UPCOMING TRAINING

Core Competencies for CHC Managers and Supervisors at All Levels*
(Virtual Edition)

5-Week Skill-Building Program
Facilitated by Sogence Training and Consulting
Tuesday mornings, October 19 – November 16, 2021

Course Overview: 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.

Course Objectives – Participants Learn to:

- Understand and impact positive organizational and department culture.
- Develop and retain engaged, responsive and productive teams.
- Utilize Behavioral Interviewing to hire staff with the right skills and fit for the long-term.
- Coach and develop employees.
- Communicate effectively as a manager.
- Avoid common legal pitfalls when managing employees.
- Drive accountability and deliver results.

Who Should Attend: This training is ideal for first-time managers or supervisors with 18 months of experience or less, as well as for more experienced managers looking to refresh and hone their skills.

Course Structure: Using the Zoom online conferencing platform, we replicate the “face-to-face” experience without having to travel! Throughout the program, participants gain knowledge and skills, work in large and small groups, participate in hands-on exercises, and discuss crucial issues in engaging, managing and retaining health center staff. We also incorporate weekly implementation “homework” and discussion to encourage putting new skills into immediate action.

Important Technical Requirements: Each participant will need a webcam to join the training. This highly interactive program is conducted through Zoom video conferencing, and all participants must join on video (one participant per device) in order to participate. If access to a computer with a webcam is not available, Zoom has an excellent app that enables participants to join via most phones or tablets that have video capability. This helps us achieve a true face-to-face environment during this virtual training!

Join us for this highly interactive, impactful and immediately applicable skill-building training!

*Note: This training was previously known as “Critical Skills for CHC Managers and Supervisors”