

*Massachusetts League of Community Health Centers is pleased to host*

# **Critical Management Skills for Community Health Center Managers and Supervisors**

**April 10-11, 2018**

Presented by Sogence Training and Consulting

Location: The Bostonian Hotel, 26 North St. at Faneuil Hall Marketplace, Boston, MA

**This intensive, highly interactive 2-day training enables CHC managers and supervisors to develop and hone critical skills to successfully lead and manage employees in today's challenging and fast-changing CHC environment**

***Participants will gain crucial skills to put into immediate action!***

**Learn to:**

- Utilize Behavioral Interviewing techniques to hire employees with the right skills and “fit” for the long term
- Manage, lead and retain flexible, responsive, satisfied, and customer-focused teams
- Communicate for results, build trust, and de-escalate conflict
- Coach and develop employees and drive accountability
- Maintain legal compliance when handling day-to-day management issues
- Create and sustain a culture of service excellence

**Course Facilitator and Lead Trainer**



Lisa Mouscher is CEO and Lead Consultant at Sogence Training and Consulting. As a popular and dynamic facilitator, trainer and consultant, Lisa works primarily with leaders, managers and staff from community healthcare organizations across the country, building skills to enable these organizations to become both providers of choice and employers of choice. She is known for facilitating both immediately applicable results and lasting impact to strengthen community health organizations for the long-term.

The fee for this dynamic skill-building course is  
**\$300 per registration** for members of the League

**Registration deadline is March 29, 2018**  
**THIS CLASS FILLS QUICKLY**  
**REGISTER NOW TO ENSURE YOUR PARTICIPATION**

***-SEE COURSE AGENDA BELOW-***

(This course is also planned for Worcester, MA to be held October 23 - 24, 2018)

# Critical Management Skills for CHC Managers and Supervisors

Hosted by Massachusetts League of Community Health Centers  
Facilitated by Lisa Mouscher, Sogence Training and Consulting

## AGENDA

### Day 1 (April 10, 2018)

- 9:30 - 10:00 **Welcome, Introductions and Team-Building**
- 10:00 - 12:00 **Strengthening Employee Engagement, Productivity and Retention through Proactive Performance Management**  
Engaged employees are involved and committed at work and demonstrate that 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, we will discuss practical and realistic ways to strengthen engagement by developing goals with “meat;” implementing structured one-on-ones; “speed-coaching;” constructive, direct and tactful communication; timely, individualized and meaningful recognition; and ongoing accountability.
- 12:00 - 12:45 **Lunch**
- 12:45 - 2:00 **The Art of Management Communication**  
Effective communication is critical to successful management, and great communication is an art that can be learned! In this session, participants will gain skills to adjust their communication to individual needs, give and receive feedback, tackle difficult discussions and de-escalate conflict.
- 2:00 - 2:15 **Break**
- 2:15 – 3:30 **Behavioral Interviewing and Other Effective Hiring Processes**  
Hiring and integrating staff with the right skills and organizational "fit" is critical to your organization's ability to fulfill its mission and serve your community. In this hands-on session, participants will learn Behavioral Interviewing skills and other strategies to consistently hire the right employees for the long-term. Arrive ready to participate in this working session and gain valuable skills to put into immediate action.

### Day 2 (April 11, 2018)

- 9:30 - 12:00 **Legal Aspects of Managing Employees**  
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 seem harmless. Using day-to-day scenarios and questions provided by participants, we will cover relevant legislation and discuss specific do's and don'ts for managing employees and handling common situations both legally and effectively.
- 12:00 - 12:45 **Lunch**
- 12:45 - 3:00 **Creating and Sustaining a Culture of Service Excellence**  
The quality of customer service in health care directly influences the health of both 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 service excellence where providing great service is an expectation throughout your department or your organization.
- 3:00 - 3:15 **Wrap-up and Close**