

Core Competencies for CHC

Managers and Supervisors at All Levels

5-Week Intensive Virtual Training
Conducted by Lisa Mouscher, Sogence Training and Consulting
Tuesday Mornings, September 15 – October 13, 2026

AGENDA

Sogence
Training and Consulting

*Real Skill-Building,
Immediate Results*

Week 1 – September 15, 2026

9:00 - 11:30 a.m.

THE ART OF MANAGEMENT COMMUNICATION

Effective communication is critical to successful management in your health center, 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 – September 22, 2026

9:00 - 11:30 a.m.

STRENGTHENING EMPLOYEE ENGAGEMENT, PRODUCTIVITY AND RETENTION

Engaged employees are involved, committed, passionate, 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, even in these often challenging times. In this highly interactive session, participants gain immediately applicable skills to strengthen engagement by developing goals with “meat,” implementing structured one-on-ones, “speed-coaching,” acknowledgement and recognition, and ongoing accountability.

Week 3 – September 29, 2026

9:00 - 11:30 a.m.

BEHAVIORAL INTERVIEWING: HIRING FOR LONG-TERM SUCCESS

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

Week 4 – October 6, 2026

9:00 – 11:30 a.m.

STAYING LEGALLY COMPLIANT AS A MANAGER/SUPERVISOR—SELECTED TOPICS

Do you know and understand the myriad 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 – October 13, 2026

9:00 - 11:30 a.m.

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

The quality of customer service in community 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. In this session, participants gain skills and strategies to successfully implement a culture of customer service where providing great service is a realistic expectation throughout your department or your organization.

**The order of topics is subject to change.*