



CHAMPS CORE Competencies for Health Center Supervisors and Managers Training

Five-Week Virtual Skill-Building Program

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

Facilitated by Sogence Training and Consulting

Wednesdays, March 29 – April 26, 2023

Course Overview:

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.

Participants Will 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.

Course Components:

All components of this course will be held virtually, involving both independent and group learning and networking opportunities. Participants will:

- View a brief **pre-recorded introductory session**, presented by Andrea Martin, CHAMPS Workforce Development & Member Services Director, about the Community Health Center Movement and the significant role of supervisors and managers in your organization's success.
- Attend **five live online meetings** via Zoom to allow for facilitated learning and small group work:
 - Wednesday, March 29, 2023, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Wednesday, April 5, 2023, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Wednesday, April 12, 2023, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Wednesday, April 19, 2023, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Wednesday, April 26, 2023, 9:00-11:30AM MT / 10:00AM-12:30PM CT
- Undertake **short homework assignments** 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 12, 2023.

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) 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. Additionally, CHAMPS has a limited number of webcams that can be provided upon request. The use of video helps us achieve a true face-to-face environment during this virtual training!

Join us for this engaging and immediately applicable training!

Supported by:



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AGENDA*

Week 1 – March 29, 2023

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

The Art of Management Communication

Effective communication is critical to successful management, and great communication skills can be learned. In this session, participants gain and practice skills to flex their communication style to meet the needs of others and successfully facilitate results.

Week 2 – April 5, 2023

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

Strengthening Employee Engagement, Productivity and Retention

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.

Week 3 – April 12, 2023

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

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. In this hands-on session, 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 to put into action with your very next hire.

Week 4 – April 19, 2023

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

Staying Legally Compliant as a Manager/Supervisor – Selected Topics

Do you know and understand the myriad federal, state, and local 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.

Week 5 – April 26, 2023

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

Making Customer Service a Reality: Creating a Culture of Customer Service

The quality of customer service in healthcare directly influences the health of 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 customer service where providing great service is an expectation throughout your department or your organization.

*Tentative agenda as of 12/8/2022; order of topics and topic descriptions are subject to change.