COMMUNITY HEALTH CARE ASSOCIATION of New York State

Workforce Planning Learning Series

Part 1: *Revising your Workforce Plan and Upskilling Entry and Middle-Level Managers*

Wednesday, February 26th, 2025

Presented by Gail Speedy Mayeaux, Mayeaux Healthcare Strategies

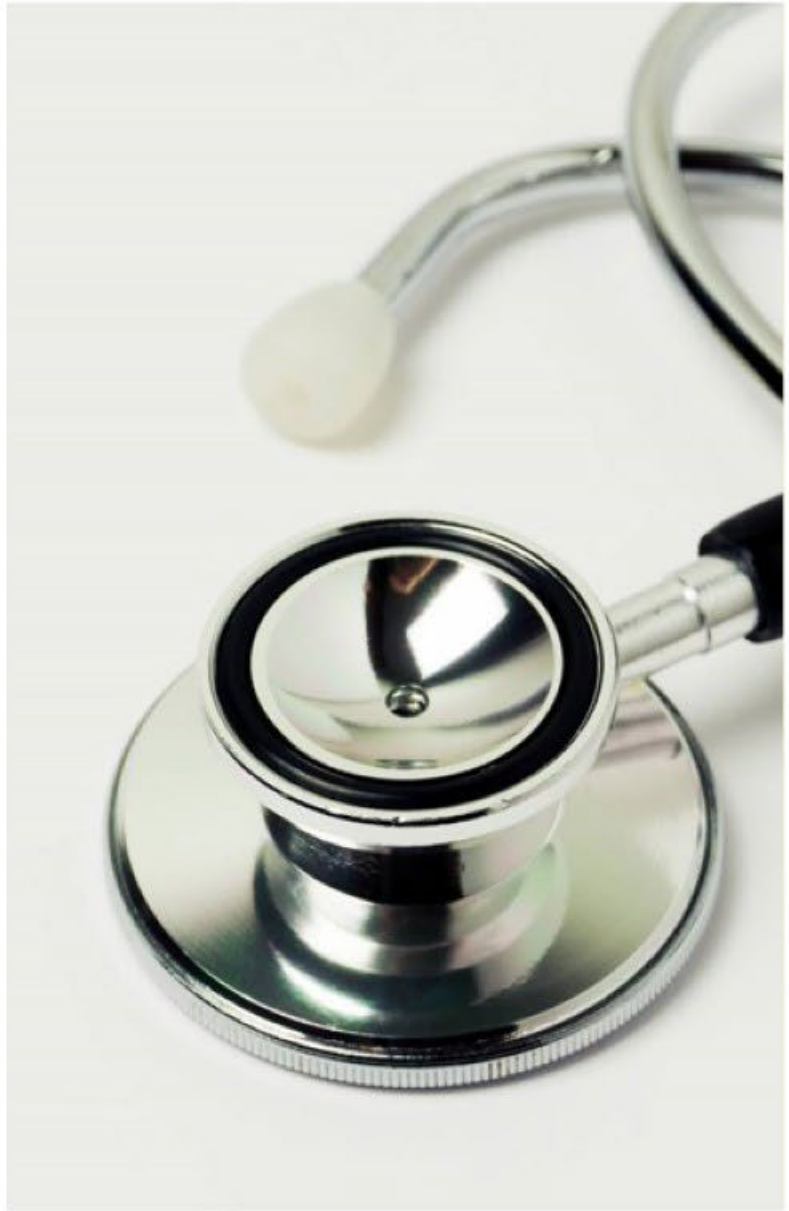
AGENDA

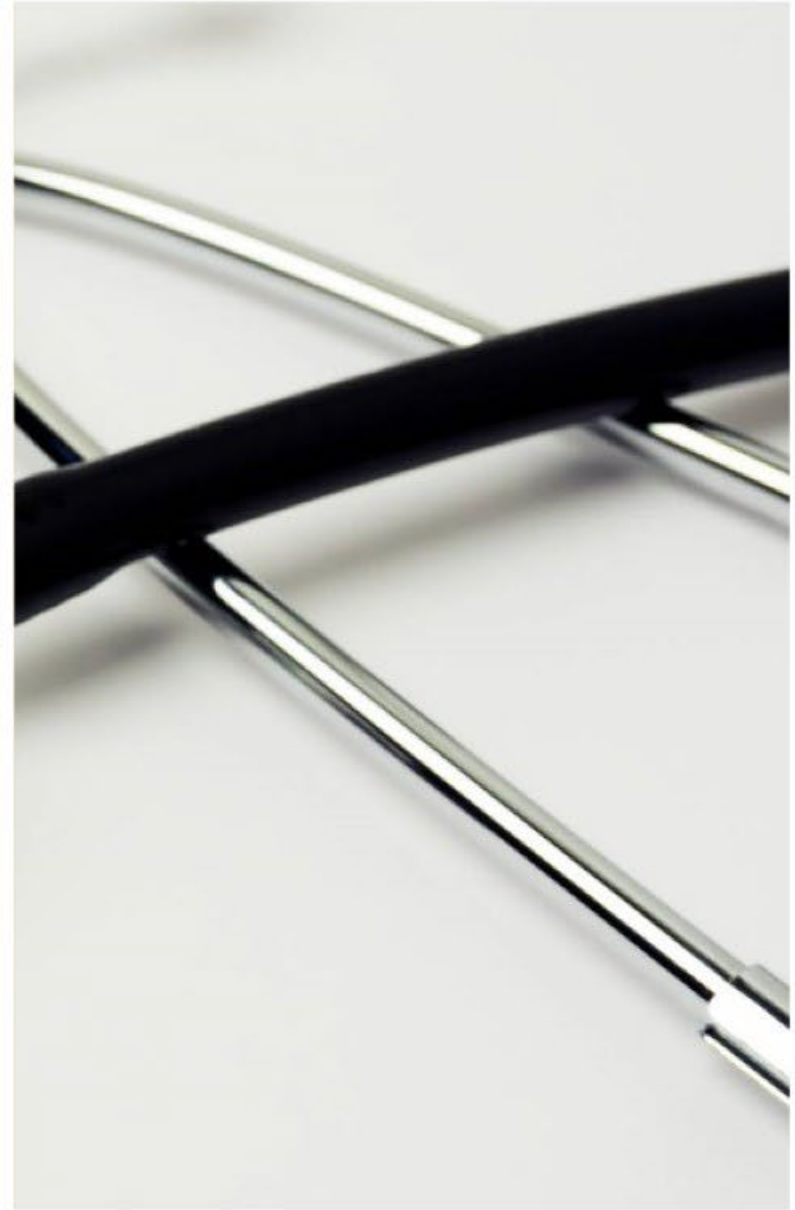
Review of workforce plans:

- What has been the most helpful to you in the past two years?
- What more do you need/want from a workforce development plan?

Upskilling your entry and middle-management teams:

- What do you currently do to upskill/reskill your first-time managers?
- What new efforts are you taking now?
- How are you measuring improvement?









DISCUSSION OF WORKFORCE RECRUITMENT, RETENTION AND DEVELOPMENT STRATEGIES

Comprehensive Workforce Plan Template

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- CHCANYS hosted learning collaborative for Recruitment and Retention Planning in 2022.
- The learning collaborative introduced the Comprehensive Workforce Plan template and included 1-1 and group cohort sessions facilitated by Gail Mayeaux.
- An addendum to the template was created in 2025 addressing new topics of concern for recruitment and retention including upskilling managers, Human Resources Information Systems, and retooling your health center workforce.
- These templates will be shared after the session.

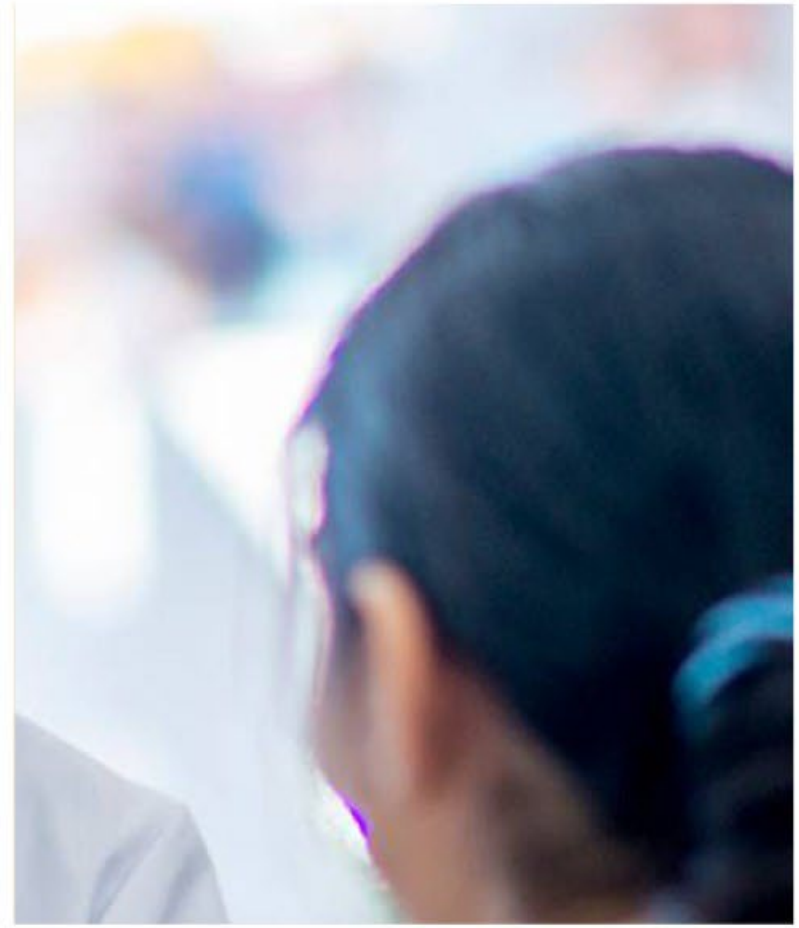
GROUP DISCUSSION:

How are you using the plan today?

What has been most valuable?

What do you need the plan to address now?









What is a Middle Manager?

Middle managers are professionals within an organization's hierarchy who act as a bridge between executive management and frontline employees.



Middle managers play a key role in managing day-to-day operations, facilitating communication between levels of the organization, and ensuring that departmental objectives align with overall company goals.

What is Upskilling/Reskilling?

Upskilling is the process of learning new or enhanced skills to improve performance in your current role, while reskilling involves acquiring a completely new set of skills to transition into a different role or industry. Both approaches help individuals and organizations adapt to changing job requirements and market demands.



https://www.edstellar.com/blog/reskilling-vs-upskilling





LOOKING FORWARD: UPSKILLING YOUR ENTRY AND MIDDLE MANAGEMENT TEAM:

Group Discussion:

- What do you do today to upskill/reskill first-time or early-career managers? What skills do you focus on?
- How do you measure performance on newly trained skills (i.e. reduced turnover, higher staff satisfaction)?

THANK YOU

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You will be forwarded to the survey once the webinar ends, and you will receive the link in a follow-up email or you can scan below!

Please fill out our evaluation survey!



Completing your survey helps us to provide relevant and helpful information. Thank you in advance!

Upcoming Learning Series Dates

Part 2: *Re-imaging Human Resources Information Systems (HRIS) and Workforce Data Needs*
Monday, March 10th: 1:00 – 2:00 PM ET

Part 3: *Retooling your Health Center Workforce for the Future: Building a New Kind of Resiliency*
Wednesday, March 26th: 10:00 – 11:00 AM ET

Register Here

Please reach out to **workforce@chcanys.org** with any questions.

Thank you!

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