CHAMPS Virtual CORE Competencies for First-Time Health Center Supervisors & Managers Training

Facilitated by Lisa Mouscher, Sogence Training and Consulting

Topics: The history, mission, and impact of the health center movement • Successfully integrating as a supervisor/manager at your CHC • Strengthening employee engagement, productivity, and retention through proactive performance management • The art of management communication • Staying legally compliant while managing employees • Behavioral interviewing and other effective hiring processes • Making customer service a reality

In this highly interactive virtual course, participants 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 learning into immediate action.

Register early – class size is limited!
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 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.

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

Course Size: Approximately 20 supervisors/managers.

Course Components: 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.

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.

For more information, please visit http://champsonline.org/events-trainings/leadership-learning-opportunities
CHAMPS Virtual CORE Competencies for First-Time Health Center Supervisors & Managers Training Begins Thursday, April 30, 2020

Registration Form

Please print clearly.

Name: _____________________________________________________________________

Title: _____________________________________________________________________

Health Center Name: _________________________________________________________

Address: ___________________________________________________________________

City: ________________________________________  State: __________  Zip: __________

Work Phone: ___________________________  Personal Phone: ______________________

Email: _____________________________________________________________________

Please List Any Dietary Restrictions: _____________________________________________

Amount Enclosed:

$_____  CHAMPS*, CCHN, and/or WYPCA Member  $400

$_____  Non-Member  $600

Full payment is due in advance of the course.

Make check payable to CHAMPS and mail check and completed registration form to Andrea Martin, CHAMPS, 600 Grant Street, Suite 800, Denver, CO 80203. You may also email the registration form as an attachment in advance to Andrea@CHAMPSonline.org.

Register early, as class size is limited!

The registration due date is Wednesday, April 15, 2020. 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 2019-March 2020 or April 2020-March 2021 membership years. If you are unsure of your membership status, please contact Andrea Martin at 303-867-9581 or Andrea@CHAMPSonline.org.