



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

<http://championline.org/events-trainings/leadership-learning-opportunities#NLS>

Six-Week Virtual Skills-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 who 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:

- Utilize Behavioral Interviewing to hire employees with the right skills and organizational fit for the long-term.
- Strengthen employee engagement to increase staff productivity, satisfaction, and retention.
- Approach and resolve potential and existing conflict.
- Manage and engage a diverse workforce.
- Strengthen key decision-making practices.
- Lead and manage change.

Cost: The registration fee is \$649 per person for [CHAMPS Organizational Members](#) and \$799 for Non-Members.

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) 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!

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Montana Primary Care Association



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Course Components: 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:

- Attend **six live online meetings** via Zoom to allow for facilitated learning and small group work:
 - Wednesday, April 24, 2024, 9:00AM-12:00PM MT / 10:00AM-1:00PM CT
 - Wednesday, May 1, 2024, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Wednesday, May 8, 2024, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Wednesday, May 15, 2024, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Wednesday, May 22, 2024, 9:00-11:30AM MT / 10:00AM-12:30PM CT
 - Wednesday, May 29, 2024, 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 mid-June 2024.

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.

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), Montana Primary Care Association (MPCA), Association for Utah Community Health (AUCH), and 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 three and emailing it to Kayla@CHAMPSONline.org. The registration due date is **Monday, March 25, 2024**. 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 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:



Community
Health
Association of
Mountain/
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States

Facilitated By:

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First Name

Last Name

Job Title

Organization Name

Address

City

State

Zip Code

Work Phone

Personal Phone

Email

Have you attended a CHAMPS CORE Competencies for Health Center Supervisors and Managers Training?

Yes

No

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 CO, MT, UT, and WY, courtesy of our Region VIII State Primary Care Association supporters (CCHN, MPCA, AUCH, WYPCA).

Yes

No

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

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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. Please notify Kayla@CHAMPSONline.org of any changes.