



Community
Health
Association of
Mountain/
Plains
States

CHAMPS CORE Competency Training for New CHC Supervisors and Managers

Tuesday, April 24 – Wednesday, April 25, 2018

Table Mountain Inn, Golden, CO

Facilitated by Lisa Mouscher, Sogence Training & Consulting

<http://championline.org/events-trainings/leadership-learning-opportunities#CORE>

Course Overview and Agenda

DRAFT as of 1/23/18; Subject to Change

Introduction: Managers and supervisors play a pivotal role in the success of the health center, yet many are hired or promoted into their roles without the core skills to effectively hire, train, manage, engage, retain, and develop others. This course, **specifically designed for new supervisors and managers at community, migrant, and homeless health centers**, offers intensive, hands-on, and immediately applicable skill-building to successfully navigate management and supervisory roles in the fast-paced health center environment. Don't miss this opportunity to make sure you have the nuts-and-bolts knowledge, skills, and strategies to be successful in your management role.

In this interactive two-day course, participants learn to:

- Understand the unique characteristics, challenges, terminology, and support systems for health centers
- Develop flexible, responsive, productive, and satisfied teams
- Utilize Behavioral Interviewing to hire staff with the right skills and "fit" for the long-term
- Coach and develop employees
- Understand how decision making styles influence actions, team engagement, and overall management success
- Drive accountability and deliver positive results
- Lead and manage change
- Build strong, professional relationships with supervisors, leaders, peers, former peers, and direct reports
- Avoid common legal pitfalls when managing employees
- Create a culture of customer service
- Address individual challenges and identify best practices for professional growth

Day 1 (Tuesday, April 24, 2018)

8:00-8:30 Breakfast (provided)

8:30-9:00 **Welcome and Introductions**

9:00-9:30 **Community Health Centers: History, Mission, and Impact**

Presented by Andrea Martin

Community Health Centers impact the lives of thousands on a daily basis. To launch our meeting, CHAMPS' own Andrea Martin will discuss the Community Health Center movement and the significant role of supervisors and managers in your organization's success.

Day 1 (Tuesday, April 24, 2018), continued

- 9:30–11:30 **Successfully Integrating as a Supervisor/Manager at Your CHC**
(Break included)
The transition from peer to supervisor/manager brings a range of new challenges and responsibilities. Participants will learn strategies to build effective relationships with their direct manager, leaders, peers, former peers and direct reports; build trust; and establish credibility.
- 11:30–12:15 **Effectively Leading and Managing Change**
In the rapidly changing environment of CHCs, managers and supervisors are key to ensuring their teams successfully navigate through ongoing changes in direction, processes, expectations and more. We will discuss the importance of “change-ability,” the causes of change resistance, and practical ways to help your employees (and yourself!) gain the flexibility and mindset necessary for success.
- 12:15–1:00 Lunch (provided)
- 1:00–2:30 **Strengthening Your Decision Making Process**
As leaders, managers, and supervisors, our individual decision-making style influence the actions we take, the level of engagement in our teams, and our overall management success. Using the Coversant Decision Style assessment, participants will gain an understanding of their own individual styles as well as the strengths and challenges inherent in each of the styles, providing knowledge and insights to enable participants to include a variety of views and perspectives to immediately strengthen their decision-making process.
- 2:30–2:45 Break (snacks provided)
- 2:45–4:00 **Behavioral Interviewing and Other Effective Hiring Processes – The Keys to 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 will 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 you can put to use with your very next hire.

Day 2 (Wednesday, April 25, 2018)

- 8:30–9:00 Breakfast (provided)
- 9:00–11:30 **Essential HR for Managers – Selected Legal Aspects of Managing Employees**
(Break included)
Presenter TBD
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 dos and don'ts for managing employees and handling common situations both legally and effectively.

Day 2 (Wednesday, April 25, 2018), continued

11:30–12:30 Lunch (on your own)

12:30–2:00 **Strengthening Employee Engagement, Productivity, and Retention through Proactive Performance Management**

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 we will discuss practical and realistic ways to strengthen engagement by developing goals with “meat,” implementing structured one-on-ones, “speed-coaching,” acknowledgement and recognition, and accountability.

2:00–2:10 Break (snacks provided)

2:10–3:45 **Making Customer Service a Reality**

The quality of customer service in health care directly influences the health of both patients and the health center itself, yet in today’s fast-paced and challenging environment, CHC managers and supervisors often find it difficult to create and maintain a culture of service excellence. This training sets the stage for participants to successfully implement a culture of service excellence in their departments, strengthening customer service one department at a time.

3:45–4:00 **Questions, Wrap-up and Close (Evaluations and Certificates!)**

Additional Course Components:

- Opportunity for each participant to choose one CHAMPS archived training on CD
 - For continued professional development relating to personal finance, improved communications, and managing change.
- Follow-Up Conference Call, Date/Time TBD – May 2018
 - This course is designed to enable participants to implement their new skills immediately! On this follow-up call, participants will share their implementation successes and have the opportunity to ask questions and gain support and ideas regarding any challenges they may be encountering.

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