

# **Critical Skills for First Time CHC Managers and Supervisors**

## **March 21 -22, 2017**

**Embassy Suites, Portland—Downtown  
Portland, Oregon**

### **AGENDA**

#### **Day 1 – March 21, 2017**

- 8:00-8:30 **Check-in and Continental Breakfast**
- 8:30-9:00 **Welcome, Introductions and Team Building**
- 9:00-10:15 **Successfully Integrating as a Supervisor/Manager at Your Community Health Center**  
Both established managers and those recently hired or promoted into their positions are often challenged with establishing or strengthening credibility, breaking down barriers and building positive and professional relationships both within their departments and throughout the organization. In this session we will use real-world scenarios to build and enhance critical skills needed to successfully integrate or strengthen your role as a manager or supervisor at your health center.
- 10:15-10:30 Break
- 10:30-12:00 **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. 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 recognition; and ongoing accountability.
- 12:00-12:45 Lunch
- 12:45 -1:15 **Community Health Centers: History, Mission and Impact**  
Federally Qualified Health Centers and other Community Health Centers impact the lives of thousands across the country on a daily basis. We will discuss the Community Health Center movement and the significant role of managers and supervisors in your organization’s success.
- 1:15–2:45 **Behavioral Interviewing and Other Hiring Processes (includes break)**  
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.
- 2:45-3:30 **Challenges and Solutions**  
Do you have a work challenge you would like to discuss? If your question hasn’t been answered, now’s your chance! Submit your questions anonymously or ask them directly, and we will work through them as time allows.
- 3:30-4:00 **Questions and Wrap-up for the Day**

**Day 2 – March 22, 2017**

- 8:00-8:30 **Continental Breakfast**
- 8:30-10:30 **Legal Aspects of 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 day-to-day scenarios and questions provided by participants, we will cover relevant legislation and discuss specific do's and don'ts for managing employees and handling common situations both legally and effectively.
- 10:30-10:40 Break
- 10:40-12:30 **Making Customer Service a Reality**  
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.
- 12:30–12:45 **Wrap-Up and Close**

**Plus additional course component: Follow-up Conference Call**

