

In-House and Internal Training Programs for CY 2023

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.	Head Office and PhilHealth Regional Offices	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.	Head Office and PhilHealth Regional Offices	16 training hours
Interpersonal and Client Effectiveness	The second of the ladderized program designed to strengthen the Core Competencies of all the employees of the Corporation. This aims to enhance the competencies on People Orientation and Customer-Focus to develop amongst its employees the ability to communicate effectively to all types of people whether internal or external customers, co-workers and/or supervisors.	Head Office and PhilHealth Regional Offices	16 training hours
Career Development and Succession Planning	This training focuses on providing Leaders with knowledge and skills on career development and succession planning.	Head Office	24 leadership training hours
5S and Records Management Training	This program helps employees learn the fundamental concepts of the Corporate Work Environment Standard (CWES), 5S Implementation and Records Management to help improve quality of work and productivity.	Head Office and PhilHealth Regional Offices	16 training hours

Microsoft Excel	This will train employees in features of the MS Excel to increase their work productivity level.	Head Office and PhilHealth Regional Offices	24 training hours
Psychological First Aid	This program aims to develop knowledge and skills among employees 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	16 training hours
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	24 training hours
Capability Building for PhilHealth Drivers and Chauffer	This program will help drivers and chauffeurs develop and/or enhance the competency of Professionalism while dealing with their internal/external clients.	Head Office and PhilHealth Regional Offices	16 training hours
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	24 leadership training hours
Ease of Doing Business (EODB)	This program will help develop or enhance the participants' knowledge and enforcement of regulations and regulatory requirements of RA 11032 also known as Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act of 2018.	Head Office	16 training hours
Basic Counselling Skills for Supervisors and Executives	This training aims to develop and/or enhance the Supervisors and Executives' right attitude and skillset in helping colleagues and subordinates by being the Workplace Counselors.	Head Office	24 leadership training hours

<p>Organization Effectiveness Training Course</p>	<p>Organizational Effectiveness is the 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.</p>	<p>Head Office and PhilHealth Regional Offices</p>	<p>16 training hours</p>
<p>Values Formation Program</p>	<p>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.</p>	<p>Head Office and PhilHealth Regional Offices</p>	<p>16 training hours</p>