RESOURSE OVERVIEW: MANAGER TRAINING TOOLKIT

JUNE 23, 2020
2 P.M. EASTERN

THIS PROJECT IS SUPPORTED BY THE HEALTH RESOURCES AND SERVICES ADMINISTRATION (HRSA) OF THE U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES (HHS) AS PART OF AN AWARD TOTALING $448,662.00 WITH 0 PERCENTAGE FINANCED WITH NON-GOVERNMENTAL SOURCES. THE CONTENTS ARE THOSE OF THE AUTHOR(S) AND DO NOT NECESSARILY REPRESENT THE OFFICIAL VIEWS OF, NOR AN ENDORSEMENT, BY HRSA, HHS, OR THE U.S. GOVERNMENT. FOR MORE INFORMATION, PLEASE VISIT HRSA.GOV

http://www.chcworkforce.org
ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

Recruitment & Retention

- National Health Service Corps
- Resources
- Training
- Networking

http://www.chcworkforce.org
STAR² CENTER

SOLUTIONS TRAINING AND ASSISTANCE FOR RECRUITMENT & RETENTION

www.chcworkforce.org
WEBINAR HOUSEKEEPING

We are Recording

Ask Questions

Session & Series Evaluations

Have Fun
Questions?

- Use the chat and questions boxes
- Email mblake@clinicians.org

Select “All panelists and attendees” before sending your chat to the group.

Use the Q&A box to share questions directly with the presenting team.
OUR PRESENTER

April Lewis
CEO
Good Connection, Inc.

www.aprillewis.com

Connecting you with your highest self.
GOALS OF SERIES

Present the Manager Training Toolkit

Recommended Manager Trainings & Skills

Create a Thriving Workplace
What do you need to lead your team better?
What ONE word describes being a “manager?”
WORKPLACE CULTURE
COMING SOON!
WHY A TOOLKIT?

- Provide relevant information to support health center managers and leaders
WHY A TOOLKIT?

• Provide relevant information to support health center managers and leaders

• Expand on existing trainings and resources offered through ACU and the STAR² Center
WHY A TOOLKIT?

• Provide relevant information to support health center managers and leaders

• Expand on existing trainings and resources offered through ACU and the STAR² Center

• Outline industry-agnostic resources and best practices
WHY A TOOLKIT?

• Provide relevant information to support health center managers and leaders

• Expand on existing trainings and resources offered through ACU and the STAR² Center

• Outline industry-agnostic resources and best practices

• **Consolidate information from various sources**
“Leadership is unlocking people’s potential to become better.”

~ Bill Bradley
WHO WILL BENEFIT FROM THE TOOLKIT

- Existing managers
- Newly promoted managers
- Supervisors of mid-level managers
- The employees being managed
WHAT IS INCLUDED?
<table>
<thead>
<tr>
<th>Manager Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trainings for Today’s Manager</td>
</tr>
<tr>
<td>Implicit Biases</td>
</tr>
<tr>
<td>Manager Training Plan</td>
</tr>
<tr>
<td>Recommended Readings and</td>
</tr>
<tr>
<td>Resources</td>
</tr>
<tr>
<td>Employee Engagement and</td>
</tr>
<tr>
<td>Retention</td>
</tr>
<tr>
<td>Coaching Strategies</td>
</tr>
<tr>
<td>Recognize and Reduce Burnout</td>
</tr>
</tbody>
</table>

INCLUDED
RESOURCES
HARD SKILLS

SOFT SKILLS

MANAGER SKILLS
MANAGER SKILLS

Specific technical knowledge
Training
Budgeting
Data Analysis
Technology
Strategic Planning

http://www.chcworkforce.org
MANAGER SKILLS

Specific technical knowledge
Training
Budgeting
Data Analysis
Technology
Strategic Planning

Communication
Time Management
Conflict Resolution
Emotional Intelligence
Empathy
Adaptability

http://www.chcworkforce.org
WHAT DO YOU NEED TO BE SUCCESSFUL... TODAY?
MANAGER TRAININGS

CHANGE MANAGEMENT
MANAGER TRAININGS

CHANGE MANAGEMENT

COACHING AND MENTORING
MANAGER TRAININGS

- CHANGE MANAGEMENT
- PERFORMANCE MANAGEMENT
- COACHING AND MENTORING
MANAGER TRAININGS

- Change Management
- Coaching and Mentoring
- Performance Management
- Implicit Bias
“Learn to know yourself... to search realistically and regularly the processes of your own mind and feelings.”

~ Nelson Mandela
IMPLICIT BIASES

**THE ATTITUDES OR STEREOTYPES THAT AFFECT OUR UNDERSTANDING, ACTIONS, AND DECISIONS IN AN UNCONSCIOUS MANNER.**

- Show up involuntarily
- Can be favorable or unfavorable
- Awareness of biases can create a more inclusive work environment
- Hard to eliminate
- Easier to interrupt
- Predict how you will treat others
Biases are universal and not just race or gender.

Harvard University researchers developed Implicit Association Test to help you discover your unconscious bias

**Link:** [https://implicit.harvard.edu/implicit/takeatest.html](https://implicit.harvard.edu/implicit/takeatest.html)

**Google:** “Harvard implicit bias test”
### MANAGER TRAINING PLAN

<table>
<thead>
<tr>
<th>Competencies</th>
<th>Resources</th>
<th>Time</th>
<th>Outputs</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>What skills do all managers need to be successful?</td>
<td>What resources do we offer to support their learning?</td>
<td>How do we account for the time necessary for this learning?</td>
<td>What learning activities will happen?</td>
<td>What impact will these learning activities make?</td>
</tr>
</tbody>
</table>

TO BE COMPLETED WITH YOUR SUPERVISOR
Competencies

What skills do all managers need to be successful?
Resources

What resources do we offer to support their learning?
Time

*How do we account for the time necessary for this learning?*
Outputs

What learning activities will happen?
Outcomes

What impact will these learning activities make?
RECOMMENDED READING AND RESOURCES
“The most important thing in communication is hearing what isn’t said.”

~ Peter Drucker
PART II TOPICS

EMPLOYEE ENGAGEMENT AND RETENTION

RECOGNIZE AND REDUCE BURNOUT

COACHING STRATEGIES
NEXT SESSION

June 30
1:00 pm ET

Creating a Thriving Workplace

Please complete the session evaluation.

Thank you!
THANK YOU!