

Critical Skills for CHC Managers and Supervisors

Virtual Edition: 5-Week Training

Tuesday Mornings, October 20 – November 17, 2020

Massachusetts League of Community Health Centers

Facilitated by Lisa Mouscher, Sogence Training and Consulting

In this virtual, highly interactive and engaging management skills training, health center managers and supervisors at all levels develop and strengthen critical skills necessary to successfully navigate their roles in today's increasingly challenging CHC environment.

Using the Zoom online meeting platform, we replicate the “face-to-face” experience we are currently unable to have in person. Throughout the 5 sessions, participants gain knowledge and skills, work together in large and small groups, participate in hands-on exercises, and discuss crucial issues in engaging, managing and retaining health center staff.



Participants gain and hone skills to:

- Manage and retain engaged, responsive and productive teams
- Coach and develop employees and drive accountability
- Understand, influence, and drive positive organizational and departmental culture
- Communicate for results and strengthen trust
- Utilize Behavioral Interviewing to hire employees with the right skills and fit for the long-term
- Avoid common legal pitfalls when managing employees

This program also incorporates short, weekly implementation “homework” to encourage participants to put new skills into immediate action.

Join us for this dynamic, hands-on and highly interactive skill-building training!