



CHAMPS Beyond CORE Competencies: Next Level Skills for Health Center Supervisors and Managers Training

Six-Week Virtual Skill-Building Program

Hosted by Community Health Association of Mountain/Plains States (CHAMPS)

Facilitated by Sogence Training and Consulting

Wednesdays, September 1 – October 6, 2021

Course Overview: This dynamic, hands-on, and highly interactive six-week virtual program moves beyond the core competencies of managing and supervising into additional important areas of the knowledge, practices, and skills necessary to be a great manager within a health center. Beginning with a review of the crucial skills needed to hire, coach, retain, and manage others, we quickly move to more advanced learning to take management skills to the next level. If you've attended the CHAMPS "CORE Competencies for Health Center Supervisors and Managers" training, or if you are simply looking to strengthen or hone higher-level management skills, this course is for you!

Course Objectives – Participants Learn to:

- Strengthen employee engagement to increase staff productivity, satisfaction, and retention.
- Utilize Behavioral Interviewing to hire employees with the right skills and organizational fit for the long-term.
- Effectively engage a diverse workforce.
- Avoid, circumvent, and de-escalate conflict.
- Successfully lead and manage change (even during challenging times).
- Strengthen day-to-day decision-making practices.

Who Should Attend: This training is recommended for managers and supervisors with a minimum of 18 months of supervisory experience, or as a follow-up to the CHAMPS "CORE Competencies for Health Center Supervisors and Managers" training.

Course Structure: Utilizing the Zoom video conferencing platform, we replicate the "face-to-face" experience without the need to travel! Throughout the training, participants gain knowledge, skills, and ideas; work in large and small groups; participate in hands-on exercises; and engage in focused discussions. We also incorporate short "homework" assignments to encourage and facilitate putting new skills into immediate action.

Important Technical Requirements: Each participant will need a webcam to join the training. This highly interactive program is conducted through Zoom video conferencing and all participants must join on video (one participant per device) in order to participate. If access to a computer with a webcam is not available, Zoom has an excellent app that enables participants to join via most phones or tablets that have video capability. This helps us achieve a true face-to-face environment during this virtual training!

Join us for this engaging and immediately applicable training and take your management skills to the next level!

Supported by:





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AGENDA*

Week 1 – September 1, 2021

9:00AM-12:00PM Mountain Time / 10:00AM-1:00PM Central Time

A Quick Overview of The Basics: “Behavioral Interviewing” and “Strengthening Employee Engagement”

This session provides an overview of key competencies for managers and supervisors, as well as hands-on opportunities to put learning into action. Participants gain or refresh skills to utilize behavioral interviewing to hire the right candidates for the long-term and learn practical and realistic skills and strategies to strengthen engagement by developing goals with “meat,” implementing structured one-on-ones, “speed-coaching,” and ongoing accountability.

Week 2 – September 8, 2021

9:00-11:30AM Mountain Time / 10:00AM-12:30PM Central Time

Engaging Your Diverse Workforce: Your Crucial Role as a Health Center Manager

Health centers often employ a highly diverse workforce, encompassing a wide range of cultures, ethnicities, races, generations, gender identities, sexual orientations, and more. How do we embrace this diversity to build a stronger workforce? In this session, we discuss workforce diversity, take an honest look at our own biases, and gain insights and strategies to help ensure an inclusive and engaging environment for all.

Week 3 – September 15, 2021

9:00-11:30AM Mountain Time / 10:00AM-12:30PM Central Time

Effectively Managing Conflict in the Workplace

Conflicts in the workplace are inevitable, and effective conflict management skills enable managers to strengthen communication, deepen understanding, and create avenues for successful resolution. In this session, participants gain a framework for understanding the dynamics that lead to conflict and strategies to de-escalate potentially difficult situations.

Week 4 – September 22, 2021

9:00-11:30AM Mountain Time / 10:00AM-12:30PM Central Time

Leading and Managing Change (in even the toughest times)

In today’s rapidly changing and increasingly challenging environment, health center managers are key to ensuring their teams successfully navigate through ongoing changes in processes, direction, expectations, and more. In this session, we discuss the importance of organizational and department culture in achieving successful change, the causes of change resistance, and practical ways to help your employees (and yourself!) gain the flexibility and mindset necessary for success.

Week 5 – September 29, 2021

9:00-11:30AM Mountain Time / 10:00AM-12:30PM Central Time

Strengthening Your Decision Making Process

Managers and supervisors regularly make decisions that may affect their employees, department, organization, and patients. In this session we discuss diverse decision-making styles, the benefits and challenges inherent in each, and strategies for making effective decisions in a range of real-world scenarios.

Week 6 – October 6, 2021

9:00-11:30AM Mountain Time / 10:00AM-12:30PM Central Time

Bringing it All Together

During this important session, participants work in both large and small groups to practice, integrate, and solidify the knowledge, skills, and ideas gained throughout the course, as they work through real-world scenarios and move forward to take their departments and organizations to the next level!

*Tentative agenda as of 7/29/2021; order of topics and topic descriptions are subject to change.
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