

# Core Competencies for CHC Managers and Supervisors

5-Week Virtual Training

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

Hosted by CICALAC

Facilitated by Lisa Mouscher, Sogence Training and Consulting

AGENDA\*

Week 1, April 23, 2024; 9:30AM – 12:00PM

## 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, April 30, 2024; 9:30AM – 12:00PM

## 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, May 7, 2024; 9:30AM – 12:00PM

## 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, May 14, 2024; 9:30AM – 12:00PM

## 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, May 21, 2024; 9:30AM – 12:00PM

## 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.