



CHAMPS CORE Competencies for Health Center Supervisors and Managers Training

Five-Week Virtual Skill-Building Program

Weekly Zoom Sessions | Wednesdays | March – April 2023 | 9:00 - 11:30AM MT / 10:00AM - 12:30PM CT

Facilitated by Lisa Mouscher, Sogence Training and Consulting

Course Overview:

Managers and supervisors play a pivotal role in the success of health centers, 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

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.

For more information, please visit

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



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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, covering 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 12th.

Cost:

The registration fee is \$649 for CHAMPS Organizational Members and \$799 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.

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Limited Registration Scholarships:

A limited number of registration scholarships are available for this course for participants from Colorado, Montana, Utah, and Wyoming, courtesy of Colorado Community Health Network (CCHN), the Montana Primary Care Association (MPCA), the Association for Utah Community Health (AUCH), and the Wyoming Primary Care Association (WYPCA). 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 scholarship 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 Emily@CHAMPSonline.org. The registration due date is **Monday, February 27, 2023**. **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 \$649 for CHAMPS Organizational Members and \$799 for Non-Members.

Register early, as class size is limited!

Hosted by:



Facilitated by:



Supported by:



COLORADO
COMMUNITY HEALTH NETWORK
Access for All Colorado



Montana Primary Care Association



AUCH
ASSOCIATION FOR UTAH COMMUNITY HEALTH

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First Name

Last Name

Job Title

Health Center 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, for individual participants in Colorado, Montana, Utah, and Wyoming, courtesy of Colorado Community Health Network (CCHN), the Montana Primary Care Association (MPCA), the Community Health Association of the Dakotas (CHAD), and the Wyoming Primary Care Association (WYPCA).

Yes

No

Registration Request Submitted By (please include your name, email, and work phone number; initial if the same as above).

Register early, as class size is limited!

The registration due date is Monday, February 27, 2023. 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 \$649 for CHAMPS Organizational Members and \$799 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.