

**CORE COMPETENCIES FOR CHC  
MANAGERS AND SUPERVISORS AT ALL LEVELS**

*“HELD ON ZOOM, FEELS LIKE A FACE-TO-FACE”*

*EACH TUESDAY MORNING, MARCH 18 – APRIL 15, 2025*

This intensive and highly interactive 5-week training enables health center managers and supervisors at all levels to develop and hone critical skills needed 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:**

Develop and retain engaged, productive and satisfied teams.	Coach and develop employees and drive accountability.	Utilize Behavioral Interviewing to hire the right employees for long-term success.	Communicate effectively as a manager or supervisor.	Avoid common legal pitfalls when managing employees.	Create and sustain a culture of customer service.
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**Who should attend?** This training is ideal for first-time managers and supervisors with 18 months of experience or less AND more experienced managers looking to refresh and hone their skills.

**Course Format:** 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.

**Facilitator and Lead Trainer:** Lisa Mouscher is CEO and Lead Trainer at Sogence Training and Consulting. As a popular and dynamic facilitator, trainer and consultant, Lisa works primarily with leaders, managers and staff from Community Health Centers across the country. She brings her extensive background in management, training and human resources to her work with community health organizations and specializes in two areas: providing intensive management skills training; and assisting health centers to create a culture of customer service. Lisa is known for facilitating immediately applicable results as well as lasting impact to strengthen community health centers for the long-term.



*Registration: \$100.00 members/\$150 non-members  
(Registration deadline is March 4th, or when capacity is reached).*

**Class size is limited for this popular training!**  
**Register now to ensure your participation**

**[CLICK HERE TO REGISTER!](#)**

Note: Each participant will need a webcam to join this 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 questions, contact Traci Bivens-Davis at [tbivens@ccalac.org](mailto:tbivens@ccalac.org) or (213) 201-6507*

-See below for agenda-

# Core Competencies for CHC Managers and Supervisors

5-Week Virtual Training

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

Hosted by CCALAC

Facilitated by Lisa Mouscher, Sogence Training and Consulting

**AGENDA\***

**Week 1, March 18, 2025; 9:00AM – 11:30AM**

## 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.*

**Week 2, March 25, 2025; 9:00AM – 11:30AM**

## 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,” and ongoing accountability.*

**Week 3, April 1, 2025; 9:00AM – 11:30AM**

## BEHAVIORAL INTERVIEWING: HIRING FOR LONG-TERM SUCCESS

*Hiring and retaining great employees 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, April 8, 2025; 9:00AM – 11:30AM**

## STAYING LEGALLY COMPLIANT AS A MANAGER/SUPERVISOR—SELECTED TOPICS

*Do you know and understand the crucial 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 discuss relevant legislation and specific dos and don'ts for managing employees and handling common situations both legally and effectively.*

**Week 5, April 15, 2025; 9:00AM – 11:30AM**

## MAKING CUSTOMER SERVICE A REALITY: CREATING A CULTURE OF CUSTOMER SERVICE

*The quality of customer service in healthcare directly influences the health of patients and the health center itself, yet in today's fast-paced and challenging environment, CHCs often find it difficult to create and maintain a culture of service excellence. This session sets the stage for successfully implementing a culture of customer service where providing great service is a realistic expectation throughout your department or your organization!*

\*The order of topics is subject to change.