

Beyond Core Competences: Next Level Skills for CHC Managers and Supervisors (Virtual Edition)

Agenda*

April 6 (Week 1)

9:30 – 12:30 EDT

A Quick Overview of The Basics: “Behavioral Interviewing” and “Strengthening Employee Engagement”

This session provides an overview of key competencies for managers and supervisors, as well as hands-on opportunities for both new participants and participants who attended the “Core Competencies for CHC Managers and Supervisors” training to put their learning into action.

April 13, 2021 (Week 2)

9:30 – 12:00 EDT

Effectively Managing Conflict in the Workplace

Conflicts in the workplace are inevitable, and effective conflict management skills enable managers to strengthen communication, deepen understanding and create avenues for successful resolution. In this session, participants gain a framework for understanding the dynamics that lead to conflict as well as strategies to de-escalate potentially difficult situations and turn seemingly intractable conflicts into opportunities for learning, growth, relationship building and positive outcomes.

April 20, 2021 (Week 3)

9:30 -12:00 EDT

Engaging a Diverse Workforce

Community Health Centers often employ a highly diverse workforce, encompassing a wide range of generations, cultures, ethnicities, gender identities, sexual orientation and more. How do we better understand and embrace this diversity to build a stronger workforce? In this session, we discuss workforce diversity, take an honest look at our own biases, and gain insights and strategies to successfully adapt our management styles.

April 27, 2021 (Week 4)

9:30 – 12:30 EDT

Strengthening Your Decision Making Process

As leaders, managers, and supervisors, our individual decision-making style influences the actions we take, the level of engagement in our teams, and our overall management success. Using the Conversant DecisionStyles assessment, participants gain an understanding of their own individual styles as well as the strengths and challenges inherent in other’s styles, providing knowledge and insights to enable participants to include a variety of views and perspectives to immediately strengthen their decision-making process.

May 4, 2021 (Week 5)

9:30 – 12:00 EDT

Effectively Leading and Managing Change (in even the toughest times)

In today's rapidly changing and increasingly challenging environment, health center managers are key to ensuring their teams successfully navigate ongoing changes in processes, direction, expectations and more. In this session, we discuss the importance of organizational or department culture in achieving successful change, the causes of change resistance, and practical ways to help your employees (and yourself!) gain the flexibility and mindset necessary for success.

May 11, 2021 (Bonus Session)

12:00 – 1:30 EDT

Managing or Circumventing Burn-Out in Yourself and Others

Working in health centers can be both fulfilling and challenging, and even the most engaged employees can find themselves experiencing the very real symptoms of burn-out. In this session, we reflect on the causes and symptoms of workplace burnout and discuss realistic and effective strategies to build resilience, rebound from burn-out, and even circumvent burn-out in yourself and your team before it starts!

**Order of topics subject to change*

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