Critical Management Skills for CHC Managers and Supervisors

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

April 21-22, 2020
Location: Worcester, MA

AGENDA

Important Note: We are offering two versions of this course in 2020. Although much of the content will be the same in both trainings, the Spring training is geared toward newer managers and supervisors with 18 months or less in a supervisory or management role, and the Fall training is geared toward more experienced managers with more than 18 months in a supervisory or management role. We hope this will facilitate discussions in each group that best meet the needs of the range of participants who would like to learn or refresh these skills. Please register accordingly.

Day 1 – April 21, 2020

8:45-9:15 Check-in and Continental Breakfast

9:15-9:45 Welcome and Introductions

9:45-10:45 The Critical Nature of Organizational Culture
Managers and supervisors at Community Health Centers have the opportunity to significantly influence their organization’s culture, and by extension, your health center’s success. In this session led by Mass League’s Director of Workforce Programs, Janice Brathwaite, we begin by defining organizational culture and move deeper to discuss its many areas of impact. We end by exploring tools you can use to assess your current culture and ways to begin the important process of honoring the past and developing a plan for positive change as you look forward to the future.

10:45-11:00 Break

11:00-12:30 Successfully Integrating as a Supervisor or Manager at Your CHC
The transition from peer to supervisor/manager brings a range of new challenges and responsibilities. Participants will learn strategies to build effective relationships with their direct manager, leaders, peers, former peers and direct reports; build trust; and establish credibility.

12:30-1:15 Lunch (provided)

1:15-2:15 The Art of Management Communication
Effective communication is critical to successful management, and great communication skills can be learned! In this session, participants will gain and practice skills to flex their communication style to meet the needs of others and successfully facilitate results throughout your department or your organization.

2:15-2:30 Break

(continued on next page)
Strengthening Employee Engagement, Productivity, and Retention through Proactive Performance Management, Coaching and Accountability

Engaged employees are involved, committed, passionate, and empowered at work and demonstrate their engagement in both their performance and behavior. They are happier, more productive and far more likely to stay for the long-term. In this highly interactive session, participants discuss practical and realistic ways to strengthen engagement by developing goals with “meat,” implementing structured one-on-ones, “speed-coaching,” acknowledgement and recognition, and ongoing accountability.

Day 2 – April 22, 2020

8:45-9:15 Continental Breakfast

9:15-11:30 Staying Legally Compliant While Managing Employees – Selected Topics
*Break included*

Do you know and understand the myriad federal, state and local laws surrounding employment issues? If not, you may unknowingly put your organization in peril simply by making comments, asking questions, or taking actions that may initially seem harmless. Using real-world scenarios and questions provided by participants, we will be joined by an employment attorney to discuss relevant legislation and specific do’s and don’ts for managing employees and handling common situations both legally and effectively.

11:30-12:15 Lunch (provided)

12:15-1:45 Behavioral Interviewing: Hiring for Long-Term Success

Hiring and retaining staff with the right skills and organizational fit is critical to your organization's ability to fulfill its mission and successfully serve your community. In this hands-on session, participants learn effective hiring processes and gain Behavioral Interviewing skills to hire the right staff for the long-term. Arrive ready to fully participate in this working session and gain valuable skills you can put to use with your very next hire.

1:45-2:00 Break

2:00-3:00 Taking Action: Putting Your New Skills to Work

This entire course is designed to build skills for immediate implementation. In this session, each participant will create a detailed plan to turn learning into action!

3:00-3:15 Wrap-up and Close