Training and Development Activities

Development Workshops Conducted

Problem Solving

“Career success demands more than just great technical skills and deep subject knowledge”. With the aim of encouraging “Think beyond just getting tasks done: Be a thinking, problem-solving employee” AUBMC HRD in collaboration with LEADING MINDs conducted two “Problem Solving” workshops targeting technical support employees. Mr. Gbilen from LEADING MINDs facilitated the two workshops, in a highly interactive and engaging style always ensuring that the learner’s needs are at the top of the agenda. Being highly creative and innovative has enabled him to go beyond the normal approach to training towards learning by involving every participant in critical thinking and guiding the participants along a problem solving path, including root-cause analysis and creativity to deliver the required results.

Conflict Resolution

AUBMC HRD in collaboration with AUB Regional External Program conducted two workshops on conflict resolution bringing together front liners with their supervisors the “clinical department administrators”. The workshops aimed at enhancing the pursuit of excellence in client – staff interaction within the performance of medical operations at the Health services of the AUBMC. Dr. Philip Zgheib from AUB Suliman S. Olayan School of Business focused on further development of front liners addressing conflict resolution towards optimization and managing conflict productively.

Resolving conflict effectively to bring on personal and professional growth was one among significant highlights of the workshop. Dr. Philip Zghieb captured the participants’ listening and interest with an interactive questioning, discussing, and reflecting on the workshop theme, reinforcing thus the material presented.

Projects a Positive Professional Image

The “Projecting a Positive Professional Image” workshop was one of the constituents of the Patient Satisfaction multiple projects inaugurated during the year 2010 to revitalize the image of the AUBMC, specifically through enhancing patient service by improving employee behavior and projecting a more positive professional image.

Front liners were singled out for the significance of their role in portraying a proficient image of the AUBMC as well as their role in providing service excellence. In line with that, AUBMC HRD in collaboration with AUB Regional External Program conducted five “Projecting a Positive Professional Image” workshops for front liners during the year 2010.

To ensure that the majority of AUBMC front liners receive this training, another two workshops were conducted during the year 2011 for nurse managers, clinical educators, registered nurses and staff nurses and floor clerks. The two workshops were presented by Suliman S. Olayan School of Business professors Dr. Hattham Khoury and Dr. Lina Dassouk-Oyry, and illustrated energetic and involving learning process. Participants showed a great deal of excitement and willingness to improve their attitudes and contribute to positive change at AUBMC.

Each of the two workshops included also group exercises divided into two areas: building rapport (between trainer and trainees, and within the group), and building enthusiastic participation in the training.

Message from the HRDMC Manager: Why This Newsletter?

Besides hiring new employees, have you ever wondered what we do at the Human Resources Department at the AUB Medical Center (HRDMC)?

Did it ever occur to you that we are here mainly to serve you, our most valuable resource?

That is why it gives us great pleasure to introduce to you the very first issue of the quarterly HRDMC Newsletter, the objective of which is to keep you informed of topics that are of interest to you, like the latest policies and procedures, informative HR articles, success stories, announcements, and other events at our Medical Center.

Since we strongly believe that effective employee communication builds loyal workforces and improves the organization’s performance, we went out of our way to keep our newsletter as informative as possible; and since there is always room for improvement, we would like to encourage you to share with us any constructive feedback that you might have to make it an even better publication. You are welcome to contact us at extension: 6110.

With this in mind, we would like to wish you an enjoyable reading experience!

Roudaina Haddad Hachem
Human Resources Manager

New Employees

We would like to welcome the following new employees who joined us in June 2011

Maysam Alous Dibat: Emergency Medicine Technician in Emergency Unit
Raedan Al-Araji: Registered Nurse I in Pediatric Step Down Unit
Fatem Aasaif: Registered Nurse I in Rescue Unit
Nassim Azzam: Emergency Medicine Technician in Emergency Unit
Dalia Bou Dargham: Registered Nurse I in Neonatal Intensive Care Unit
Hassane Charafeddine: Registered Nurse I in Rescue Unit
Raywan Al Dalbash: Registered Nurse I in Bassile-Impatient
Abbas Deroues: Registered Nurse I in Kidney Unit
Shadee Dibat: Registered Nurse I in Coronary Care Unit
Ahmer Shahla: Registered Nurse I in Bone Marrow Transport Unit
Mohamed Ghallayeh: Registered Nurse I in 9 South
Manal Ghanem: Registered Nurse I in Neurosurgery ICU
Khaled Houssein: Registered Nurse II in 6 North
Ati Elasmat: Registered Nurse I in 6 South
Hera Jarheidin: Registered Nurse I in Children Cancer Center-Impatient

Ahmed Kessake: Registered Nurse I in Bassile-Impatient
Malak Khothas: Registered Nurse I in Bassile-Impatient
Madona El Khoury: Registered Nurse I in 5 South
Mohammad Hussain Makki: Registered Nurse I in 6 North
Reine Mazrouk: Registered Nurse I in Bone Marrow Transport Unit
Wasim Othman: Registered Nurse I in Bassile-Impatient
Hassan Reslan: Registered Nurse I in Neurosurgery ICU
Hajja El-Sawafik: Registered Nurse I in 10 North
Rasweya Shouqas: Registered Nurse I in Neonatal Intensive Care Unit
Ibrahim Sinno: Registered Nurse I in 9 North
Aamra Tahbesh: Registered Nurse I in 6 North
Ahmed Webly: Registered Nurse I in 9 North
Ali Yaziki: Registered Nurse I in 5 South
Eliz Yousef: Registered Nurse II in Emergency Unit

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Send us your Feedback
http://auflr.aub.edu.lb/form.html
Phone: 0102120085 ext. 6110
COMPETENCY IN FOCUS: SAFETY AND HEALTH MANAGEMENT

What is the competency: Safety and Health Management?

Safety and Health Management is one of the core competencies at AUBMC. It is applicable to all AUBMC employees across all levels. It aims at promoting a culture of safety shared by all employees within AUBMC. Effective safety and health management is about understanding and complying with health and safety policies and procedures in order for employees to work safely every day they’re on the job. This competency has four different levels depending on scope of responsibility, level of policy designing and implementing safety policies and procedures.

At which competency level am I?

Assess yourself against the following questions. Circle the number corresponding to the applicable answer (“Always”, “Sometimes” and “Never/Not Applicable”).

<table>
<thead>
<tr>
<th>Scoring</th>
<th>Always</th>
<th>Sometimes</th>
<th>Never/Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you understand applicable safety policies and procedures?</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Do you have the capacity to manage risk in area of responsibility?</td>
<td>20</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Do you ensure effective implementation of health and safety management throughout AUBMC?</td>
<td>40</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>Do you have necessary culture to correct any existing safety anomalies?</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>In case of accident before the department, do you fill an accident report?</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Do you ensure proper implementation of health and safety policies and procedures?</td>
<td>40</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>Do you follow standards of AUBMC in health and safety management?</td>
<td>40</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>Do you protect employees’ health and safety?</td>
<td>40</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>Do you follow occupational health and safety policies and procedures?</td>
<td>40</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>Do you ask your employees safety issues and take necessary measures to ensure safety at work?</td>
<td>40</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>Do you respond to the demands and requirements of the employees and the patients?</td>
<td>40</td>
<td>20</td>
<td>0</td>
</tr>
<tr>
<td>Do you ensure that work procedures are done from a safety and health point of view?</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Do you keep an accurate and updated record of your own and all employees at AUBMC?</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Scoring:

Add up all circled numbers and compare the total with the following scoring:

- If you scored below 60: You are at level one: “Understanding and complying with health and safety policies and procedures”
- If you scored from 60 to 80: You are at level two: “Ensuring safe and healthy working conditions”
- If you scored from 80 to 100: You are at level three: “Demonstrating up-to-date knowledge of best practices and ensuring applicability and implementability”
- If you scored above 100: You are at level four: “Setting the strategy for health and safety practices throughout the organization”

Having about 70 employees, the Food Services Department is responsible for meeting the needs and expectations of AUBMC patients, staff, and visitors. It also offers a wide selection menu for food & beverage items needed in meetings and ceremonies across the Medical Center and affiliated buildings. This is easier said than done, taking into consideration the ever growing expectations of AUBMC customers with traditionally highly complex and demanding needs.

What we encounter at the cafeteria food line seems just a confection of a large “busy beehive colony” just on the other side of the wall on the 2nd floor of AUBMC. “You’d better hurry up before they finish working on the food assembly line and move to work on another task”, said Mr. Bahri, the Food Production Manager. We were trying to take a picture of a long food production line for assembling patient breakfast meal trays. In fact we caused a little disruption during the few seconds we were trying to take the picture of the focused employees placing food items according to each patient’s unique meal order.

Hands On Training and classroom training sessions. He was glad to announce some improvements that will be soon taking place, such as: - Routinely reviewing all offered items -Whether for patients or staff cafeteria -and replacing -whenever necessary -with more appealing or demanded items. - Introducing many new items for staff cafeteria. - Upgrading patient menu cyclic norm and introducing a new selection menu with a section for comments / remarks to be filed by the patient.

This was the HRDMC Idea Management and HR’s New Suggestion Box

The concept was the ‘trumpet-headed brain’, developed by John Patterson, their inestimable CEO. He realized early in his business career that employees had valuable ideas but that management structures tended to prevent these ideas from spreading through the company. Employees complained that there was no point giving ideas to their supervisors as the best ideas were stolen, and the worst ideas used as a pretext for their dismissal.

The Human Resource Development Department was therefore born, with the aim of installing a new physical box that has been put near the bulletin board opposite to the staircase exit near HRDMC entrance (2nd floor). The suggestion box has been put in an area not covered by the surveillance camera aimed at the contrary in time machine.

We sincerely pray that it would be always assured.

We would like to remind you about the online feedback you can provide at http://staff.aub.edu.lb/webhrdmr/stricteforum

New at HRDMC Idea Management and HR’s New Suggestion Box

The concept of idea management is partly founded on the original approach of the suggestion box. Idea management focuses on the hundred-year-old principles of the simple idea box, and adds collaboration, business focus, and a structured review and workflow process to ensure that the idea generation and development process is closely aligned with current and future business needs.

In 1929 Xerox became the first US company to implement a company-wide suggestion program. The concept was the ‘trumpet-headed brain’, developed by John Patterson, their inestimable CEO. He realized early in his business career that employees had valuable ideas but that management structures tended to prevent these ideas from spreading through the company. Employees complained that there was no point giving ideas to their supervisors as the best ideas were stolen, and the worst ideas used as a pretext for their dismissal.

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This Issue’s Q&A: Leaves & Vacations

Q: If I am on vacation and I become sick, will my vacation leave be considered as Sick Leave?
A: In the event an employee becomes sick during a vacation, he/she will continue to be on vacation status and will not be eligible for additional vacation time.

Q: If my mother in law passes away, how many compassionate days am I eligible to have?
A: None. Employees may, upon request, be granted compassionate leave with pay up to 3 days in case of death of any of the following members of their families: father, mother, spouse, child and up to 2 days in case of death of any of the following members of their families: brother, sister, grandfather, grandmother, or grandmother.

Q: If I took all my vacation days and I need more, Can I fill an emergency leave request?
A: Leave of absence without pay may be granted for exceptional cases for personal emergency reasons such as the death of a close relative, legal family matters, or other personal matters which the employees wish pursue with the various governmental agencies which cannot be attended to by the employees must pursue their regular work.

Did You Update Your Resume on BDI?

The On-line Resume keeps track of career objectives, internal and external work experience and key accomplishments in each position, education, professional training, job preferences, and much more. On-line resume capture critical qualifications, career objectives and preferences.

You can update your resume at any time by clicking on the resume update button at the top of the resume page. This will ensure that AUBMC has the most up-to-date information on your career trajectory and that you’re able to apply for new positions as they arise.

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