



*Dr. Beverly Ford*



## CASE MANAGEMENT COURSE CURRICULA

### CASE MANAGEMENT 1: MOTIVATING 5+ HOURS

SECTION 1 THE FOUNDATION	SECTION 2 THE PROCESS	SECTION 3 THE CASE NOTES
Introduction What is Case Management? Helping vs. Empowering The Process of Case Management Knowledge Check Exam Handouts	Introduction Effective Assessment Motivating the Unmotivated Power of Partnership Knowledge Check Exam Handouts	Introduction Managing Your Caseload Case Notes For You Following Up Knowledge Check Exam Handouts

### CASE MANAGEMENT 2: PARTNERING 9+ HOURS

SECTION 1 FOUNDATIONAL SKILLS	SECTION 2 ENHANCING THE PARTNERSHIP RELATIONSHIP	SECTION 3 ADVANCED TOOLS
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	Expanding Your Bag of Tricks Crisis Case Management 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: COACHING 5+ HOURS

MODULE 1: CLEAR STATE	MODULE 2: CURIOSITY & EXPLORATION	MODULE 3: CONNECTION & TRUST
Module 1 - Introduction to Clear State The 5 Frames of Coaching What's Your Why? Perceptions & Projections Part 1 Perceptions & Projections Part 2 Beliefs Filters Body Language Positivity Emotional Intelligence Empathy	Module 2 - Introduction to Curiosity & Exploration Nudge for Change Part 1 Nudge for Change Part 2 System 1 & System 2 Thinking The Theories Behind Change Putting it all together Language of Influence Part 1 Language of Influence Part 2	Module 3 - Introduction to Connection & Trust Model of the World Introduction to the Demonstrations Pacing Demonstration Building Connection & The PEARLS System

#### MODULE 4: CHANGE & INFLUENCE

Module 4 - Introduction to Change & Influence  
 Strengths  
 Values  
 Eliciting Values Demonstration  
 Beliefs  
 Limiting Beliefs Demonstration  
 The Change Process  
 Desired Outcomes Demonstration  
 Way2Work  
 Goals into ACTIONS