



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

Six-Week Virtual Skill-Building Program

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

Facilitated by Sogence Training and Consulting

Wednesday Mornings, April 24 – May 29, 2024

Course Overview:

The Next Level Skills training is a dynamic, hands-on, highly interactive program that is a step up from the CHAMPS “CORE Competencies for Health Center Supervisors and Managers” training. This course allows these key health center leaders to delve deeper into the best practices, knowledge, and skills needed to be a great manager/supervisor, beginning with a review of the crucial skills needed to hire, coach, retain, and manage others. Participants will then move to higher-level learning for effectively engaging a diverse workforce; avoiding, circumventing, and de-escalating conflict; strengthening day-to-day decision-making practices; and successfully managing change. Next Level Skills is designed both for those that have already attended the CHAMPS CORE Competencies training plus any others looking to strengthen or hone additional and higher-level management skills.

Participants Will Learn To:

- Gain or strengthen Behavioral Interviewing skills to hire the right employees for the long-term.
- Strengthen employee engagement to increase staff productivity, satisfaction, and retention.
- De-escalate and resolve conflict.
- Successfully manage and engage a diverse workforce (your team may be more diverse than you think!).
- Strengthen key decision-making practices.
- Lead and manage change (in even the most challenging times).

Course Structure:

Utilizing the Zoom video conferencing platform replicates 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. The course also incorporates several quick implementation “homework” assignments to encourage and facilitate putting new skills into immediate action. Participants will 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 through mid-June 2024.

Important Technical Requirements:

Each participant will need a webcam to join the training (one participant per device). This highly interactive program is conducted through Zoom video conferencing, and all participants must join on video. 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 the group achieve a true face-to-face environment during the virtual training.

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

Supported by:



COLORADO
COMMUNITY HEALTH NETWORK
Access for All Colorado



Montana Primary Care Association



AUCH

ASSOCIATION FOR UTAH COMMUNITY HEALTH





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

AGENDA*

Week 1 – April 24, 2024

9:00AM–12:00PM MT / 10:00AM–1:00PM CT

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 employee engagement by developing goals with “meat,” implementing structured one-on-ones and facilitating ongoing accountability.

Week 2 – May 1, 2024

9:00AM–11:30AM MT / 10:00AM–12:30PM CT

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 and navigate potentially difficult situations and achieve positive outcomes.

Week 3 – May 8, 2024

9:00AM–11:30AM MT / 10:00AM–12:30PM CT

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

Community 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 4 – May 15, 2024

9:00AM–11:30AM MT / 10:00AM–12:30PM CT

Strengthening Your Decision-Making Process

Managers and supervisors regularly make decisions that affect their employees, departments, 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 5 – May 22, 2024

9:00AM–11:30AM MT / 10:00AM–12:30PM CT

Leading and Managing Change (In Even the Toughest of Times)

In today’s rapidly changing and 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 workplace 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 6 – May 29, 2024

9:00AM–11:30AM MT / 10:00AM–12:30PM CT

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 to the next level.

**Tentative agenda as of 3/7/2024; order of topics and topic descriptions are subject to change.*