

Dr. Beverly Ford's Case Management Series Core Competencies

1. Collaboration (Teamwork, Partnership)

Learn how to effectively and efficiently work with all partners to achieve your program outcomes.

2. Communication

Learn how to enhance your listening, questioning, and documentation skills.

3. Critical Thinking

Learn to apply the strategies and techniques of managing the case management process to influence program outcomes and apply these skills to the specific types of participants you serve.

4. Customer Service

Learn techniques and strategies for delivering services more effectively and efficiently to participants.

5. Leadership

Learn to develop a leadership role to control the process, guiding participants to greater self-sufficiency and improving program outcomes.



6. Negotiation and Conflict Resolution (Influence)

Learn a partnership approach to case management means influencing the behavior of your participants through negotiation, conflict resolution, and handling resistance to allow your participants to achieve greater self-sufficiency.

7. Organizing Skills

Learn how to not only organize your case load, but how to manage your activities and your participants' to be more effective.

8. Problem Solving

Learn specific techniques and processes for problem solving and overcoming barriers.

9. Stress Management

Learn techniques for dealing with crises, burn-out and the overwhelming nature of our profession.

10. Time Management

Learn how to manage your time more effectively from conducting assessments, interviews and follow-up to how to manage your case load, referrals and documentation.