

Core Competences for CHC Managers and Supervisors at All Levels

5-Week Virtual Training
Facilitated by Lisa Mouscher, Sogence Training and Consulting
Tuesday Mornings, June 4– July 2, 2024



Week 1 – June 4, 2024

9:00 - 11:30 PDT

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 – June 11, 2024

9:00 - 11:30 PDT

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 – June 18, 2024

9:00 - 11:30 PDT

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 – June 25, 2024

9:00 – 11:30 PDT

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 do's and don'ts for managing employees and handling common situations both legally and effectively.

Week 5 – July 2, 2024

9:00 - 11:30 PDT

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, CHCs 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.

*Please note: The order of topics is subject to change.