

One-Day Intensive CHC-Specific Course

Managing for Results: Critical Skills for CHC Managers and Supervisors

April 12, 2016

Presented by Sogence Training and Consulting

Location: 25 Broadway, 12th Floor, New York, NY 10004

This intensive, highly interactive 1-day training enables CHC managers and supervisors to develop and hone critical skills to successfully lead and manage employees in today's challenging and fast-changing CHC environment

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 “fit” for the long term
- Stay legally compliant while effectively managing employees
- Communicate for results, build trust, and de-escalate conflict
- Coach and develop employees and drive accountability

Course Presenters

Lisa Mouscher is CEO and Lead Consultant at Sogence Training and Consulting. As a popular and dynamic facilitator, trainer and consultant, Lisa works primarily with leaders, managers and staff from FQHCs and other CHCs across the country, building skills to enable these health centers to become both providers of choice and employers of choice. She is known for facilitating both immediately



applicable results and lasting impact to strengthen community health organizations for the long-term.

Melissa S. Woods is First Deputy Commissioner and General Counsel at the New York City Commission on Human Rights, and is a former Co-Chair of the Equal Employment Opportunity Committee of the American Bar Association's Labor and Employment Law Section. Ms. Woods brings extensive experience in both



best practices in employment law and anti-harassment and anti-discrimination in the workplace, as she leads course participants in the session HR for Managers: Legal Aspects of Managing Employees.

Course Fee: \$285 per participant (includes lunch and materials)

THIS CLASS FILLS QUICKLY!

Registration deadline is March 28th, *however seating and enrollment are limited*

REGISTER NOW TO ENSURE YOUR PARTICIPATION

<https://www.regonline.com/managingforresultsnyc>

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Critical Skills for CHC Managers and Supervisors

AGENDA

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April 12, 2016

8:30–9:00 **Registration**

9:00 – 9:15 **Welcome and Introductions**

9:15 – 10:20 **The Art of Management Communication**

Effective communication is critical to successful management, and great communication is an art that can be learned! In this session, participants will gain skills to adjust their communication to individual needs, give and receive feedback, tackle difficult discussions and de-escalate conflict. Using CHC-specific examples, participants practice a range of techniques and strategies and build skills to put to work immediately!

10:20 – 10:30 **Break**

10:30 – 1:00 **Essential HR for Managers – Legal Issues in Managing Employees**

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 seem harmless. Using real-life scenarios and questions provided by participants, attorney Melissa S. Woods will cover relevant legislation and discuss specific do's and don'ts for managing employees and handling common situations both legally and effectively.

1:00 – 1:30 **Lunch**

1:30– 2:45 **Strengthening Employee Engagement, Productivity and Retention through Proactive Performance Management**

Engaged employees are involved and committed at work and demonstrate that 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, we will discuss practical and realistic ways to strengthen engagement by developing goals with “meat;” implementing structured one-on-ones; “speed-coaching;” constructive, direct and tactful communication; timely, individualized and meaningful acknowledgement and recognition; and ongoing accountability.

2:45 –3:00 **Break**

3:00 – 4:15 **Behavioral Interviewing and Other Effective Hiring Processes**

Hiring and integrating staff with the right skills and organizational “fit” is critical to your organization's ability to fulfill its mission and serve your community. In this hands-on session, participants will learn Behavioral Interviewing skills and other strategies to consistently hire the right employees for your organization's specific needs, and quickly and effectively orient and on-board employees for the long-term! Arrive ready to participate in this working session and gain valuable skills to put into immediate action.

TO REGISTER, CLICK HERE: <https://www.regonline.com/managingforresultsnyc>