



Our lives are dedicated to yours

# HR

## NEWSLETTER

DEPARTMENT OF HUMAN RESOURCES

Dear Supervisor,

When you arrive to your job at 8:00 am, make sure you pass by every single office and most importantly communicate with every single employee. Taking the time to connect with your team members helps you as a leader take the pulse of the team.

Here comes the "Star", the excellent employee with the exceptional performance appraisal (PA), perfect communication skills, and most professional business attitude. What role do you play in the life of that employee? Are you working on building his skills and retaining his talent?

In another office, you meet the employee who "exceeds expectations". He excels in most of his competencies but needs proper guidance to regain full productivity although this need might not directly affect his work outcome. Did you think of developing his skills to become a "Star"?

In the hallway, you pass by the "average" employee. He is the employee who performs well but needs improvement. Did you identify his hidden potentials to boost his capabilities and extract the best out of him?

What about poor performers? What is your role as a supervisor in transforming their weaknesses into strengths? Why did their PA score drop drastically? How many times did you provide them with constructive feedback to help bridge their gaps?

Once you complete your departmental tour think of a comprehensive solution to keep the "Star" shining, invent a way to add a spark to those "exceeding expectations", and support your average employee towards professional development through a performance review and a development plan.

As Minsheu said: "Remember that even your most talented employees have room for growth in some area, and no matter how talented the employee is, think of ways he could grow towards the position he might want to hold two, five, or 10 years down the line." Here comes the importance of setting development plans to all employees.

It is the time of the year when you, AUBMC supervisors, compile your department employees' development plans, set annually by each supervisor in collaboration with the Department of Human Resources in order to elevate the level of productivity of each employee.

Not only will your recommendations aid employees with low/average performance and boost their work efficiency, but they will also stress on retaining and nurturing the skills of "stars" in favor of their career growth.

Awaiting your feedback.

Regards

The Department of Human Resources

# TRAINING & DEVELOPMENT CAMPAIGN

For the first time at AUBMC, the Department of Human Resources will be launching its "Employee Learning Week" campaign in accordance with the international Association for Talent Development (ATD).

The objective of this campaign is to raise awareness in regards to the required training and development at work. It highlights the significance of training at AUBMC as part of its vision in order to boost the employee's performance, assist in promotions, develop individual careers, and thus achieve AUBMC's ultimate employee performance goals.

The Department of Human Resources at AUBMC has chosen the following motto: Learn, Know, Grow.

"Employee Learning Week" will take place from December 1 to December 5 and several activities will be organized during the week.

Everyone at AUBMC is invited to participate in this campaign in order to become familiar with the offered training at AUBMC and to understand its role in performance development.

The Association for Talent Development (ATD) is a non-profit association that promotes workplace learning.

Learn  
Know  
Grow

## 2014 LEARNING WEEK DEC. 1 – DEC. 5

We are dedicating five days to your knowledge and learning!

- Attend our educational session, enjoy a meal, and get the chance to win 50\$ daily!
- Keep an eye on our 2015 Training Calendar.
- Learn about the AUBMC training statistics, the highest ranking departments, and top learners of the institution.
- Watch out for the release of AUBMC Career Ladders by Job Family.



---

## MAGNET REDESIGNATION OF AUBMC



During the virtual visit of Magnet , AUBMC employees & leadership are gathering in front of the video camera to greet the appraisers

---

## RECOGNITION SIGNIFYING THE HIGHEST LEVEL OF NURSING EXCELLENCE

The American University of Beirut Medical Center (AUBMC) has achieved Magnet Redesignation in recognition of AUBMC's nursing excellence. Magnet status is awarded by the American Nurses Credentialing Center (ANCC) to hospitals that meet specific criteria for nursing professionalism, teamwork, and highest standards in patient care.

The official announcement of the Medical Center's Magnet status was made at 4:00 pm on September 17 by Deborah Zimmermann, DNP, RN, NEA-BC, Chair of the Commission for the Magnet Recognition Program® where nurses and interdisciplinary members of the medical center had gathered. "We have demonstrated the unobserved interdisciplinary teamwork, and we have been praised for our exemplary practices and for increasing the standards of patient care for all other healthcare professionals even in the States," said Ms. Iman Al Kouatly, Director of Nursing Services.

The Magnet program recognizes hospitals that demonstrate excellence in nursing practice. This achievement of AUBMC followed a rigorous application and review process, which included dynamic preparations. More than 4,500 page documentation were evaluated and a three-day virtual site visit for appraisers was organized. The visit included interviews with a numerous number of nurses and many AUBMC interdisciplinary staff members, as well as patients.

Every day, AUBMC nurses contribute to our patients' experiences and the outcomes that are attained. They play a major role in delivering care and supporting the patients and their families. Being compassionate, competent, and knowledgeable is vital for any nurse who joins our interdisciplinary team whose members are committed to excellence and exemplary practices.

---

## CREATIVE TRAINING VENUES

Who said that training has to be conducted in-house or in a formal classroom or hall?

Last year, the Department of Family Medicine held an outdoors team-building training activity in the beautiful area of the Shouf cedars, the largest nature reserve in Lebanon.

Doctors, nurses, and administrative staff members participated in group activities, which aimed at enhancing trust, promoting team spirit, and getting to know others at a personal level. A bonfire, musical performance, and other sightseeing activities took place.



It is well known that creative training venues add to the excitement and eagerness among employees. Offsite training usually enhances innovation and receptiveness to learning. It also serves as an excellent venue for bonding among employees and greatly enhances training outcome, through better learning engagement, better content retention, and better attendance.

Whether a training session is held within the conventional indoor setting or conducted in a more authentic place, training accompanied by fun activities is certainly an amazing way to boost the morale of employees.

---

## TRAINING PLAN 2014-2015

AUBMC training plan for the fiscal year 2014 - 2015 will be soon announced. This year, our plan focuses on enhancing and utilizing employees' full potentials through progressive planned learning, which targets essential competencies and skills.

It aims mainly at identifying the most crucial job related training needs and applying relevant training and development activities. Ultimately, this will transform employees' attitude from the classical basic training into a new "learning organization" where learning is an essential feature in workplace environment.

It is worth noting that this plan is being developed by relying on different sources including training needs' assessments, performance appraisals outcomes, internal and external warnings, re-advertised positions, special requests and daily communications. This is where recruitment, workforce, personnel, and training teams at HR all work collaboratively with AUBMC staff to produce optimal results.



During one of the training activities at AUBMC

### Training Plan 2013 - 2014: Main Completed Actions

- Raised HOD awareness on training and development.
- Conducted training needs assessments throughout AUBMC.
- Built a training calendar.
- Implemented the employee performance improvement plans.
- Ensured full compliance in mandatory courses attendance (fire safety, hazardous materials & infection control) to 100% attendance.
- Set up English courses for all employees who didn't pass IET and were identified in the Training Needs Assessment as lacking this competency.

# AUBMC BRIGHT IDEAS AWARD 2014

This year, AUBMC had two bright ideas that have been executed and rewarded. AUBMC Bright Ideas Award 2014 went to two winners.

- \* Dr. Rana Sharara suggested Dale home stairs that reached to Clemenceau St. and solved the problem of pedestrians sharing the same path with cars when exiting into Dale home and Building 56. Now pedestrians have a separate safe path.
- \* Ms. Arwa Bou Ali suggested car washing services at the underground parking. Now, all AUBMC employees, faculty, and residents can enjoy leaving their car to be washed during their work hours and come back to find it shining!

Thank you Dr. Sharara and Ms. Bou Ali for your bright ideas

Congratulations to both...



Dr. Rana Sharara receiving the award



Ms. Arwa Bou Ali receiving the award



# CAN YOU GUESS THE MISSING PIECE?



Send responses to: [ha41@aub.edu.lb](mailto:ha41@aub.edu.lb) (write HR Quiz in the subject)

Last quiz winners are:

- Roula Antoun
- Asma Bazzi
- Diana El Banna
- Hanadi Masalkhi

---

## RADIOLOGY STAFF CELEBRATING EID EL ADHA

The Diagnostic Radiology staff celebrated Eid el Adha on October 2, 2014 by organizing two activities. During the first activity, "Best Maamoul Making Competition", the competing teams prepared maamouul while the second activity reflected the Eid spirit by distributing symbolic gifts which were distributed to the winners at a later stage.

Another major event which took place on the same day was celebrating the retirement of Ms. Ikbal Shanouhah. Employees thanked Ms. Shanouhah for her contributions to the department during the long years of service and wished her best of luck in her future endeavors.

