

**CHAP Statewide Services**  
**THO CHAP Manager Training**  
**Agenda**

*(February 6, 7, 8, 2018)*

**Day 1: February 6**

Time	Item
8:00-8:30	Check in /Orientation: ANTHC Consortium Office Building, Conference Room 4
8:30-9:00	Ice Breaker/Introductions
9:00-10:00	Communication and Customer Service Identify communication styles <u>Objective</u> : Resolve Conflict in a respectful manner and gain insight into the behavior of others. Create a culture of excellence and manage up colleagues in organization.
10:00-10:15	Break
10:15-12:00	Coaching/Mentoring Staff Motivation, Acknowledgement of Performance, and Building of Your Expectations from Staff <u>Objective</u> : Demonstrate Skill in Rounding, Conducting Meetings, and gauging employee satisfaction. Identify how to help employees develop. Define employee expectations.
12:00-1:00	Lunch (on your own)
1:00-2:30	Management Skills Stress Management Conducting Successful Meetings Budgeting Scheduling Clinical Management Risk Management <u>Objective</u> : How to utilize statutes and Regulations in the evaluation of your department.
2:30-2:45	Break
2:45-4:30	Professional Development Identify CE Opportunities Define Expectations Goal Setting Resources <u>Objective</u> : Identify universal resources and build a list to share with staff.

**Day 2: February 7**

Time	Item
8:30-9:00	Check In: ANTHC Consortium Office Building, Conference Room 4
9:00-10:00	Legal and Compliance Issues Code of Conduct Conflicts of Interest Good Faith Reporting <u>Objective</u> : Understand the role the supervisor and the employees are responsible for as it relates to compliance.
10:00-10:15	Break
10:15-12:00	Legal and Compliance Issues Sexual Harassment Discrimination False Claims FMLA FLSA Behavior Standards HIPAA Security Information <u>Objective</u> : Recognize harassment and discrimination. How to Engage and Motivate Employees.
12:00-1:00	Lunch (on your own)
1:00-2:30	Professional Business Skills Communication within the "Chain of Command" Business Writing Email Etiquette (Microsoft Outlook) Documentation <u>Objective</u> : Effective communication and identifying proper ways to document information.
2:30-2:45	Break
2:45-4:30	Microsoft Word-Introduction Microsoft Excel-Introduction <u>Objective</u> : How to use style formatting.

**Day 3: February 8**

Time	Item
8:30-9:00	Check In: ANTHC Consortium Office Building, Conference Room 4
9:00-10:00	Fundamentals of Research <u>Objective:</u> Identify credible resources.
10:00-10:15	Break
10:15-12:00	Root Cause Analysis <u>Objective:</u> Develop big picture view of symptom versus problem.
12:00-1:00	Lunch (on your own)
1:00-2:30	Microsoft PowerPoint-Introduction <u>Objective:</u> Present Concepts with Visual Aids
2:30-2:45	Break
2:45-4:30	Wrap Up Resources Generate Your Own Contact List End of Course Survey