Core Competencies for First-Time CHC Managers & Supervisors Agenda

Day 1 – July 27, 2020

8:30 – 9:00am  Check-in & Continental Breakfast

9:00 – 9:30am  Welcome & Introductions

9:30 – 10:00am  Community Health Centers: History, Mission & Impact
Community Health Centers impact the lives of thousands on a daily basis. To launch our meeting, NWRPCA’s own Rachel Gunsalus will join us to discuss the Community Health Center movement and the significant role of supervisors and managers in your organization’s success.

10:00 – 11:45am  Successfully Integrating as a Supervisor or Manager at Your CHC
*Break included*
The transition from peer to supervisor/manager brings a range of new challenges and responsibilities. Participants learn strategies to build effective relationships with their direct manager.

11:45am – 12:45pm  Lunch (provided)

12:45 – 1:45pm  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.

1:45 – 2:00pm  Break

2:00 – 3:30pm  Strengthening Employee Engagement, Productivity & Retention through Proactive Performance Management, Coaching & Accountability
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.

3:30 – 3:45pm  Wrap-up & Close for the Day

(See next page for Day 2)
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Day 2 – July 28, 2020

8:00 – 8:30am  Continental Breakfast

8:30 – 10:45am  Staying Legally Compliant While Managing Employees – Selected Topics
*Break included*
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.

10:45 – 11:00am  Break

11:00am – 12:15pm  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 you can put into action with your very next hire.

12:15 – 1:15pm  Lunch (provided)

1:15 – 3:00pm  Making Customer Service a Reality: Creating and Sustaining a Culture of Service Excellence
*Break included*
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 – 3:30pm  Planning, Managing and Conducting Your Capstone Project
The Capstone Project is an important aspect of this course as you transition your learning into action. Each participant will choose a topic area to implement, share, or train when they return to their health center. During this session, we discuss specific Capstone guidelines and each participant will design and commit to their project in preparation for a successful project launch.

3:30 – 4:00pm  Wrap-up & Close