

# CASE MANAGEMENT CERTIFICATION

ALL NEW - 100% WEB-BASED AND SELF-PACED - INCLUDES ALL EXAMS FOR CERTIFICATION

## CASE MANAGEMENT 1: MOTIVATE 5+ HOURS

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

## CASE MANAGEMENT 2: PARTNER 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	Sharing YOUR Story Putting It All Together Strategies for Problem Solving	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		

## CASE MANAGEMENT 3: COACH 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 & 2 Beliefs & Filters Body Language Positivity Emotional Intelligence	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 & PEARLS System

## MODULE 4: CHANGE & INFLUENCE 3 + HOURS

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
--

## CASE MANAGEMENT 4: ALL ABOUT YOU 3+ HOURS

Understanding the Importance of YOU Self-Care Strategies for Case Managers Inspiration as an Improvement Tool	Building Motivation and Resilience Effective Communication and Boundaries Continuous Learning and Professional Growth	Technology for Efficiency and Well-Being Creating a Supportive Work Environment Long-Term Career Growth
Course Conclusion and Action Plan		