Critical Skills for CHC Managers and Supervisors
Facilitated by Lisa Mouscher, Sogence Training and Consulting

4-Week Series

In this virtual, highly interactive management skills training, CHC managers and supervisors at all levels of experience develop and strengthen key skills necessary to successfully navigate their roles in today’s increasingly challenging CHC environment. Arrive ready to participate and gain skills to put into immediate action!

This 4-week series includes “hands-on” homework, with scheduled time during our sessions to discuss implementation successes and challenges and gain additional ideas for moving forward.

Agenda

*Week 1 – Monday, July 13, 2020
1:00 – 4:00 EDT (Note: the 1st week ONLY is scheduled for 3 hours; all other weeks are scheduled for 2 hrs.)
  ▪ Welcome, ice breaker and introductions
  ▪ Zoom tutorial
  ▪ Session: The Art of Management Communication

*Week 2 – Monday, July 20, 2020
1:00 – 3:00 EDT
  ▪ Discuss “Communication” homework from previous week
  ▪ Session: Strengthening Employee Engagement, Productivity and Retention

*Week 3 – Monday, July 27, 2020
1:00 – 3:00 EDT
  ▪ Discuss “Strengthening Employee Engagement” homework
  ▪ Session: Behavioral Interviewing: Hiring for Long-Term Success

*Week 4 – Monday, August 3, 2020
1:00 – 3:00 EDT
  ▪ Discuss “Behavioral Interviewing” homework from previous week
  ▪ Session: Making Customer Service a Reality: Creating a Culture of Customer Service
  ▪ Wrap-up and close