



Dr. Beverly Ford's CASE MANAGEMENT CERTIFICATION





Created in partnership with Dr. Beverly Ford and based on her lifelong experiences, beliefs, teachings, workshops and award-winning books.

Dr. Ford is the most recognized workforce industry expert when it comes to Case Management. She has traveled the country for more than 20 years, assisting workforce organizations and their staff members with utilizing best practices to achieve desired outcomes.

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

The collage illustrates four learning formats: **WATCH** (a video player showing a presentation slide titled 'THE PROCESS PHILOSOPHY'), **READ** (a document with icons for 'Helping Your Self', 'Helping Others', and 'Helping the Community'), **LISTEN** (a podcast player for '180PODCAST Empower vs Helping'), and **TEST** (a quiz interface for 'SECTION 2 - KNOWLEDGE CHECK' with a question about initiating change).

COURSE COMPETENCIES

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

COURSE TOPICS

CASE MANAGEMENT 1 (5 hours)

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 (7+ hours)

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	

CASE MANAGEMENT 3: BECOMING A JOB COACH (7+ hours)

SECTION 1: CLEAR STATE	SECTION 2: CURIOSITY & EXPLORATION	SECTION 3: CONNECTION & TRUST
The 5 Frames of Coaching	Nudge for Change Part 1	Model of the World
What's Your Why?	Nudge for Change Part 2	Introduction to the Demonstrations
Perceptions & Projections Part 1	System 1 & System 2 Thinking	Pacing Demonstration
Perceptions & Projections Part 2	The Theories Behind Change	Building Connection & The PEARLS System
Beliefs and Filters	Putting it all together	
Body Language & Positivity	Language of Influence Part 1	
Emotional Intelligence	Language of Influence Part 2	
Empathy		
SECTION 4: CHANGE & INFLUENCE		
Strengths		
Values		
Eliciting Values Demonstration		
Beliefs		
Limiting Beliefs Demonstration		
The Change Process		
Desired Outcomes Demonstration		
Way2Work		
Goal into ACTIONS		



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