CORE Competencies for First-Time CHC Supervisors and Managers Training

Facilitated by Lisa Mouscher, Sogence Training and Consulting
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Virtual Course Overview and Agenda
DRAFT as of 03/26/20; 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 first-time supervisors and managers (18 months or less of supervisory experience) 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 and often challenging health center environment. Discussions will address the impact of the current pandemic on management/supervisory issues, and practical and realistic ways to implement new skills during these challenging times. Don’t miss this opportunity to ensure you have the nuts-and-bolts knowledge, skills, and strategies to be successful in your management role.

In this interactive course, participants will learn to:

- Understand the unique characteristics, challenges, terminology, and support systems for health centers.
- Build strong, professional relationships with supervisors, leaders, peers, former peers, and direct reports.
- Strengthen employee engagement.
- Develop, coach, and retain satisfied, productive, and accountable teams.
- Communicate for results, strengthen trust, and de-escalate conflict.
- Avoid common legal pitfalls when managing employees.
- Utilize Behavioral Interviewing to hire employees with the right skills and organizational fit for the long-term.
- Create and sustain a culture of customer service.
- Plan and conduct a personalized Capstone Project to put your learning into immediate action.

In order to optimize learning and promote public health, all components of this course will be held virtually, involving both independent and group learning and networking opportunities. Attendees will:

- Receive a brief pre-recorded introductory session about the Community Health Center Movement.
- Attend three online meetings via a Zoom platform to allow for facilitated learning and small group work:
  - Thursday, April 30, 2020, 8:30AM-12:30PM Mountain Time, with breaks
  - Friday, May 1, 2020, 8:30AM-12:00PM Mountain Time, with breaks
  - Friday, May 8, 2020, 8:30AM-12:00PM Mountain Time, with breaks
- Undertake a facilitated and simplified Capstone Project designed to support the implementation of new learning in the home health center.
- Participate in a follow-up networking conference call on Wednesday, June 17th.
- Have access to all course materials electronically on a password-protected page of the CHAMPS website; didactic components of the virtual course will be recorded and available to registrants through at least Friday, June 26th.
Pre-Work

Community Health Centers: History, Mission, and Impact
Pre-recorded session, emailed to registrants in late April 2020
Presented by Andrea Martin, CHAMPS Workforce Development & Member Services Director
Community Health Centers impact the lives of thousands on a daily basis. To launch our meeting, CHAMPS’ own Andrea Martin will join us to discuss the Community Health Center Movement and the significant role of supervisors and managers in your organization’s success.

Day 1 (Thursday, April 30, 2020) – Zoom Meeting
8:30-8:50  Welcome, Introductions, and Agreements
8:50-10:20  Successfully Integrating as a Supervisor/Manager at Your Health Center
The transition from peer to supervisor/manager and successfully integrating as part of your organization’s management team 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.

10:20-10:30 Break
10:30-12:30  Strengthening Employee Engagement, Productivity, and Retention through Proactive Performance Management, Coaching, and Accountability
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.

Day 2 (Friday, May 1, 2020) – Zoom Meeting
8:30-10:30  Staying Legally Compliant While Managing Employees – Selected Topics
Do you know and understand the myriad 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.

10:30-10:40 Break
10:40-12:00 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. 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 you can put to use with your very next hire.
Day 3 (Friday, May 8, 2020) – Zoom Meeting

8:30-9:45 The Art of Management Communication
Effective communication is critical to successful management, and great communication skills can be learned! In this session, you will gain and practice skills to flex your communication style to meet the needs of others and successfully facilitate results throughout your department or your organization.

9:45-9:55 Break

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, health centers often find it difficult to create and maintain a culture of service excellence. This training sets the stage for successfully implementing a culture of service excellence where providing great service is an expectation throughout your department or your organization.

11:25-11:35 Break

11:35-11:45 Planning, Managing, and Conducting Your Capstone Project
The Capstone Project is an important aspect of this course, designed to help you transition your learning into action. Each participant will choose a topic area to implement, share, or train when they return to their health center. During this session, we discuss specific Capstone guidelines and ideas to help participants create and implement an impactful and realistic project.

11:45-12:00 Wrap-up and Close (Virtual Meeting Evaluation)

Additional Course Components:

- The facilitated and simplified [Capstone Project](#) will help you strengthen your supervisor/management skills in an area of your choice while also benefiting your health center.

- The [Follow-Up Conference Call](#) will enable participants to share successes in implementing their Capstone Projects and also ask questions and gain support and ideas regarding any challenges they may be encountering.
  - Wednesday, June 17, 2020, 12:00-1:00PM Mountain Time

- An [Overall Course Evaluation and Follow-Up](#) will be emailed to all participants in August/September to gather input about newly implemented ideas, skills, and strategies.

Hosted by: Community Health Association of Mountain/Plains States

Supported by: [WYPCA](#)
[Colorado Community Health Network Access for All Colorado]
[Montana Primary Care Association]

Facilitated by: Sogence