

In-House and Internal Training Programs for CY 2024

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.	All newly hired employees (Original and re-appointment)	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.	All PhilHealth Employees	16 training hours
Interpersonal and Client Effectiveness	Interpersonal and Client Effectiveness (ICE) will help improve interpersonal effectiveness competencies such as people orientation and customer focus	All PhilHealth Employees	16 training hours
Office Administration	This course provides 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	Head Office Rank-and-File who have not yet attended similar training	16 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 Rank-and-File who have not yet attended similar training	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 Rank-and-File who have not yet attended similar training	24 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 and PhilHealth Regional Offices Rank-and-File who have not yet attended similar training	16 training hours
Training on Counselling	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 Supervisors and Executives who have not yet attended similar program	24 leadership training hours
Basic 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.	Head Office and PhilHealth Regional Offices Rank-and-File who have not yet attended similar training	16 training hours
Pre-Retirement Program	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	16 training hours
Complete 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 Offices Rank-and-File who have not yet attended similar training	24 training hours

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.	Head Office Supervisors and Executives who have not yet attended similar program	24 leadership training hours
Change Management	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 Supervisors and Executives who have not yet attended similar program	24 leadership training hours
Conflict Management with Negotiation Skills	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 and PhilHealth Regional Offices Supervisors and Executives who have not yet attended similar program	24 leadership training hours
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.	Head Office and PhilHealth Regional Offices Rank-and-File who have not yet attended similar training	24 training hours
RACSS Orientation	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 Offices Rank-and-File who have not yet attended similar training	8 orientation hours
Training on Program and Project Management	Gain comprehensive knowledge, skills, and insights that is directly applicable to the job for a highly competent performance	Head Office Rank-and-File who have not yet attended similar training	24 training hours

Microsoft PowerPoint	This will train employees in features of the MS PowerPoint to increase their work productivity level with no dependency on IT professional & infrastructure.	Head Office Rank-and-File who have not yet attended similar training	24 training hours
Verbal Communication Skills	This will 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	Head Office and PhilHealth Regional Offices Rank-and-File who have not yet attended similar training	24 training hours
Training on Policy Development	Ensure that PhilHealth's capability as far a policy development is at par with both local and international standards.	Head Office Rank-and-File who have not yet attended similar training	24 training hours
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.	All PhilHealth Employees	16 training hours
Training on Problem Solving and Decision Making	Designed to help employees to see problems in a deeper perspective and identify the root causes, in order to create action plans that can effectively solve issues.	Head Office and PhilHealth Regional Offices Supervisors and Executives who have not yet attended similar program	24 leadership training hours
Data Management	This course is aimed to manage large volumes of data, discuss traditional forms of data storage such as relational databases, as well as newer, less structured approaches.	Head Office Rank-and-File who have not yet attended similar training	24 training hours

Training on Human Resource Process	This course will enhance the capabilities and competencies of government personnel involved in personnel work particularly on Human Resource Processes.	Head Office and PhilHealth Regional Offices HRD/ HRU employees	24 training hours
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	PhilHealth Regional Offices	16 training hours
Customer Relations Management Skills	Designed to improve existing customer service skills and develop new techniques to enhance customers' experience.	PhilHealth Regional Offices	16 training hours
Stress and Time Management	As a strategic part in this training program, proper time management shall be introduced to address stress and to maximize the potential of our workforce.	PhilHealth Regional Offices	16 training hours
Basic Road Safety Rules & other LTO Regulations	Designed to help participants become a safer, more aware driver on the road. With expert instruction and specialized techniques, you'll learn how to anticipate and avoid dangerous situations and respond quickly and effectively in case of an emergency.	PhilHealth Regional Offices	16 training hours
Leading Change and Building Collaboration: A Team Effectiveness Program	Builds collaborative working relationships within and outside the team in achieving desired results.	PhilHealth Regional Offices	16 training hours
Psychological First Aid Training	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	PhilHealth Regional Offices	16 training hours

Basic Life Support	This course is designed for healthcare professionals and other personnel who need to know how to perform CPR and other basic cardiovascular life support skills.	PhilHealth Regional Offices	16 training hours
Crisis Management	To develop basic skills for the members of the organization necessary to thrive through crisis situations for the safety and security of its workforce	PhilHealth Regional Offices	16 leadership training hours
Skills Training for Public Relations and Networking	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	PhilHealth Regional Offices	16 training hours
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.	PhilHealth Regional Offices	16 leadership training hours