



CHAMPS CORE Competency Training for New CHC Supervisors & Managers

Tuesday, April 24 – Wednesday, April 25, 2018

Table Mountain Inn, Golden, CO

Facilitated by Lisa Mouscher, Sogence Training and Consulting



A Two-Day Intensive Training *Plus independent learning and follow-up group conference call*

Topics: The history, mission, and impact of the health center movement • Successfully integrating as a supervisor/manager at your CHC • Effectively leading and managing change • Behavioral interviewing and other effective hiring processes • Strengthening your decision-making process • Legal aspects of managing employees • Strengthening employee engagement, productivity, and retention through proactive performance management • Making customer service a reality

In this highly 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

Register early – class size is limited!

Supported by:





CHAMPS CORE Competency Training for (Relatively) New CHC Supervisors and Managers

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.

Recommended For: Region VIII Health Center supervisors and managers that have been in their positions for 18 months or less

Course Size: Approximately 40 supervisors/managers

Course Components: This course contains a balance of face-to-face, virtual, group, and one-on-one educational and networking components, including:

- **Tuesday, April 24 to Wednesday, April, 25, 2018** – Two-day in-person training (Daily breakfasts and afternoon snacks provided, lunch provided on the first day)
- **May 2018** – Access to individually-selected training on CD (Topic of participants' choice, based on available archived CHAMPS trainings)
- **May-June 2018 (date TBD)** – Conference call check-in with participants to answer questions, share experiences, and reinforce learning

Lead Trainer: Lisa Mouscher



Lisa Mouscher, CEO and Lead Consultant at [Sogence Training and Consulting](#), is a dynamic and popular trainer and facilitator with extensive experience developing leaders, managers, and staff from health centers and Primary Care Associations (PCAs) in Region VIII and Region X as well as from a range of community health care, government, nonprofit, and corporate organizations nationwide. Lisa is known for facilitating both immediately applicable results and lasting impact to strengthen organizations for the long-term.

Training Site & Lodging: Table Mountain Inn, 1310 Washington Ave., Golden, Colorado (free parking available)

For Directions: <http://www.tablemountaininn.com/map.aspx>

Group Sleeping Room Rate: \$149/night (available April 23-26, 2018)

Deadline for Group Rate: March 30, 2018

To Book by Phone: Call 1-800-762-9898 or 303-277-9898 and ask for the *CHAMPS April Meeting and Room Block 2018* (note: you must use this *exact wording*)

To Book Online: [Click here](#) and enter **CHAMPS18** in the Access Code/IATA Box

For more information, please visit

<http://champsonline.org/events-trainings/leadership-learning-opportunities>



**CHAMPS CORE Competency Training for
New CHC Supervisors & Managers
Tuesday, April 24 – Wednesday, April 25, 2018**

Registration Form

Please print clearly.

Name: _____

Title: _____

Health Center Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Work Phone: _____ Personal Phone: _____

Fax: _____ Email: _____

Please List Any Dietary Restrictions: _____

Amount Enclosed:

\$_____ CHAMPS*, AUCH, CCHN, and/or WYPCA Member \$600

\$_____ Non-Member \$800

Full payment is due in advance of the course. **CHAMPS is not able to provide refunds; however, another individual may substitute for the registered participant.** CHAMPS must be notified in writing of the substitution and the substitute participant must complete this registration form.

Make check payable to CHAMPS and mail check and completed registration form to Rachel Steinberg, CHAMPS, 600 Grant Street, Suite 800, Denver, CO 80203. You may also fax the registration form in advance to 303-861-5315.

Register early, as class size is limited!

The registration due date is Friday, March 30, 2018. Class size is limited; registration is subject to availability and forms will be processed on a first come, first served basis. You will receive a registration confirmation email after CHAMPS receives your *completed registration form and full payment.*

*CHAMPS member rate applies for participants from CHAMPS Organizational Members in good standing for the April 2017-March 2018 membership year. If you are unsure of your membership status, please contact Rachel Steinberg at 303-867-9584 or Rachel@CHAMPSonline.org.