

# Critical Management Skills for CHC Managers and Supervisors Agenda

Massachusetts League of Community Health Centers  
Presented by Lisa Mouscher, Sogence Training and Consulting

## Day 1 (Tuesday, April 14, 2015)

- 8:45 – 9:15            **Welcome, Introductions and Team-Building**
- 9:15 - 10:45           **Behavioral Interviewing and Other Effective Hiring Processes**
- 10:45 – 11:00        **Break**
- 11:00 – 12:30        **The Art of Management Communication**
- 12:30– 1:00           **Lunch**
- 1:00 – 1:45           **Effectively Leading and Managing Change**
- 1:45 – 4:15           **Creating and Sustaining a Culture of Service Excellence**

## Day 2 (Wednesday, April 15, 2015)

- 8:45 – 12:00        **Legal Aspects of Managing Employees**
- 12:00– 12:30        **Lunch**
- 12:30 – 2:45        **Strengthening Employee Engagement, Productivity and Retention through Proactive Performance Management**

*PLUS: Follow-Up Conference Call to Share and Discuss Implementation Successes and Challenges (date TBD)*