

Massachusetts League of Community Health Centers is pleased to sponsor

Critical Management Skills for Community Health Center Managers and Supervisors

October 27 -28, 2015

Facilitated by Sogence Training and Consulting
Location: Springfield Marriott, Springfield, Massachusetts

This intensive, highly interactive 2-day training enables CHC managers and supervisors to develop and hone critical skills to successfully lead and manage employees in today's challenging and fast-changing CHC environment

Participants will gain crucial skills to put into immediate action!

Learn to:

- Utilize Behavioral Interviewing techniques to hire employees with the right skills and “fit” for the long term
- Manage, lead and retain flexible, responsive, satisfied, and customer-focused teams
- Communicate for results, build trust, and de-escalate conflict
- Coach and develop employees and drive accountability
- Lead and manage organizational change
- Maintain legal compliance when handling day-to-day management issues
- Create and sustain a culture of service excellence

Course Facilitator and Lead Trainer



Lisa Mouscher is CEO and Lead Consultant at Sogence Training and Consulting. As a popular and dynamic facilitator, trainer and consultant, Lisa works primarily with leaders, managers and staff from community healthcare organizations across the country, building skills to enable these organizations to become both providers of choice and employers of choice. She is known for facilitating both immediately applicable results and lasting impact to strengthen community health organizations for the long-term.

This dynamic skill building course is available as a pilot offering with a reduced fee of **\$250 per registration** for members of the League.

Registration deadline is October 19, 2015

Limited enrollment available to enable optimal learning and skill development

THIS CLASS FILLED QUICKLY IN APRIL

REGISTER NOW TO ENSURE YOUR PARTICIPATION

-SEE AGENDA BELOW-

Critical Management Skills for CHC Managers and Supervisors

Agenda

**October 27 -28, 2015
Springfield Marriott, Springfield, MA**

**Hosted by Massachusetts League of Community Health Centers
Facilitated by Lisa Mouscher, Sogence Training and Consulting**

Day 1 (Tuesday, October 27, 2015)

- 9:30 – 10:00 Welcome, Introductions and Team-Building**
- 10:00 - 11:15 Behavioral Interviewing and Other Effective Hiring Processes**
- 11:15 – 11:30 Break**
- 11:30– 1:00 The Art of Management Communication**
- 1:00 – 1:30 Lunch**
- 1:30 – 4:00 Strengthening Employee Engagement, Productivity and Retention through Proactive Performance Management**

Day 2 (Wednesday, October 28, 2015)

- 9:30 – 12:45 Legal Aspects of Managing Employees**
- 12:45– 1:15 Lunch**
- 1:15 – 3:30 Creating and Sustaining a Culture of Service Excellence**
- 3:30 – 4:00 Wrap-up and Close**

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