's that will improve quality and productivity.	Head Office and PhilHealth Regional Office



In-House and Internal Training Programs for CY 2022 For PhilHealth Head Office

L&D PROGRAM	OBJECTIVES	NUMBER OF PARTICIPANTS	TRAINING HOURS
PhilHealth Employee Orientation (2 Batches)	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	All newly hired employees Batch 1: 40 Batch 2: 33	24 orientation hours
Competency-Based Interviewing Skills (5 Batches)	To capacitate PhilHealth Regional Office Screening Committee (PSC) with the skills, knowledge and attitude in conducting competency-based interview to evaluate candidates, thus hire competent applicants needed by the organization	Members of the PhilHealth Regional Office Screening Committee (PSC) Batch 1: 36 Batch 2: 25 Batch 3: 31 Batch 4: 30 Batch 5: 33	24 training hours
Career Development and Succession Planning (2 Batches)	Provide Leaders with knowledge and skills on career development and succession planning	Supervisors who have not yet attended the same training Batch 1: 29 Batch 2: 31	24 leadership training hours
Written Communication (2 Batches)	Develop/enhance written communication skills of participants to help them effectively and efficiently produce short and long business correspondence, reports and documentation	Employees who have not attended same program Batch 1: 31 Batch 2: 30	24 training hours
Program and Project Management (1 Batch)	Gain comprehensive knowledge, skills, and insights that is directly applicable to the job for a highly competent performance	Technical employees from the Head Office who are involved in program design and monitoring Batch 1: 31	24 training hours
Skills Training for Public Relations and Networking (1 Batch)	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	employees whose job involves Public Relations and Networking and other activities related to engagements with clients/stakeholders Batch 1: 31	16 training hours

Pre-Retirement Orientation (1 Batch)	The orientation entitled “Boosting Capacities of Retiring Employees for Life After Work” shall give support to the improvement of total well-being of our retirees and their full participation to the society, considering that they are still an integral part of the Philippine society.	PhilHealth retiring employees and those planning to have early retirement Batch 1: 42	16 orientation hours
Basic Coaching Skills (Batch 1)	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	Next-in-Rank Supervisors Batch 1: 30	24 leadership training hours
Personal Mastery: The Road to Commitment, Integrity and Accountability (2 Batches)	To build a strong foundation for newly hired employees (casual/permanent) in the corporation and make sure that they understand the concepts of commitment integrity and accountability and choose to practice the key behaviors always.	All newly hired employees (Original and re-appointment appointment Batch 1: 29 Batch 2: 28	16 training hours
5S and Records Management Training (1 Batch)	Employees will learn the fundamental concepts of the 5S's that will improve quality and productivity	Employees who have not yet attended similar program Batch 1: 30	16 training hours
Psychological First Aid (1 Batch)	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	Employees who have not yet attended similar program Batch 1: 32	16 training hours
Social Grace and Personality Development Course (1 Batch)	The course will help employees gain respect. Whether employees 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	Employees who have not yet attended similar program Batch 1: 29	24 training hours
Completed Staff Work (2 Batches)	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	Employees who have not yet attended similar program Batch 1: 30 Batch 2: 30	24 training hours
Communication Skills for Speakers and Presenters (2 Batches)	provide 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	Technical employees whose job involves presenting to clients/stakeholders Batch 1: 30 Batch 2: 30	24 training hours
Crisis Management (1 Batch)	To develop basic skills for the members of the organization necessary to thrive through crisis situations for the safety and security of its workforce	Officers and supervisors who have not yet attended similar program Batch 1: 30	24 leadership training hours

Managing Personal Finances (1 Batch)	The course will give the participants insights needed in order to make sensible financial decisions	Employees who have not yet attended similar program Batch 1: 30	16 training hours
Quality Management System and Ease of Doing Business (2 Batches)	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	Employees who have not yet attended similar program Batch 1: 30 Batch 2: 32	24 training hours
MS Excel (2 Batches)	This will train employees in features of the MS Excel to increase their work productivity level.	Employees who have not yet attended similar program Batch 1: 30 Batch 2: 30	24 training hours
Advanced Coaching Skills (1 Batch)	The program will 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	Supervisors who have not yet attended similar program Batch 1: 29	24 leadership training hours
Written Communication Skills - For Legal Sector (1 Batch)	Develop/enhance written communication skills of participants to help them effectively and efficiently produce legal correspondence, reports and communications	Employees from the Legal Sector Batch 1: 30	24 training hours
Change Management and Communication Strategy (2 Batches)	The program will 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.	Officers who have not yet attended similar program Batch 1: 29 Batch 2: 35	24 leadership training hours
Conflict Management (2 Batches)	Program is intended 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	Supervisors who have not yet attended similar program Batch 1: 27 Batch 2: 29	16 leadership training hours
Managing Your Boss (1 Batch)	This program focuses on staff development in the area of building and sustaining a healthy, positive and effective working relationship with their supervisors and/or managers	Employees who have not yet attended similar program Batch 1: 30	24 training hours
Interpersonal and Client Effectiveness (2 Batches)	Interpersonal and Client Effectiveness (ICE) will help improve interpersonal effectiveness competencies such as people orientation and customer focus	Rank-and-File who have not yet attended similar training Batch 1: 30 Batch 2: 30	16 training hours
Executive Mentors Program (1 Batch)	The program will 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.	Officers and supervisors who have not yet attended similar training Batch 1: 30	24 leadership training hours

<p>Office Administration Training (2 Batches)</p>	<p>This course provides employees with the fundamental office management skills that will enable the participants to provide efficient support to directly contribute to better performance, efficiency and team productivity in your organization. Learn how to manage your office professionally with effective tools, techniques and strategies.</p>	<p>Rank-and-File who have not yet attended similar training Batch 1: 28 Batch 2: 28</p>	<p>24 training hours</p>
<p>Stress and Time Management (2 Batches)</p>	<p>The 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.</p>	<p>Rank-and-File who have not yet attended similar training Batch 1: 30 Batch 2: 30</p>	<p>24 training hours</p>