

## Introduction

In the health sector, human resource management issues are extremely important component for effective implementation of health sector programmes and therefore are important components of health sector reforms.

For the management of the health sector programmes and the health care Institutions, people/human resource component is at the centre. This is consistent with the central role people occupy in converting inputs into desired outputs to achieve quality of preventive, promotive and curative health care services. HR are a strategic capital in health organization, where the health providers require multiple skills like Technical/Clinical skills, Human skills, Communication skills and Emotional skills.

The health sector is a major employer in all countries, the International Labor Organization reckons that 35 million persons are currently employed in the health sector worldwide. Salaries, bonuses and other payments account for between 65% and 80% of the recurrent health expenditure.

The quality of health care services, their efficacy, efficiency, accessibility and viability depend primarily on the performance of those who deliver them. Health sector is treated as service industry and demands a management approach.

This makes it imperative for the policy makers in the health sector to understand the complexity of utilizing human resources and manage the human behaviour in the work environment. Management Pundits emphasize that any organization with properly managed human resource outshines others.

Since one of the most important part of management consists of dealing with and working through people, the health administrator needs to develop behavioral skills with positive attitude to create an enabling positive work culture to enhance the commitment and motivate the human resource to maximize their potentials to deliver the best services. To fulfill this need, this Institute makes an endeavor to organize a five days training course on **Management Development Programme on Behavioural Skills for Senior Health Administrators from 24<sup>th</sup> - 28<sup>th</sup> November, 2008.**

## General Objective

To enhance the managerial competencies particularly the behavioral managerial skills of health administrators in order to make them more effective and efficient in the execution of health and family welfare programmes.

## Specific Objectives

At the end of the training course, the participants would be able to:

1. To identify the keys behavioural skills required for promoting managerial competencies of the health administrators
2. List the importance of building positive attitude and to build emotional intelligence for developing a positive work culture in organization
3. Demonstrate interpersonal communication skills required for health administrators
4. Demonstrate suitable leadership styles to motivate human resources for promoting health and family welfare services
5. Learn to develop strategies for management of stress at cognitive, behavioural and organizational level
6. Design appropriate intervention for organizational development

## Course Contents

- Key issues of human resource management in health organizations
- Promoting self-understanding and Building Positive Attitude
- Interpersonal Communication skills
- Conflict Management
- Motivation
- Leadership styles
- Health Team Building
- Organizational Development
- Yoga for healthy life style
- Stress Management
- Time Management
- Management of change

## Course Methodology

The complete training course is based on participatory process with coordinators playing the role of true facilitators. This learner-centered approach adopted by facilitators includes activities designed as interactive and experiential with the resulting emphasis on learning by doing by employing following methods:

- Group Discussions
- Case study
- Exercises/Games
- Self-analysis by participants about their styles & behaviour
- Role play
- Participant's presentations

## Duration

(1 Week) 24- 28 November, 2008

## Nature of Participants

Health Administrators working as Joint Directors and above from the State Directorates & analogous organizations, Senior Administrators as Medical Superintendents, Deans of Medical College and above from the Govt. and Public Sector hospitals. Faculty from SIHFW and PSM faculty from Medical colleges,

## Number of Participants

One or two from each state or organization to be nominated, (and total 20-25 participants would be required)

## Venue

Teaching Block,  
National Institute of Health and Family Welfare,  
Munirka, New Delhi-110067.

## Course Coordinating Team

Course Director : Prof. Deoki Nandan  
Course Coordinator : Dr. (Mrs.) Rajni Bagga  
Course Co-coordinator : Dr. Neera Dhar  
Course Associates : Mr. Ramesh Gandotra  
Mr. Ghanshyam Karol



## About the Institute

The National Institute of Health and Family Welfare is a premier autonomous Institute, funded by the Ministry of Health and Family Welfare, Government of India. It has kept pace with the new thinking and substantially contributes to the health manpower development in the country.

NIHFW serves as an apex 'technical institute' as well as a 'think tank' to promote national health and family welfare programmes in the country through education and training, research and evaluation, consultancy and advisory services, specialised projects, etc.

## Location of the Institute

It is situated in South Delhi, near Jawaharlal Nehru University and Munirka DDA Flats. It is easily accessible from both the Indira Gandhi International Airport and the New Delhi Railway Station and the distances are approximately 7 kms. and 15 kms. respectively. Pre-paid taxis/auto-rickshaws are available.

## Course Fee

The course does not charge any fees. But TA/DA expenditure will have to be borne by the respective state/organizations



## Accommodation

Moderate hostel accommodation at nominal rates would be provided, to the participants only, within the Institute's campus.



## Weather

Weather in November, in Delhi is approximately  
Minimum - 12 Degree Celsius Maximum 29 Degree Celsius



## Last Date for Sending Nominations

24<sup>th</sup> October, 2008

(Participants are requested to make travel plans on receipt of confirmation for participation from NIHFW.)

## Further Correspondence to be Addressed to:

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# MANAGEMENT DEVELOPMENT PROGRAMME ON BEHAVIOURAL SKILLS FOR SENIOR HEALTH ADMINISTRATORS

24-28 November, 2008



आरोग्यं सुखसम्पदा

Department of Management Sciences  
National Institute of Health and Family Welfare  
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