

**BEYOND CORE COMPETENCIES:
NEXT LEVEL SKILLS FOR CHC MANAGERS AND SUPERVISORS**

HELD ON ZOOM; FEELS LIKE A FACE-TO-FACE

TUESDAY MORNINGS , MARCH 26 – APRIL 30, 2024
FACILITATED BY LISA MOUSCHER, SOGENCE TRAINING AND CONSULTING

Participants gain crucial skills to put into immediate action!

In this virtual and highly interactive 6-week program, participants discuss crucial issues, work together in large and small groups and participate in hands-on exercises to take their skills, their teams and their organizations to the next level.

Learn to:

- Lead and manage change (in even the most challenging times).
- De-escalate and resolve conflict.
- Implement key decision-making practices.
- Gain or strengthen Behavioral Interviewing skills to hire the right employees for the long-term.
- Successfully manage and engage a diverse workforce

Who Should Attend:

This program is recommended for health center managers and supervisors with a minimum of 18 months of supervisory experience, **OR** as a follow-up to the course “Core Competencies for CHC Managers and Supervisors at All Levels.”

TO REGISTER AND ENSURE YOUR PARTICIPATION:

[CLICK HERE](#)

Important note: Each participant will need an individual webcam to join this highly interactive, virtual “face-to-face” training (one participant per device). If access to a computer with a webcam is not available, Zoom has an excellent app and participants may join via tablet or phone with video capability.

For additional information, please contact:

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-See agenda below-

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

6-Week Virtual Training

Tuesday Mornings, March 26 – April 30, 2024

“Held on Zoom: Feels like a “Face-to-Face”

Hosted by Massachusetts League of Community Health Centers

Facilitated by Lisa Mouscher, Sogence Training and Consulting

AGENDA*

Week 1 – March 26, 2024; 9:00 – 12:00

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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 – April 2, 2024; 9:00 – 11:30

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 3 – April 9, 2024; 9:00 – 11:30

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 4 – April 16, 2024; 9:00 – 11:30

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 23, 2024; 9:00 – 11:30

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 30, 2024; 9:00 – 11:30

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!

*Order of topics is subject to change

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