



DWI Case Management

The best case manager you can possibly be!

DWI's Case Management Certification helps you and your team obtain specific case management skills that take you to a person-centered relationship with your clients. Our best practice training on case management is designed to enhance client interaction, provide clear case management guidelines and boost daily interactions from transactional to transformative. Learn how to make your clients accountable and vested in their journey!

PROGRAM OVERVIEW

7-week program covering 7 best practice topics (2-hour LIVE interactive sessions per week):

Person Centered Planning – It is essential to tailor case management services to the wants, needs, values, and goals of the client. By implementing person-centered planning into daily work with clients, case managers will have an easier time gaining rapport and establishing accountability.

Motivational Interviewing is an evidence-based practice used to help individuals identify what needs to happen in order to accomplish a short-term or long-term goal.

Case Notes Excellence focuses on the human element of case documentation. Case notes are critical from a compliance perspective, but they should also tell the story of an individual, showcasing their trajectory.

SMART Goals — SMART Goals are Specific, Measurable, Attainable, Realistic, and Timely; these components ensure that goals are reasonable and appropriate for your clients. With the easy structure of SMART Goals, we can ensure that our case managers know how to position clients for success.

Ethics, Extreme Customer Service and De-escalation focuses on how to recognize and navigate through difficult situations. Often as a case manager, you will encounter clients in active crisis. It is critical to know how to de-escalate a situation while following ethical guidelines.

Diversity and Inclusion, Cultural Competency and Unconscious Bias focuses on how to recognize diversity, be culturally competent and inclusive when working with clients. We discuss how to be aware of unconscious bias as case managers interact and serve clients.

Best Practices with Special Populations – Focus on being able to recognize symptoms of mental illness, human trafficking, domestic violence and PTSD.

- Live interactive activities and feedback
- Includes handout notes, practice monitoring tool, activity handouts and learning resources
- 1-2 hours of application/homework to be completed before the next live session
- Assessment quiz per each unit
- Discussion of outcomes, challenges and homework

SUBJECT MATTER EXPERT

This training is designed to provide a deep understanding of case management best practices and employs a range assessments tools and techniques used to monitor and guide case managers as they take their implementation skills to transformative heights.

- Live interactive activities and feedback during 2, 3-hour sessions.
- Includes handout notes, practice monitoring tool, activity handouts and learning resources
- 1-2 hours of application/homework to be completed before the next live session
- Assessment quizzes
- Discussion of outcomes, challenges and homework
- 1 hour follow up coaching session 2 weeks after completion of course
 - Provide supportive conversation to rationalize assessment of case manager
 - Opportunity for feedback, questions, challenges, personal discussion
 - Exit assessment for DWI certification/Final Exam
- 1 hour follow up after case managers complete training

Register for Case Management

Register for Case Management SME

Let's get to work!

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About Dynamic Works:

Dynamic Works offers 300+ virtual, interactive courses, coaching and live webinars to transform the value and success individuals, corporations and community-based organizations derive from their work.

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