



Dr. Beverly Ford's CASE MANAGEMENT CERTIFICATION



ONE-OF-A KIND MULTI-MEDIA LEARNING FORMAT

10+ hours of content

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TEST

COURSE COMPETENCIES

- Collaboration
- Communication
- Critical Thinking
- Customer Service
- Leadership
- Organizing Skills
- Problem Solving
- Stress Management
- Time Management
- Negotiation and Conflict Resolution (Influence)



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
Hear Them Out	Sharing YOUR Story	Expanding Your Bag of Tricks
Influencing Attitudes and Behaviors	Putting It All Together	Crisis Case Management
The Difficult Conversations	Strategies for Problem Solving	Knowledge Check Exam
Knowledge Check Exam	Knowledge Check Exam	
SECTION 4 THE WIOA CONNECTION		
Transforming Case Managers Into WIOA Career Planners		
Progressive Employment as a WIOA Solution		
Connecting WIOA Career Planners to Business Services		
	Knowledge Check Exam	

DETAILS and OPTIONS

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





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