

Workplace Learning and Performance Development Curriculum. 2021



January, 2021

Developing Our Performance Growing Our Business

March, 2021

Course Title	Objectives	Facilitator	Target Audience	Date	Time	Venue
Customer Service in healthcare	<ul style="list-style-type: none"> • Differentiate healthcare customer service from other types of service interactions • Explain the importance of a positive attitude in delivering good customer service • List the benefits of providing good customer service to both internal and external customer • Identify barriers to providing high-quality customer service • Apply techniques for dealing with angry or upset customers by successfully answering case studies • Demonstrate how to successfully request personal information • Rephrase blunt communication for better results • Effectively manage job stress • Develop an action plan to improve their customer service skills 	SMC Facilitator: Ms. Nour Mneizel/ Director, training center Mr. Nasser Al-Luhaidan/ DCOO	Frontline Staff	March, 2-3, 2021	12:30H-17:00H	SDC-T3L10
Computer Skills	<ul style="list-style-type: none"> • Use the basic vocabulary and terminology related to computer. • Basic internet usage and search techniques • Open, save and format a basic document • Type a simple note or letter using Microsoft word • Perform basic format and editing on word documents • Create and save excel spread sheets • Using formulas in excel • Using charts in excel 	SMC Internal Facilitator- Mr. Kassem Baalbaki/ IT Director	All SMC staff	March,9-10,2021	12:30H-17:00H	SDC-T3L10
Problem Solving	<ul style="list-style-type: none"> • Create more, higher quality options from which to select a solution or decision • Increase the quality and effectiveness of the selection process • Implement more decisions and solutions with higher degree of success • Increase the confidence each has or her problem solving/ decision making ability 	SMC Facilitator: Ms. Nour Mneizel/ Director, training center Mr. Nasser Al-Luhaidan/ DCOO	Frontline Staff	March,23-24,2021	12:30H-17:00H	SDC-T3L10

April, 2021

Course Title	Objectives	Facilitator	Target Audience	Date	Time	Venue
Customer Service in healthcare	<ul style="list-style-type: none"> • Differentiate healthcare customer service from other types of service interactions • Explain the importance of a positive attitude in delivering good customer service • List the benefits of providing good customer service to both internal and external customer • Identify barriers to providing high-quality customer service • Apply techniques for dealing with angry or upset customers by successfully answering case studies • Demonstrate how to successfully request personal information • Rephrase blunt communication for better results • Effectively manage job stress • Develop an action plan to improve their customer service skills 	SMC Facilitator: Ms. Nour Mneizel/ Director, training center Mr. Nasser Al-Luhaidan/ DCOO	Frontline Staff	April, 4-5, 2021	12:30H-17:00H	SDC-T3L10
Computer Skills	<ul style="list-style-type: none"> • Use the basic vocabulary and terminology related to computer. • Basic internet usage and search techniques • Open, save and format a basic document • Type a simple note or letter using Microsoft word • Perform basic format and editing on word documents • Create and save excel spread sheets • Using formulas in excel • Using charts in excel 	SMC Internal Facilitator- Mr. Kassem Baalbaki/ IT Director	All SMC staff	April,6-7,2021	12:30H-17:00H	SDC-T3L10
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June, 2021

Course Title	Objectives	Facilitator	Target Audience	Date	Time	Venue
Computer Skills	<ul style="list-style-type: none"> Use the basic vocabulary and terminology related to computer. Basic internet usage and search techniques Open, save and format a basic document Type a simple note or letter using Microsoft word Perform basic format and editing on word documents Create and save excel spread sheets Using formulas in excel Using charts in excel 	SMC Internal Facilitator- Mr. Kassem Baalbaki/ IT Director	All SMC staff	June 7-8,2021	12:30H-17:00H	BDC-T3L10
Customer Service in healthcare	<ul style="list-style-type: none"> . Differentiate healthcare customer service from other types of service interactions Explain the importance of a positive attitude in delivering good customer service List the benefits of providing good customer service to both internal and external customer Identify barriers to providing high-quality customer service Apply techniques for dealing with angry or upset customers by successfully answering case studies Demonstrate how to successfully request personal information Rephrase blunt communication for better results Effectively manage job stress Develop an action plan to improve their customer service skills 	SMC Facilitator: Ms. Nour Mneizel/ Director, training center Mr. Nasser Al-Luhaidan/ DCOO	Frontline Staff	June 13-14, 2021	12:30H-17:00H	SDC-T3L10
Stress Management	<ul style="list-style-type: none"> Definition of success The concept of self Awareness of self Self-assertiveness Creating and sustaining positive attitudes Charastarsits of time The value of time Criteria of time management Time wasters Four steps for effective utilization of time Setting and achieving objectives Prioritizations Cause of successful meetings 	SMC Facilitator: Ms. Nour Mneizel/ Director, training center		June 20-21, 2021	12:30H-17:00H	SDC-T3L10

Developing Our Performance Growing Our Business

September, 2021

Course Title	Objectives	Facilitator	Target Audience	Date	Time	Venue
Computer Skills	<ul style="list-style-type: none"> Use the basic vocabulary and terminology related to computer. Basic internet usage and search techniques Open, save and format a basic document Type a simple note or letter using Microsoft word Perform basic format and editing on word documents Create and save excel spread sheets Using formulas in excel Using charts in excel 	SMC Internal Facilitator- Mr. Kassem Baalbaki/ IT Director	All SMC staff	September 1-2,2021	12:30H-17:00H	SDC-T3L10
Customer Service in healthcare	<ul style="list-style-type: none"> Differentiate healthcare customer service from other types of service interactions Explain the importance of a positive attitude in delivering good customer service List the benefits of providing good customer service to both internal and external customer Identify barriers to providing high-quality customer service Apply techniques for dealing with angry or upset customers by successfully answering case studies Demonstrate how to successfully request personal information Rephrase blunt communication for better results Effectively manage job stress Develop an action plan to improve their customer service skills 	SMC Facilitator: Ms. Nour Mneizel/ Director, training center Mr. Nasser Al-Luhaidan/ DCOO	Frontline Staff	September, 7-8, 2021	12:30H-17:00H	BDC-T3L10
Safety Measurement	<ul style="list-style-type: none"> Describe the components of clinical safety program. Define the 3 steps of identification, analysis, and action of clinical risks. Understand the difference between human and system factors. Describe the components of environmental safety program. Tell others the main functions of environmental safety committee. Identify the key concepts of safety measurement. Develop a safety management plan based on the identified risk (clinical and non clinical) Recognize and apply appropriate security and safety measures to create a safe work environment 	SMC Facilitator: Ms. Nour Mneizel/ Director, training center Mr. Nasser Al-Luhaidan/ DCOO	Frontline Staff	September,12-13,2021	12:30H-17:00H	BDC-T3L10

Developing Our Performance Growing Our Business

November, 2021

Course Title	Objectives	Facilitator	Target Audience	Date	Time	Venue
Computer Skills	<ul style="list-style-type: none"> Use the basic vocabulary and terminology related to computer. Basic internet usage and search techniques Open, save and format a basic document Type a simple note or letter using Microsoft word Perform basic format and editing on word documents Create and save excel spread sheets Using formulas in excel Using charts in excel 	SMC Internal Facilitator- Mr. Kassem Baalbaki/ IT Director	All SMC staff	November 2-3,2021	12:30H-17:00H	SDC-T3L10
Customer Service in health care	<ul style="list-style-type: none"> Differentiate healthcare customer service from other types of service interactions Explain the importance of a positive attitude in delivering good customer service List the benefits of providing good customer service to both internal and external customer Identify barriers to providing high-quality customer service Apply techniques for dealing with angry or upset customers by successfully answering case studies Demonstrate how to successfully request personal information Rephrase blunt communication for better results Effectively manage job stress Develop an action plan to improve their customer service skills 	SMC Facilitator: Ms. Nour Mneizel/ Manager, training center Mr. Nasser Al-Luhaidan/ DCOO	Frontline Staff	November, 14-15,2021	12:30H-17:00H	SDC-T3L10

December 2021

SELF MONITORING AND DEVELOPMENT TRAINING NEED ASSESSMENT

Developing Our Performance Growing Our Business