

# Core Competencies for CHC Managers and Supervisors At All Levels\*

(5-week Virtual Edition)

## Agenda (Order of topics is subject to change)

### **October 19, 2021 (Week 1)**

9:30 – 12:00

#### **The Critical Nature of Organizational Culture**

Managers and supervisors at Community Health Centers have the opportunity to significantly influence their health center's culture, and by extension, the organization's success. In this session led by Mass League's Director of Workforce Programs, Janice Brathwaite, we begin by defining organizational culture and move deeper to discuss the many areas organizational culture impacts. We explore tools you can use to assess your current culture and ways to begin the important process of honoring the past and developing a plan for positive change in your department and organization as you look forward to the future.

### **October 26, 2021 (Week 2)**

9:30 – 12:00

#### **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.

### **November 2, 2021 (Week 3)**

9:30 -12:00

#### **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 employees 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.

### **November 9, 2021 (Week 4)**

9:30 – 12:00

#### **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.

### **November 16, 2021 (Week 5)**

9:30 – 12:00

#### **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.

*\*This course was previously known as "Critical Skills for CHC Managers and Supervisors."*