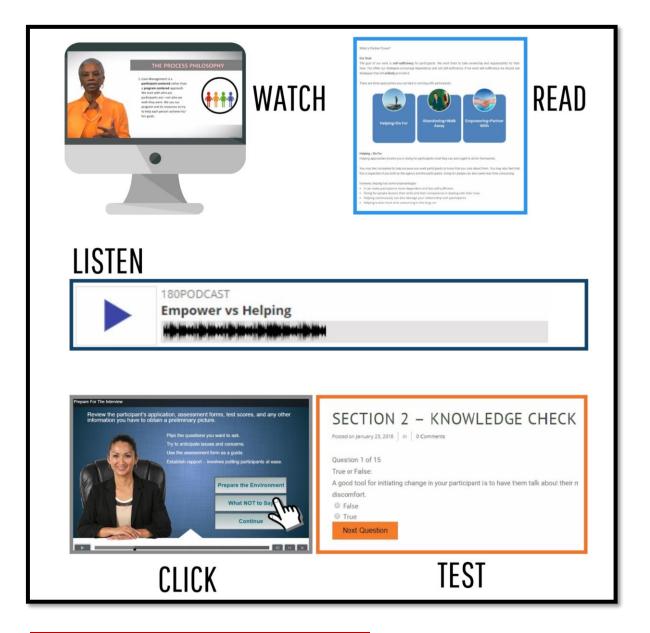
Dr. Beverly Ford's CASE MANAGEMENT CERTIFICATION



ONE-OF-A KIND MULTI-MEDIA LEARNING FORMAT 10 + hours of content



COURSE COMPETENCIES

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Collaboration

•

- Communication
 - Problem Solving
 - Stress Management

Organizing Skills

Customer Service •

Critical Thinking

- Time Management
- Negotiation and Conflict Resolution (Influence)
- Leadership
- workforce 180



DR. BEVERLY FORD

The entire course is based on her incredible 30+ year career assisting frontline workforce professionals from around the country! Everyone learns with Beverly's unique, upbeat and optimistic style, as well as, her ability to connect, teach and inspire!

| CASE MANAGEMENT 1 | | |
|--|--|---|
| SECTION 1 THE FOUNDATION | SECTION 2 THE PROCESS | SECTION 3 THE CASE NOTES |
| Introduction | Introduction | Introduction |
| What is Case Management? | Effective Assessment | Managing Your Caseload |
| Helping vs. Empowering | Motivating the Unmotivated | Case Notes For You |
| The Process of Case Management | Power of Partnership | Following Up |
| Knowledge Check Exam | Knowledge Check Exam | Knowledge Check Exam |
| Handouts | Handouts | Handouts |
| CASE MANAGEMENT 2 | | |
| SECTION 1 FOUNDATIONAL SKILLS | SECTION 2 ENHANCING THE PARTNERSHIP | SECTION 3 ADVANCED TOOLS |
| I CONDATIONAL SINILLS | | ADVANCED TOOLS |
| Hear Them Out | Sharing YOUR Story | Expanding Your Bag of Tricks |
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| Hear Them Out | Sharing YOUR Story | Expanding Your Bag of Tricks |
| Hear Them Out Influencing Attitudes and Behaviors | Sharing YOUR Story Putting It All Together | Expanding Your Bag of Tricks Crisis Case Management |
| Hear Them Out Influencing Attitudes and Behaviors The Difficult Conversations | Sharing YOUR Story Putting It All Together Strategies for Problem Solving | Expanding Your Bag of Tricks Crisis Case Management |
| Hear Them Out Influencing Attitudes and Behaviors The Difficult Conversations Knowledge Check Exam | Sharing YOUR Story Putting It All Together Strategies for Problem Solving Knowledge Check Exam SECTION 4 | Expanding Your Bag of Tricks Crisis Case Management Knowledge Check Exam |
| Hear Them Out Influencing Attitudes and Behaviors The Difficult Conversations Knowledge Check Exam Transform | Sharing YOUR Story Putting It All Together Strategies for Problem Solving Knowledge Check Exam SECTION 4 THE WIOA CONNECTION | Expanding Your Bag of Tricks Crisis Case Management Knowledge Check Exam |
| Hear Them Out Influencing Attitudes and Behaviors The Difficult Conversations Knowledge Check Exam Transformi Prog | Sharing YOUR Story Putting It All Together Strategies for Problem Solving Knowledge Check Exam SECTION 4 THE WIOA CONNECTION ing Case Managers Into WIOA Caree | Expanding Your Bag of Tricks Crisis Case Management Knowledge Check Exam er Planners |

DETAILS and OPTIONS

- 10+ hours of learning
- Testing and Certificates
- Access from any device, anytime, anywhere
- Group Discounts available
- Pay Now Train Later option





WWW.WORKFORCE180.COM/CASE

INFO@WORKFORCE180.COM

917-549-3909