AUBMC
1902
AMERICAN UNIVERSITY of BEIRUT MEDICAL CENTER
المركز الطبي في الجامعة الأميركية في بيروت

Our lives are dedicated to yours

HR
NEWSLETTER
DEPARTMENT OF HUMAN RESOURCES
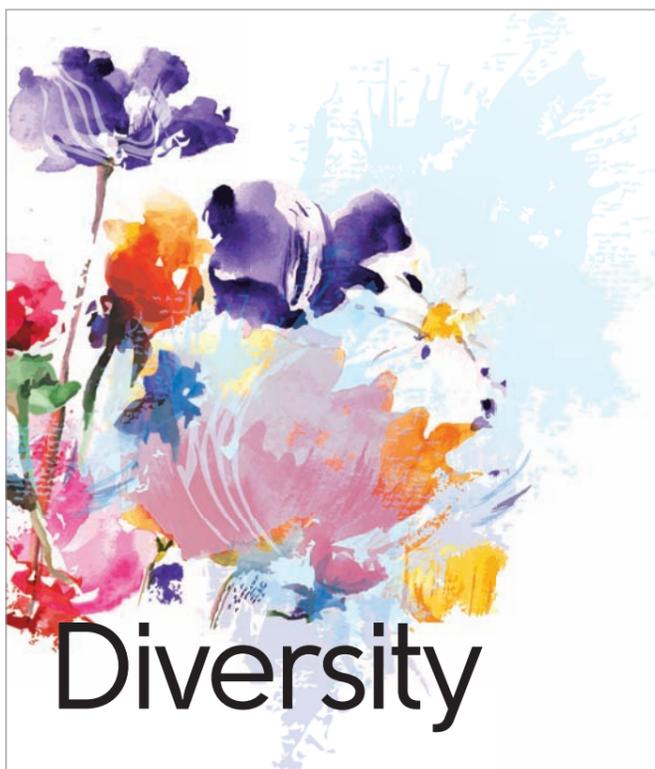
MANAGING CULTURAL DIVERSITY AT AUBMC

With diversity come benefits as well as challenges, AUBMC has always been a typically diverse and culturally rich organization.

Everyone of us come across issues related to Cultural Diversity on a regular basis. Those of us whose work involves being in contact with many new faces everyday deal with such issues almost on a daily basis. Whether a nurse who takes care of tens of different new patients everyday, or a social worker who keeps learning new things about patients and families every time, a supervisor who has to deal, manage and accommodate a diverse and mismatched team, each with a different personality, beliefs, values and even culture, he/ she should be competent in managing diversity at the workplace.

Simply put, Cultural Diversity is "treating others as they want to be treated" instead of the famous "treating others as you want to be treated." Culturally diverse organizations -such as AUBMC- are actually a large mosaic of numerous different groups of individuals each with a different background, culture, and values.

AUB CELEBRATES EMPLOYEES WITH MORE THAN 30 YEARS OF SERVICE

All AUB & AUBMC employees with 30,35,40,45 and 50 years of service were recognized in a special service awards ceremony on January 9, 2013 at Issam Fares Hall.

This special event was attended by President Dorman, who all emphasized the values of AUB and importance of the services rendered by the awardees throughout their long years of service.

Special pins and the traditional gold watches were distributed to all awardees.

An open buffet was served at the end of the special ceremony.

LEAVES

**Q: What happens if I get sick during my vacation?**
A. In the event an employee or a worker becomes sick during a vacation, they will continue to be on vacation status and will not normally be eligible for additional vacation time for the period during which he was sick.

Q: Am I entitled for pay in lieu of vacation days?
A: Employees and workers are not entitled to receive pay in lieu of unused vacation days except in case of termination of service, whereby an employee or a worker with more than one year's service will be paid for accrued vacation days accumulated up to the date of their termination. Payment of terminal vacation days will be based on calendar days

Q: If I decide to leave AUBMC, what is the notice period that I should give?
A: In case of resignation, the employee or worker shall give the university at least one month's written notice prior to the effective date of their resignation if they have three or less years of continuous service. Two months notice if they have more than three years but less than six years of continuous service. Three months notice if they have more than six years but less than twelve years of continuous service. And four months notice if they have more than twelve years of continuous service.

Q & A
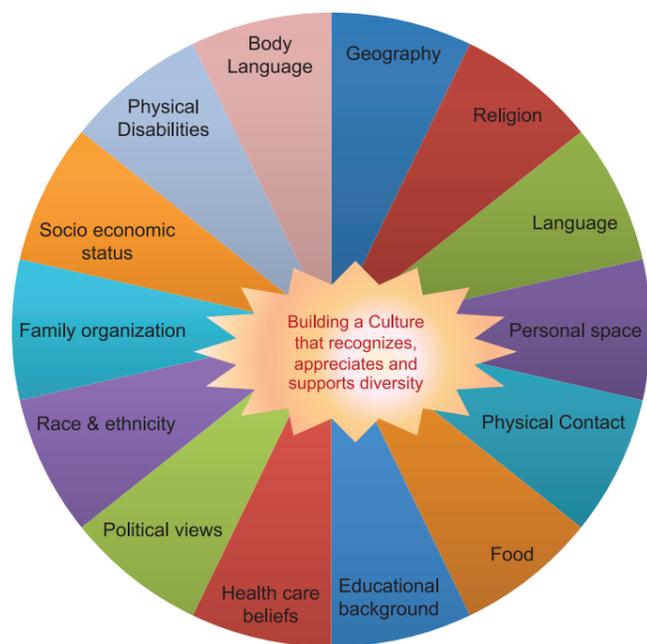
CULTURAL DIVERSITY AT AUBMC

Managing diversity means acknowledging people's differences and recognizing these differences as valuable.

Diversity being a core value at AUBMC plays a crucial role in our success as a leading medical center in the region. With such diverse populations of patients, employees, physicians, students have numerous benefits, and yet, numerous challenges too.

In an effort to maximize the advantages of diversity and minimize its disadvantages, AUBMC has recently formed a taskforce to analyze, plan and manage the way AUBMC community deals with issues related to Cultural Diversity.

CULTURAL DIVERSITY:

Treat others as **THEY** want to be treated

vs.

Treat others as **YOU** want to be treated.

Areas of Cultural Diversity at AUBMC can be listed as follows:

- Geography
- Religion
- Language
- Personal space
- Physical Contact
- Eye contact
- Food
- Educational background
- Gestures
- Health care beliefs
- Spirituality
- Political system
- Race & ethnicity
- Family organization
- Parental status
- Socio economic status
- Physical Disabilities

Managing Cultural Diversity involves acquiring knowledge and tolerance, expecting differences, asking and listening, and most importantly: respect (another core AUBMC competency). The taskforce will be highlighting the importance of Cultural Diversity, managing differences and accommodating for different cultural values. This will have impact on training, policies and practices and general day to day activities everybody at AUBMC perform.

Cultural Diversity World day is on May 21. Mark it in your calendar and join us to celebrate this day with many upcoming activities.

A SPECIAL YEAR END AT AUBMC

With music bands and performers, gifts, cakes, competitions, puzzles, Christmas stand, posters and many more activities, Christmas & New Year's holiday period was exceptionally different this year. AUBMC employees joined HRDMC in celebrating this special period of the year with fun activities (including a highly successful & celebrated ceremony with gifted AUBMC employees singing and playing in a band, a wheel of fortune with cash prizes, and other fun and educational games.

Buche du Noel with personalized tags were distributed to over 3000 AUBMC employees. The now traditional "Best Christmas tree at AUBMC" competition was another successful event for the second year. And the usual annual HR crossword puzzle didn't fail to attract competition among AUBMC employees.

LEADERSHIP SKILLS WORKSHOP

"Leaders don't create followers. They create more leaders." Tom Peters

The HR Department in collaboration with CPDC organized a workshop on Leadership Skills: Emotional Intelligence and Conflict Resolution.

The training was facilitated by Mrs. Lama Itani Nokari, Staff Development Manager, through 3 sessions delivered during January to 40 Nurse Managers, Leaders, Administrators and Clinical Educators.

In a highly interactive environment, the attendees enjoyed the interesting information, the challenging activities and the stimulating material.

The Staff Development team is currently working on a more comprehensive calendar that will include many other topics to be delivered and will be circulated among all staff in the coming months.

"Coming Together is a beginning; Keeping Together is progress; Working Together is success." Henry Ford

TIRED OF REGULARLY CHECKING EMPLOYMENT PAGE AT AUBMC?

As you know, HRDMC regularly posts all AUBMC job vacancies on its employment page "Join AUBMC."

Vacancies come and expire, and you may miss one.

So what can you do about it?

Fortunately, all AUBMC vacancies are also posted on AUBMC Human Resources Facebook page, so if you search for our page and click "Like" whenever a vacancy or any other HR update is posted, it will appear on your newsfeed page in Facebook.

Find us on
facebook

SO TO KEEP UP-TO-DATE, JUST "LIKE" US ON FACEBOOK

WHAT'S YOUR JOB FAMILY?
JOB FAMILIES AT AUBMC

A job family describes a number of roles which are engaged in a similar or related kind of work. A job can only fall into one job family, however, there is often several job families in a single unit (for example, a nurse and a clerk each belongs to a separate Job Family, but work in one unit).

At AUBMC, there are 10 Job families, as follows. You should be able to identify your job with one of them. In case you have any inquiry, contact us!

Management	Administrative support	Nursing	Technical
Jobs involved in strategic management and decision-making that impact the entire medical center.	Jobs that support the activities of leadership members and administrative functions of the medical center.	Nursing Jobs that have direct patient care and/or develop nursing staff.	Jobs that are specialized in performing diagnostic procedures. Ex: Lab technologists, radiologists, EMG/EKG technicians, endoscopy techs, etc.

Operation and support	Professional contributors	Skilled labor	Technology and facility management
Non skilled jobs that support the operational activities of the medical center. Ex: messengers, lab-aides, etc.	Jobs that are specialized in therapeutic services. Ex: dieticians, physical therapists, pharmacists, etc.	Jobs that require technical skills related to a specific craft. Ex: painter, plumber, electrician, etc.	Jobs that introduce, manage, and maintain instruments, equipment, information system and facilities. Ex: engineers, IT, etc. jobs involved with HR functions

Financial	Human Resources
Jobs that are involved in activities that have direct a implications on the medical center.	Jobs involved with HR functions

BRIGHT IDEAS AT AUBMC!

It all started 2 years ago from the Patient Affairs Unit as a new concept for engaging AUBMC employees in our quest for enhancing both patient and staff satisfaction.

The Bright Ideas and Innovation Committee's role is to promote, receive, review and act upon bright ideas received from employees from the various medical center departments and services.

Ideas may be related to service excellence, patient satisfaction, and staff satisfaction or any other subject of interest.

The committee is multidisciplinary and consists of 20 members that represent most of AUMC departments and services.

Each submitted idea will be shared and reviewed among committee members. Bright concepts will undergo a feasibility study that will be shared with the administration. When approved, execution will take place and reward the best ideas.

YOU ARE AUBMC's FUTURE, SO LETS KEEP IT BRIGHT!

Do you have a BRIGHT IDEA to promote patient/ staff satisfaction?

Voice it now.

How?

Submit your idea to the Bright Ideas and Innovations Committee.

- Drop it in any suggestion box (available all around the Medical Center)
- E-mail it to: brightidea@aub.edu.lb
- Visit Patient Affairs page on AUBMC website: http://www.aubmc.org.lb
- Drop by the Patient Affairs Unit Room 112, Floor 1, Phase 2 Bldg.

Winners will be awarded in multiple ways.

Your ideas... for a brighter future at AUBMC

www.aubmc.org