



# MANAGER TRAINING SERIES

## RESOURCE 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://hrsa.gov)

# ASSOCIATION OF CLINICIANS FOR THE UNDERSERVED

## Recruitment & Retention

National  
Health  
Service  
Corps

Resources

Training

Networking

# STAR<sup>2</sup> CENTER



**STAR<sup>2</sup>CENTER**  
SOLUTIONS TRAINING AND ASSISTANCE  
FOR RECRUITMENT & RETENTION

[www.chcworkforce.org](http://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](mailto: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

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# OUR PRESENTER

April Lewis  
CEO  
Good Connection, Inc.



[www.aprillewis.com](http://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

# USE THE CHAT FEATURE

**What do you need to lead  
your team better?**



# USE THE CHAT FEATURE

**What ONE word describes  
being a “manager?”**

# WORKPLACE CULTURE



M	T	W	T	F	S
		1	2	3	4
6	7	8	9	10	11
13	14	15	16	17	18
20	21	22	23	24	25
27	28				

MANAGER TRAINING TOOLKIT



June 2020

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# 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 STAR<sup>2</sup> 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 STAR<sup>2</sup> 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 STAR<sup>2</sup> Center
- Outline industry-agnostic resources and best practices
- **Consolidate information from various sources**



## WHY A TOOLKIT?

***“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?



## Manager Skills

Trainings for Today's Manager

Implicit Biases

Manager Training Plan

Recommended Readings and Resources

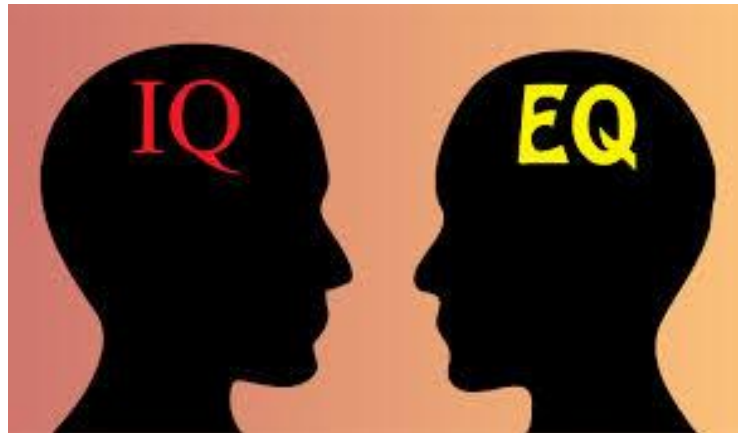
Employee Engagement and Retention

Coaching Strategies

Recognize and Reduce Burnout

**INCLUDED  
RESOURCES**

# HARD SKILLS



# SOFT SKILLS

MANAGER  
SKILLS

# MANAGER SKILLS

Specific technical  
knowledge

Training

Budgeting

Data Analysis

Technology

Strategic Planning



# MANAGER SKILLS

Specific technical  
knowledge

Training

Budgeting

Data Analysis

Technology

Strategic Planning



Communication

Time  
Management

Conflict  
Resolution

Emotional  
Intelligence

Empathy

Adaptability



WHAT DO YOU NEED TO BE SUCCESSFUL... TODAY?

# MANAGER TRAININGS

CHANGE  
MANAGEMENT



# MANAGER TRAININGS

CHANGE  
MANAGEMENT

COACHING  
AND  
MENTORING



# MANAGER TRAININGS

CHANGE  
MANAGEMENT

COACHING  
AND  
MENTORING



PERFORMANCE  
MANAGEMENT

# MANAGER TRAININGS

CHANGE  
MANAGEMENT

PERFORMANCE  
MANAGEMENT

COACHING  
AND  
MENTORING

IMPLICIT BIAS



# TOOLKITS CONTENTS

***“Learn to know yourself... to search realistically and regularly the processes of your own mind and feelings.”***

**~ Nelson Mandela**



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## 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

# IMPLICIT BIASES

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>

Google: “Harvard implicit bias test”

## MANAGER TRAINING PLAN

**Mission:**

**Timeframe:**

**Person reviewing this plan with you:**

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

# MANAGER TRAINING PLAN

TO BE COMPLETED WITH YOUR SUPERVISOR

## Competencies

*What skills do all managers need to be successful?*

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# MANAGER TRAINING PLAN



## Resources

*What resources do we offer to support their learning?*

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# MANAGER TRAINING PLAN

Time

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

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# MANAGER TRAINING PLAN

## Outputs

*What learning activities will happen?*

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# MANAGER TRAINING PLAN

## Outcomes

*What impact will these learning activities make?*

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# MANAGER TRAINING PLAN



# RECOMMENDED READING AND RESOURCES

## IN CLOSING

***“The most important thing in communication is hearing what isn’t said.”***

**~ Peter Drucker**

# PART II TOPICS

EMPLOYEE  
ENGAGEMENT  
AND RETENTION

COACHING  
STRATEGIES

RECOGNIZE  
AND REDUCE  
BURNOUT

# NEXT SESSION

June 30

1:00 pm ET

***Creating a Thriving Workplace***

Please complete the session evaluation.

Thank you!





THANK YOU!