

**Beyond Core Competencies:  
Next Level Skills for CHC Managers and Supervisors  
6-Week Virtual Training**

**Facilitated by Lisa Mouscher, Sogence Training and Consulting**

**AGENDA** (order of topics is subject to change)

**Week 1 – March 24, 2022**

9:30 – 12:30

**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 to put learning into action. Participants gain or refresh skills to utilize behavioral interviewing to hire the right candidates for the long-term, and learn practical and realistic skills and strategies to strengthen engagement by developing goals with “meat,” implementing structured one-on-ones, “speed-coaching,” and accountability.

**Week 2 – March 31, 2022**

9:30 – 12:00

**Engaging Your Diverse Workforce: Your Crucial Role as a Health Center Manager**

Community Health Centers often employ a highly diverse workforce, encompassing a wide range of cultures, ethnicities, races, generations, gender identities, sexual orientations and more. How do we 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 help ensure an inclusive and engaging environment for all.

**Week 3 – April 7, 2022**

9:30 – 12:00

**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 and a range of strategies to de-escalate potentially difficult situations.

**Week 4 – April 14, 2022**

9:30 – 12:00

**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 through ongoing changes in processes, direction, expectations and more. In this session, we discuss the importance of organizational and 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.

**Week 5 – April 21, 2022**

9:30 – 12:00

**Strengthening Your Decision Making Process**

Managers and supervisors regularly make decisions that may affect their employees, department, organization and patients. In this session we discuss diverse decision-making styles, the benefits and challenges inherent in each, and strategies for making effective decisions in a range of real-world scenarios.

**Week 6 – April 28, 2022**

9:30 – 12:00

**Bringing it All Together**

During this important session, participants work in both large and small groups to practice, integrate and solidify the knowledge, skills and ideas gained throughout the course, as they work through real-world scenarios and move forward to take their departments to the next level!