

GE Healthcare Learning Institute



LEADERSHIP & SOFT SKILLS TRAINING GUIDE

iManage



iManage

Stress, time and urgency

How does this training help you?

This training focuses on stress and time management to equip front line teams with the necessary actions to enhance performance speed.

For Patient facing teams, it will review some practical tactics and tips to manage real-life scenarios upon dealing with internal and external customers. The sense of urgency is an important product of this course.

Duration: 2 days
Trainer: Vijay Ramah,
GEHC Institute Trainer
Number of Participants: 15 pax

We look forward to you being a part of this learning opportunity where you can advance your skillset.



Who should be a part of this training?

Patient facing teams and leaders



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iCommunicate



iCommunicate

How does this training help you?

This course focuses on core concepts vital for successful communication and supports front line leaders to create and build their own brand.

Core concepts include:

- Styles of communication
- Effective listening
- Questioning skills
- Assertiveness and empathy

Duration: 2 days
Trainer: Vijay Ramah,
GEHC Institute Trainer
Number of Participants: 15 pax

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Who should be a part of this training?

Patient facing teams and leaders



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Finance for Non-Finance Executives



Finance for Non-Finance Executives

What will be covered during the training?

- Understanding of basics of P/L and profitability ratios
- Investment decisions based on time value of money
- Making right pricing decisions
- Inventory and working capital

Key learning outcomes you will acquire:

- Knowledge on financial management and accounting processes to improve confidence in high-level meetings
- The ability to understand & communicate better with finance specialists
- Improved business decision making through a better understanding of the financial consequences of decisions and actions on revenues, costs and cash flows

We look forward to you being a part of this learning opportunity where you can advance your skillset.

Duration: 1 day
Trainer: GEHC Institute Trainer

Number of Participants: 20 pax

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Excellence in Patient Relations





Excellence in Patient Relations

What will be covered during the training?

- Introduction of team work and patient first philosophy
- Identification of challenges faced in managing patient expectation
- Introduction to the concept of service excellence
- Understanding ways of effective communication; relevance of listening and sharing the right information
- Introduction of proactive leadership
- Know-hows for handling situations that demand quick thinking and responses

Duration: 1 day
Trainer: GEHC Institute Trainer

Minimum Number of Participants: 20 pax

Please note that the course can be scheduled either at the GE office or customer site.

We look forward to you being a part of this learning opportunity where you can advance your skillset.

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Who should be a part of this training?
Patient facing teams and leaders





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Change Acceleration Process



Change Acceleration Process

What will be covered during the training?

- Leading change
- Creating a shared need
- Shaping a vision
- Mobilizing commitment
- Monitoring progress
- Changing systems and structures

Key learning outcomes you will acquire:

- Leading of change in the face of opposition
- Building of consensus for divisive change initiatives
- Ability to implement and track success of change initiatives

We look forward to you being a part of this learning opportunity where you can advance your skillset.

Duration: 2 days
Trainer: GEHC Institute Trainer

Number of Participants: 10 pax

Please note that the course provides full accommodation. (This includes airport transfer, lunch, dinner and hotel.)



Who should be a part of this training?

Managers and Head of Departments



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Lean & Six Sigma





Lean & Six Sigma

What will be covered during the training?

- Concepts of Lean & Six Sigma
- DMAIC & VSM methods for problem solving
- Creation of project charter with objectives & timelines
- Application of Lean & Six Sigma tools – Measures of central tendency, Cause/Effect, Pareto, 5S, 5Why, Cross skilling template, Takt Time, Poka Yoke (mistake proofing), Impact/Effect matrix

- Hospital case studies
- Working sessions on line challenges brought in by participants using the Lean & Six Sigma concepts (pre-work to be completed by participants)

Key learning outcomes you will acquire:

- Identifying challenges & streamlining work flows
- Reducing errors, improving quality & lowering costs
- Delivering better patient experience with improved process flows

Duration: 2 days

Trainer: GEHC Institute
Trainer

Number of 10 pax

Participants:



Who should be a part of this training?

Managers