



CHAMPS CORE Competencies for Health Center Supervisors & Managers Training

Thursdays, April 1-29, 2021

Virtual Edition

A Five-Week Virtual Course

Weekly Zoom Sessions | Thursdays | April 2021 | 9:00-11:30AM MT / 10:00AM-12:30PM CT

Facilitated by Lisa Mouscher, Sogence Training and Consulting

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 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. Don't miss this opportunity to ensure you have the nuts-and-bolts knowledge, skills, and strategies to be successful in your management role.

Topics:

- The History, Mission, and Impact of the Health Center Movement
- The Art of Management Communication
- Strengthening Employee Engagement, Productivity, and Retention
- Behavioral Interviewing
- Staying Legally Compliant as a Manager/Supervisor
- Making Customer Service a Reality

In this highly interactive course, participants learn to:

- Understand the unique characteristics, challenges, terminology, and support systems for health centers.
- Communicate for results, strengthen trust, and de-escalate conflict.
- Develop, coach, and retain satisfied, productive, and accountable teams.
- Strengthen employee engagement.
- Utilize Behavioral Interviewing to hire employees with the right skills and organizational fit for the long-term.
- Avoid common legal pitfalls when managing employees.
- Create and sustain a culture of customer service.

For more information, please visit

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



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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 five live online meetings via Zoom to allow for facilitated learning and small group work:
 - Thursday, April 1, 2021, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Thursday, April 8, 2021, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Thursday, April 15, 2021, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Thursday, April 22, 2021, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Thursday, April 29, 2021, 9:00-11:30AM MT / 10:00AM-12:30PM CT
- Undertake weekly homework designed to support the implementation of new learning in the home health center.
- 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 Friday, May 14th.

Cost:

The registration fee is \$500 for CHAMPS Organizational Members* and \$700 for Non-Members.

Recommended For:

Region VIII health center supervisors and managers at all levels.

Course Size:

Approximately 40 supervisors/managers.

Lead Trainer:



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.

**Due to the generous support of our Region VIII State Primary Care Associations, all health centers in Region VIII qualify for the discounted CHAMPS Organizational Member rate.*

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Registration Scholarships:

A limited number of registration scholarships are available for this course for participants from each Region VIII state, courtesy of our Region VIII State Primary Care Associations. Available scholarships will be awarded on a first-come, first-served basis. If you are interested in being considered for a scholarship, you must:

- Check “yes” you would like to be considered for a registration on your registration form, AND
- Send in your registration details (see “Registration Instructions” below).

Registration Instructions:

Please provide participant information by completing the [online registration form](#) or filling out the form provided on page four below and emailing it to Ashley@CHAMPSonline.org. **The registration due date is Monday, March 1, 2021. Do not send payment immediately.** Once CHAMPS has received your registration information, you will be sent an email notifying you:

- Whether or not you have received a registration scholarship (you MUST check “yes” you would like to be considered for a registration scholarship on your registration form to be considered).
- How much you may owe for registration and how to make your payment to CHAMPS. As a reminder, the registration fee is \$500 for CHAMPS Organizational Members* and \$700 for Non-Members.

Register early, as class size is limited!

Hosted by:



Community
Health
Association of
Mountain/
Plains
States

Supported by:



COLORADO
COMMUNITY HEALTH NETWORK
Access for All Colorado



Community HealthCare Association of the Dakotas



Montana Primary Care Association

Facilitated by:

Sogence
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AUCH
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WYPCA
WYOMING PRIMARY CARE ASSOCIATION

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Registration Form

First Name

Last Name

Job Title

Organization Name

Address

City

State

Zip Code

Work Phone

Personal Phone

Email

Would you like to be considered for a registration scholarship? A limited number of scholarships are being provided on a first-come, first-served basis, courtesy of our Region VIII State Primary Care Association supporters.

Yes

No

Register early, as class size is limited!

The registration due date is Monday, March 1, 2021. Class size is limited; registration is subject to availability and forms will be processed on a first-come, first-served basis. Do not send payment immediately. Once CHAMPS has received your registration information, you will be sent an email notifying you:

- Whether or not you have received a registration scholarship (you MUST check "yes" you would like to be considered for a registration scholarship above).
- How much you may owe for registration and how to make your payment to CHAMPS. The registration fee is \$500 for CHAMPS Organizational Members* and \$700 for Non-Members.

Your registration will not be considered final until full payment is received (due in advance of the course) unless a registration scholarship is granted. 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.

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