

Critical Skills for Mid-level Managers - Hybrid Course
Face-to-Face Meeting
Sponsored by CHAMPS and NWRPCA
In-Person Meeting Agenda
April 25 – 27, 2012

Day 1

- 8:00 – 8:15 **Welcome**
Meet your hosts and facilitators and enter into an atmosphere of learning, discussion and interaction.
- 8:15 – 9:00 **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 mid-level managers.
- 9:00 – 9:10 **Break**
- 9:10 – 10:15 **Introductions**
Course participants bring with them a wide range of experience and skills – why reinvent the wheel when others are happy to share their work? In this interactive warm-up, participants will learn about their teammates and the great resources they can be—both now and in the future!
- 10:15 – 12:30 **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 highly interactive 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.
- 12:30 – 1:30 Lunch
- 1:30 – 2:15 **Effectively Orienting and Integrating New Employees**
By taking time to thoroughly and thoughtfully orient and integrate new employees, you can significantly increase effectiveness and job satisfaction and decrease unwanted turnover. In this session, we will discuss specific actionable strategies to efficiently and effectively weave new employees into the fabric of your operations, enabling them to contribute quickly to the success of your organization!
- 2:15 – 2:30 Break
- 2:30 – 3:30 **Retaining Great Employees for the Long-Term**
A stable workforce positively impacts your patients, your staff, the quality of patient care and your organization's bottom line. The reality is that retaining staff is an art that begins with the hiring process and continues throughout the employment cycle. In this session, participants will gain a wide range of ideas for reducing turnover and retaining good staff members for the long-term. Retention and job satisfaction need not be costly, and many strategies can be implemented immediately!
- 3:30 – 4:00 **Mentorship and Capstone Projects**
To reinforce and enhance the skills and knowledge gained during the Management Training Series, participants will complete a Capstone Project and work with a mentor at their home CHC. During this session we will discuss guidelines, expectations and next steps, answer questions, and cultivate ideas for meaningful Capstone Projects that will benefit both the participant and their organization.
- 6:00 **Optional Group Dinner – Venue TBD (cost of meal not included)**

Day 2

8:00 – 10:00

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.

10:00 – 10:15

Break

10:15 – 12:00

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 real-life 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.

12:00 – 1:00

Lunch

1:00 – 3:00

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, facilitate effective meetings, actively involve your team in problem solving and innovation, and create an environment of collaboration and cooperation. The benefits of a successful team resonate throughout the organization and your skilled leadership is key!

3:00 – 3:15

Break

3:15 – 5:00

Performance Management and Accountability

An effective Performance Management and Accountability Program is far more than an annual performance evaluation, and well worth the additional effort! In this session, participants will learn the keys to ongoing performance management, gain skills to write effective goals to align individual expectations with organizational objectives and learn to drive accountability to deliver outstanding results.

Day 3

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 real-life scenarios and questions provided by participants, employment attorney Chuck Passaglia 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 – 12:30

Wrap up, Commitments, and Review of Schedule Going Forward

This two-day meeting is just the beginning! The full six-month course combines in-person sessions with an online discussion group, webinars, teleconferences, mentorship within your home CHC and a culminating Capstone Project. As we wrap-up this initial meeting, we will discuss upcoming learning opportunities and highlights from the completed session. In addition, each participant will commit to implementing specific actions using their new knowledge and skills to bring additional value to their organization!