

UPCOMING TRAINING!

**Beyond Core Competencies:
Next Level Skills for CHC Managers and Supervisors**

Virtual Edition

6-Week Skill-Building Program

Hosted by Massachusetts League of Community Health Centers

Facilitated by Sogence Training and Consulting

Thursday Mornings, March 24 – April 28, 2022

Course Overview: This dynamic, hands-on and highly interactive 6-week program moves beyond the core competencies of managing and supervising, into additional important areas of knowledge, practices and skills necessary to be a great manager at your health center.

Beginning with a review of the crucial skills needed to hire, coach, retain and manage others, we quickly move to higher-level learning to take your management skills to the next level. If you've attended the "Critical Skills for CHC Managers or Supervisors" training, or you're simply looking to strengthen or hone additional and higher level management skills, this course is for you!

Course Objectives – Participants Learn to:

- Strengthen employee engagement to increase staff productivity, satisfaction and retention
- Effectively manage a diverse workforce
- Successfully lead and manage change (even during challenging times)
- Strengthen day-to-day decision-making practices
- Utilize Behavioral Interviewing to hire employees with the right skills and organizational fit for the long-term
- Implement conflict management and de-escalation strategies for successful outcomes

Who Should Attend: This training is recommended for managers and supervisors with a minimum of 18 months of supervisory experience, or as a follow-up to the "Core Competencies for CHC Managers and Supervisors" or "Critical Skills for CHC Managers and Supervisors" training, although these are not prerequisites for participation in this program.

Course Structure: Utilizing the Zoom video conferencing platform, we replicate the "face-to-face" experience without the need to travel! Throughout the training, participants gain knowledge, skills and ideas; work in large and small groups; participate in hands-on exercises; and engage in focused discussions. We also incorporate short, implementation "homework" assignments to encourage and facilitate 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 engaging and immediately applicable training and
take your management skills to the next level!**