
Upcoming Training!

CORE COMPETENCIES FOR HEALTH CENTER MANAGERS AND SUPERVISORS AT ALL LEVELS

5-WEEK VIRTUAL TRAINING

**TUESDAY MORNINGS, FEBRUARY 25 – MARCH 25, 2025
9:00 – 11:30 EST**

This intensive, highly interactive and immediately applicable 5-week training enables health center managers and supervisors to develop and hone critical skills to successfully lead and manage employees in today's challenging and fast-changing health center environment.

Participants gain crucial skills to put into immediate action!

Learn to:

Develop and retain engaged, productive and satisfied teams	Coach and develop employees and drive accountability	Utilize Behavioral Interviewing to hire the right employees for long-term success	Communicate effectively as a manager or supervisor	Avoid common legal pitfalls when managing employees	Create and sustain a culture of customer service
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Using Zoom video conferencing, we replicate the “face-to-face” experience -- without the travel!

Throughout the 5 sessions, participants gain knowledge and skills, work together in large and small groups, participate in hands-on exercises, and discuss crucial issues in engaging, managing and retaining health center staff.



Lisa Mouscher, course facilitator, is CEO at Sogence Training and Consulting. As a facilitator, trainer and consultant, Lisa works with leaders, managers and staff from FQHCs and other community health organizations across the country, building skills to enable these organizations to become both providers of choice and employers of choice. Lisa is known for facilitating both immediately applicable results and lasting impact to strengthen health centers for the long-term.

**COST: \$50 PER PARTICIPANT
(THIS TRAINING IS OPEN TO KHCCN AND KPCA MEMBERS ONLY –
UP TO 3 PARTICIPANTS PER HEALTH CENTER)**

REGISTRATION DEADLINE: FEBRUARY 17, 2025 (OR UNTIL ALL SPOTS ARE FILLED)

THIS TRAINING FILLS FAST!

[CLICK HERE TO REGISTER](#)

Important note:

Each participant will need a webcam to join this highly interactive, virtual “face-to-face” training (one participant per device). If access to a computer with a webcam is not available, Zoom has an excellent app and participants may join via tablet or phone with video capability.

For questions, contact Lindsay Nelson at Lindsay@kyhcn.org or 502-805-7554

-See agenda below-

Core Competencies for Health Center Managers and Supervisors at All Levels

5-Week Virtual Training

“Held on Zoom; Feels like a Face-to-Face”

Hosted by KHCN and KPCA

Facilitated by Lisa Mouscher, Sogence Training and Consulting

Week 1 – February 25, 2025

9:00 - 11:30 EST

THE ART OF MANAGEMENT COMMUNICATION

Effective communication is critical to successful management, and great communication skills can be learned! In this session, participants gain and practice skills to flex their communication style to meet the needs of others and successfully facilitate results.

Week 2 – March 4, 2025

9:00 - 11:30 EST

STRENGTHENING EMPLOYEE ENGAGEMENT, PRODUCTIVITY AND RETENTION

Engaged employees are involved, committed and empowered at work and demonstrate their 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, participants discuss practical and realistic ways to strengthen engagement by developing goals with “meat,” implementing structured one-on-ones, “speed-coaching,” acknowledgement and recognition, and ongoing accountability.

Week 3 – March 11, 2025

9:00 - 11:30 EST

BEHAVIORAL INTERVIEWING: HIRING FOR LONG-TERM SUCCESS

Hiring and retaining staff with the right skills for the long-term is crucial to your organization's ability to fulfill its mission and successfully serve your community. In this hands-on session, participants 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 to put into action with your very next hire.

Week 4 – March 18, 2025

9:00 – 11:30 EST

STAYING LEGALLY COMPLIANT AS A MANAGER/SUPERVISOR—SELECTED TOPICS

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 initially seem harmless. Using real-world scenarios and questions provided by participants, we will be joined by an employment attorney to discuss relevant legislation and specific do's and don'ts for managing employees and handling common situations both legally and effectively.

Week 5 – March 25, 2025

9:00 - 11:30 EST

MAKING CUSTOMER SERVICE A REALITY: CREATING A CULTURE OF CUSTOMER SERVICE

The quality of customer service in healthcare directly influences the health of 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 customer service where providing great service is an expectation throughout your department or your organization.

*ORDER OF TOPICS MAY CHANGE.