

# FQHC-Specific Training Course:

## Critical Management Skills for Community Health Center Managers and Leaders



April 22 - 24, 2014

Presented by Sogence Training and Consulting

Course Location: Callahan Center at St. Francis College, Brooklyn, New York

Knowledgeable, skilled, competent and versatile managers and supervisors are essential to successful operations and service delivery at community, migrant, rural and homeless health centers, yet many are hired or promoted into their roles without the necessary skills to hire, train, orient, manage, coach, develop and retain others.

**In this intensive, 3-day, in-person training program, participants gain critical skills to strengthen staff productivity, satisfaction and retention!**

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

**Learn to:**

- Manage, lead and retain flexible, responsive, satisfied, and customer-focused teams
- Utilize Behavioral Interviewing techniques to hire employees with the right skills and organizational "fit" for the long term
- Communicate for results, build trust, and de-escalate conflict
- Effectively coach and develop employees and drive accountability
- Increase employee engagement and deliver results through ongoing performance management
- Maintain legal compliance when handling day-to-day management issues
- Lead and manage ongoing organizational change

AGENDA available at [www.sogence.com/agenda.pdf](http://www.sogence.com/agenda.pdf)

Register today at <http://www.sogence.com/registration.html>

**Course Fee: \$1,295** - includes intensive 3-day skill-building course and all materials

**\*\*Early Bird Discount: Register by March 31, 2014 and pay only \$995. \*\***

Facilitator and Trainer **Lisa Mouscher** is CEO and Lead Consultant at Sogence Training and Consulting. Lisa brings extensive experience working with FQHCs nationwide, strengthening individual, team and organizational



performance. Lisa is a popular and dynamic trainer at both Community Health Centers and Primary Care Associations, known for facilitating immediately applicable results and long lasting impact that resonates throughout the organization.

**Melissa S. Woods** is an attorney in Labor and Employment Law at Meyer, Suozzi, English and Klein, P.C., Ms. Woods advises employers regarding best practices, provides anti-harassment and anti-discrimination training, represents clients in all aspects



of federal and state litigation, and more. Ms. Woods is a Co-Chair of the EEO Committee of the Labor and Employment Law Section of the American Bar Association, and is a member of the New York State Bar Association.

**June Ramos** of J Ramos Associates brings more than 25 years of experience in training, coaching and consulting in leadership and management communication skills, team building, organizational development and strategic management. June's engaging and highly interactive training style enables her to quickly connect with participants and individualize content to strengthen crucial skills necessary for both immediate and long-term success.



### For participants needing lodging:

A special lodging rate of \$139 per night + tax is available for course participants at Comfort Inn, 279 Butler Street, Brooklyn, New York 11217

For hotel reservations, call: 718-855-9600 and mention code SOG, no later than March 31, 2014