

Upcoming Training

CORE COMPETENCIES FOR CHC MANAGERS AND SUPERVISORS

5-WEEK VIRTUAL EDITION

TUESDAY MORNINGS, OCTOBER 25 – NOVEMBER 29, 2022

This intensive, highly interactive, hands-on 5-week training enables health center managers and supervisors to develop and hone critical skills to successfully lead and manage employees in today's challenging and fast-changing health center environment.

Participants gain crucial skills to put into immediate action!

Learn to:

Manage, lead and retain engaged, productive and satisfied teams	Coach and develop employees and drive accountability	Utilize Behavioral Interviewing to hire employees with the right skills and fit for the long-term	Communicate for results	Avoid common legal pitfalls when managing employees	Understand and impact positive organizational culture
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This training is ideal for first-time managers or supervisors with 18 months of experience or less, as well as more experienced managers looking to refresh and hone their skills.

Using Zoom video conferencing, we replicate the “face-to-face” experience – without the travel!

Throughout the 5 sessions, participants gain knowledge and skills, work together in large and small groups, participate in hands-on exercises, and discuss crucial issues in engaging, managing and retaining health center staff.



Lisa Mouscher, course facilitator, is CEO at Sogence Training and Consulting. As a facilitator, trainer and consultant, Lisa works with leaders, managers and staff from FQHCs and other community health organizations, building skills to enable these organizations to become both providers of choice and employers of choice. Lisa is known for facilitating both immediately applicable results and lasting impact to strengthen CHCs for the long-term.

COST PER PARTICIPANT: \$300

Class size is limited for this popular training!

REGISTER NOW TO ENSURE YOUR PARTICIPATION:

<https://my.massleague.org/Events/Calendar-of-Events>

(Registration deadline: 10/4/2022)

Important note: Each participant will need a webcam to join this virtual “face-to-face” training. 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. To best facilitate discussion, we request that each participant join on an individual device (one participant per webcam).

For questions, contact Kolby Stiles at kstiles@massleague.org

-See agenda below-

Core Competencies for CHC Managers and Supervisors at All Levels

****5-Week Virtual Edition****

Facilitated by Lisa Mouscher, Sogence Training and Consulting

October 25 – November 29, 2022

AGENDA*

Week 1 – October 25, 2022

9:30 - 12:00

THE CRITICAL NATURE OF ORGANIZATIONAL CULTURE

Managers and supervisors at Community Health Centers have the opportunity to significantly influence their health center's culture, and by extension, the organization's success. In this session led by Mass League's Director of Workforce Programs, Janice Brathwaite, we begin by defining organizational culture and move deeper to discuss its significance and impact. We explore tools you can use to assess your current culture and ways to begin the important process of honoring the past and developing a plan for positive change in your department and organization as you move forward toward the future.

Week 2 – November 1, 2022

9:30 - 12:00

STRENGTHENING EMPLOYEE ENGAGEMENT, PRODUCTIVITY AND RETENTION

Engaged employees are involved, committed, passionate, and empowered at work and demonstrate their engagement in both their performance and behavior. They are happier, more productive, and far more likely to stay for the long-term. In this highly interactive session, participants discuss practical and realistic ways to strengthen engagement by developing goals with "meat," implementing structured one-on-ones, "speed-coaching," acknowledgement and recognition, and ongoing accountability.

Week 3 – November 8, 2022

9:30 - 12:00

BEHAVIORAL INTERVIEWING: HIRING FOR LONG-TERM SUCCESS

Hiring and retaining staff with the right skills and organizational fit is critical to your organization's ability to fulfill its mission and successfully serve your community. In this hands-on session, participants learn effective hiring processes and gain Behavioral Interviewing skills to hire the right staff for the long-term. Arrive ready to fully participate in this working session and gain valuable skills to put into action with your very next hire.

Week 4 – November 15, 2022

9:30 – 12:00

STAYING LEGALLY COMPLIANT AS A MANAGER/SUPERVISOR—SELECTED TOPICS

Do you know and understand the myriad federal, state and local laws surrounding employment issues? If not, you may unknowingly put your organization in peril simply by making comments, asking questions, or taking actions that may initially seem harmless. Using real-world scenarios and questions provided by participants, we will be joined by an employment attorney to discuss relevant legislation and specific do's and don'ts for managing employees and handling common situations both legally and effectively.

Week 5 – November 29, 2022

9:30 - 12:00

THE ART OF MANAGEMENT COMMUNICATION

Effective communication is critical to successful management, and great communication skills can be learned! In this session, participants gain and practice skills to flex their communication style to meet the needs of others and successfully facilitate results.

* Order of course topics is subject to change.

*No class November 22nd