

Critical Skills for Mid-Level Managers

TRAINING FOR CHCs DRIVEN BY CHCs

Register **with** Your **Mentor**



Make sure you have the CHC-specific training necessary to successfully navigate the hiring, training, orientation, and management of staff while successfully organizing your own workload.

Learn to...

- Use behavioral interviewing techniques
- Implement retention strategies
- Understand key employment laws
- Apply time management techniques
- Understand essential elements of effective teams
- Implement accountability strategies

Six-Month Hybrid Course for MID-LEVEL MANAGERS

New and experienced mid-level (not executive-level) managers of all disciplines working at community, migrant, and homeless health centers

- April 25-27, 2012: 2½ day program in Denver, CO
 - Earn 18 CPE credits in Business Management and Organization
- May–October 2012:
 - Reinforcing webinars and teleconferences on June 28 and August 21, 2012
 - Online discussion group for participants
 - Mentorship within your home CHC
 - Individual capstone project
- October 2012: culminating session at the CHAMPS/NWRPCA Fall Primary Care Conference, Denver, CO. *(CPE for this session will be applied for later.)*

Virtual Training for MENTORS

A leader/manager working in the same CHC as the mid-level manager

(Details on back)

- April 19, 2012, 12:00–1:30 PM MT: Interactive webinar builds coaching and support skills
- Ongoing virtual discussion
- No travel required!

Trainers *Who Know Community Health!*

Lisa Mouscher, *Sogence Training and Consulting*, is joining **Ann Hogan**, *Salud Family Health Centers*, and other health center leaders from Regions VIII and X to offer a truly CHC-centered learning experience.

(Details and presenter bios on back)

TRAINING LOCATION

Hampton Inn & Suites–Denver Downtown
1845 Sherman St., Denver, CO 80203

Book by **March 25, 2012** for the special **\$140** nightly rate!

Call: 303-864-8000

Mention: "CHAMPS/NWRPCA Mid-Level Management Training"

FEES

\$850 per manager/mentor team for CHAMPS and NWRPCA members

\$1,275 per manager/mentor team for non-members

**Please note: Course registration does not include registration for culminating fall conference session.*

REGISTRATION

Limited to 30 Mid-Level Managers and their Mentors—so register today! Registration deadline: April 12, 2012

Visit: **www.NWRPCA.org** OR **www.CHAMPSonline.org**

Critical Skills for Mid-Level Managers

MENTORS

With the help of a mentor to model behavior, discuss approaches, and learn new skills, a manager has a much greater opportunity to develop professionally and add value to the organization.

For this training, please provide an internal mentor for your participating manager to reinforce and strengthen the learning opportunities. Mentors will participate in an interactive webinar to prepare them to support their mentee.

Guidelines for Selecting Mentors:

- ★ Mentors must possess the attitude, skills, knowledge, and behavior of an excellent manager: **positive, can-do attitude; dependability and follow-through; and strong communication skills.**

A good mentor demonstrates consistent strength in the areas in which the participant most needs to grow.

- ★ Mentors must be **willing and happy to share their time, knowledge and talents** with the participants. The best mentors make a commitment of the heart – they are excited to help others to reach their potential!

- ★ The mentor should be someone whom the participant **respects** and whose style works well with the needs of the participant. Include the participant in the selection process.

- ★ It is often beneficial when the mentor is someone **other than the employee's immediate supervisor**. New ideas and a fresh perspective can be energizing and broadening.

Mentor's Commitment:

- Webinar April 19, 2012 12:00 to 1:30 PM MT
- Ongoing virtual discussion forum
- Six-month commitment to support mentee

TRAINERS

Lisa Mouscher, Trainer, Facilitator, and Human Resources professional for 20+ years. As CEO and Senior Consultant for Sogence Training and Consulting, her services help strengthen individual, team, and organizational performance and increase staff retention. Lisa is a highly-rated presenter for CHAMPS/NWRPCA conferences and webinars.



Chuck Passaglia, Esq., employment lawyer and author, founded Employment Law Solutions, Inc., a training and consulting firm.

CHC SPEAKERS

Ann Hogan, MEd, SPHR, Vice President of Human Resources and Training at Salud Family Health Centers, has 20 years' experience in Human Resources.

Lara Salazar, SPHR, Director of Workforce Learning and Development at the Montana Primary Care Association, previously spent five years as the HR Director at Community Health Partners in Montana.

Virgilio Licon, MD, Vice President of Medical Services, Salud Family Health Centers, frequently speaks nationally about Community Health Centers.

For more information

Contact Sharon Green at NWRPCA (sgreen@nwrpca.org)
or Andrea Martin at CHAMPS (andrea@championline.org).

