

Case Management Training Day 2 Syllabus

- I. Review concepts from the case management day 1 training
 - a. Discuss the importance of and strategies to overcome the Fundamental Attribution Error
 - b. Create role plays to demonstrate knowledge and application of the concepts covered in the first day of training including:
 - i. Using Strength-Based Philosophy and empowerment approaches in case management practice
 - ii. Facilitating effective goal-setting through developing collaborative partnerships
 - iii. Ability to discover barriers, uncover resources and identifying appropriate supportive service referrals
 - iv. Conducting an effective informational interview to assess a customer's needs and interests
 - c. Write comprehensive case notes that address all key issues and follow standards
- II. Time management
 - a. Evaluate the effectiveness of personal time management styles
 - b. Evaluate the importance of tasks to generate prioritized lists
 - c. Create strategies for overcoming barriers to good time management
 - d. Demonstrate a solid understanding of the critical role time management plays in managing case loads
- III. Attribution
 - 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. Using Constructive Confrontation
 - a. Review constructive confrontation techniques and ways to have difficult conversations with customers
 - b. Practice using constructive confrontation
 - c. Establish and maintain professional boundaries while providing feedback during difficult situations
- V. Assessments-WorkKeys, Indiana Career Explorer (ICE) and Test of Adult Basic Education (TABE)
 - a. Discuss the importance of validity and reliability in assessment
 - b. Fully explore the purposes, benefits and limitations of each IDWD approved assessment
 - c. Identify appropriate assessments for customers
 - d. Interpret results of assessments and use the assessment results in goal setting process
- VI. 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
 - c. Practice using high-gain open ended questions
- VII. Case Notes
 - a. Review case note standards, required fields and key issues
 - b. Practice writing appropriate case notes according to standards
- VIII. Goal Setting
 - a. Practice using goal-setting techniques in developing appropriate career pathways with customers