

**UPCOMING TRAINING!**

**Beyond Core Competencies:  
Next Level Skills for CHC Managers and Supervisors  
Virtual Edition**

**6-Week Skill-Building Program**

Facilitated by Sogence Training and Consulting

Hosted by Massachusetts League of Community Health Centers

Tuesday mornings, April 6 – May 11, 2021

**Course Overview:** This dynamic, hands-on and highly interactive 6-week program moves beyond the core competencies of managing and supervising, into additional important areas of knowledge, practices and skills necessary to be a great manager at your health center.

Beginning with a review of the crucial skills needed to hire, coach, retain and manage others, we quickly move to higher-level learning to take your management skills to the next level. If you've attended the "Critical Skills for CHC Managers or Supervisors" training or you're simply looking to strengthen or hone higher level management skills, this course is for you!

**Course Objectives – Participants Learn to:**

- Strengthen employee engagement to increase staff productivity, satisfaction and retention
- Utilize Behavioral Interviewing to hire employees with the right skills and organizational fit for the long-term
- Effectively manage and engage a diverse workforce
- Lead and manage change
- De-escalate difficult situations and turn conflicts into opportunities for learning, growth, and relationship building
- Strengthen key decision-making practices
- Circumvent and overcome burn-out in both yourself and others

**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 "Core Competencies for CHC Managers and Supervisors" or "Critical Skills for CHC Managers and Supervisors" trainings, although these are not pre-requisites for the class.

**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, weekly implementation "homework" and discussion 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) in order 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!**