

# **CORE Competency Training for First-Time Supervisors/Managers**

## **April 24 – 26, 2013**

Doubletree by Hilton Hotel – Westminster, CO

*Lead Trainer: Lisa Mouscher*

*Hosted by: Community Health Association of Mountain/Plains States (CHAMPS)*

*Supported by: Colorado Community Health Network (CCHN)*

*Wyoming Primary Care Association (WYPCA)*

## **Face-to-face Meeting Agenda**

### **Day 1 (Wednesday, April 24<sup>th</sup>)**

- 8:30-8:45     **Welcome**  
Meet your hosts and facilitator and become immersed in an environment of learning, discussion, and interaction.
- 8:45-9:30     **Community Health Centers: How Did We Get Here; Why Are We Here Today?**  
Community Health Centers impact the lives of thousands on a daily basis. To launch our meeting, we will be joined by community health expert and popular speaker Dr. Virgilio Licona to discuss the Community Health Center movement and the significant role of supervisors and managers in your organization's success.
- 9:30-9:45     Break
- 9:45-10:45   **Introductions**  
Supervisors and managers bring with them a wide range of experience and skills – why reinvent the wheel when others are happy to share their work? In this warm-up, participants will learn about their teammates and the great resources they can be—both now and in the future!
- 10:45-12:30  **Transitioning from Peer to Supervisor**  
The transition from peer to supervisor/manager brings a range of new challenges and responsibilities. Participants will learn strategies to build a management relationship with their direct manager, leaders, peers, former peers and direct reports; establish credibility and authority; build trust; and increase prioritization and organization skills.
- 12:30-1:30   Lunch Supported by WYPCA, CHAMPS Welcome
- 1:30-4:30     **Hiring Processes and Behavioral Interviewing --The Keys to 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 will 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 to use with your very next hire.
- 6:00          **Optional Group Dinner** – [Saltgrass Steakhouse](#) (cost of meal not included)

*Agenda continues on page 2.*

## **Day 2 (Thursday, April 25<sup>th</sup>)**

### **8:30-10:30 Critical Communication Skills – Pt 1: Communication Styles – Personal Assessment**

In this highly interactive session, we will be led by management consultant June Ramos to gain an understanding of individual communication styles, increase effectiveness in a collaborative team environment, tactfully influence others and increase cooperation. Great communicators understand their own style and the styles of others, adapting to individual needs. Learn to quickly assess communication styles and position your response to increase understanding and gain positive results.

10:30-10:45 Break

### **10:45-12:30 Critical Communication Skills – Pt 2: Skill Building**

As a manager, effective communication is a critical tool. We will continue to develop practical communication skills, using day-to-day situations you provide. Participants will gain critical skills to give and receive feedback, tackle difficult discussions, de-escalate conflict, motivate employees, set expectations and ensure understanding to gain the desired results.

12:30-1:30 Lunch Supported by CCHN

### **1:30-4:30 Building and Leading Successful Teams**

Successful teams are created and maintained through a variety of well-planned strategies. Learn to create a positive team culture, orient and on-board new employees, facilitate effective meetings, actively involve your team in problem solving and innovation, provide meaningful recognition, and create an environment of collaboration and cooperation. The benefits of a successful team resonate throughout the organization and your skilled leadership and management is key.

## **Day 3 (Friday, April 26<sup>th</sup>)**

### **8:30-11:30 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 day-to-day scenarios and questions provided by participants, attorneys Jim Miles from Miles and Peters and Barbara Grandjean from Husch Blackwell will cover relevant legislation and discuss specific do's and don'ts for managing employees and handling common situations both legally and effectively.

11:30-12:45 Lunch (on own)

### **12:45-3:15 Strengthening Employee Engagement through Sustained Performance Management**

Engaged employees are involved, committed, passionate, and empowered 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," acknowledgement and recognition, and accountability. We will also discuss ways to reduce burn-out to retain good employees for the long-term!

### **3:15-3:45 Questions, Wrap-up and Close**