

Case Management Training Day 1 Syllabus

- I. Role of case management (R.O.L.E.)
 - a. Self-evaluation of current case management practices including strengths and limitations
 - b. Review integral aspects of case management
 - c. Build strong relationships with customers
 - d. Employ effective organizational and time management strategies
 - e. Evaluate the importance of case management in moving the customer through the WorkOne process to employment
 - f. Examine the role the case manager plays in customer employment
- II. Goal Setting
 - a. Review appropriate goal setting techniques
 - b. Write SMART goals
 - c. Practice personal goal setting using
 - d. Compare and contrast goal setting using traditional methods vs. goal setting using Strength-Based methods
- III. Attribution Theory
 - a. Demonstrate knowledge and awareness of Fundamental Attribution (FAE)
 - b. Effectively employ techniques the Two Step Process for overcoming FAE
 - c. Develop understanding why overcoming FAE is important to case management
- IV. Strength-Based Case Management
 - a. Review differences between Traditional Case Management and Strength- Based case management philosophies
 - b. Evaluate the benefits using the Strength- Based case management
 - c. Use the Empowering Approach in case management to build customer capacity
 - d. Explore change process and the case manager's role as a "change agent"
- V. Informational Interviewing
 - a. Identify components of Informational Interviews
 - b. Practice using open ended high gain questions during Initial Informational Interviews to gain information about customer's strengths, skills and resources
- VI. Barrier and Resource Identification
 - a. Use effective communication and active listening to uncover customer barriers and obstacles
 - b. Explore common barriers and obstacles that are common in WorkOne Centers
 - c. Identify appropriate resources to effectively address customer barriers
- VII. Effective Communication
 - a. Use active listening and attending skills during interactions with customers
 - b. Properly use reflection techniques to develop rapport and build relationships with customers
- VIII. Case Notes
 - a. Review case note standards, required fields and key issues
 - b. Practice writing appropriate case notes according to standards
 - c. Explore the proper way to case note sensitive issues
- IX. Time Management
 - a. Discuss importance of time management and organization for Case Managers
 - b. Identify and discuss useful time management techniques