

Case Management

Dynamic Works 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 designated to enhance client interaction, provide clear case management guidelines and boost daily interaction 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 is a foundational piece of case management that puts case managers in the correct mindset to truly help an individual find and maintain success. DW understands that it is essential to tailor case management services to the wants, needs, values, and goals of the customer. By implementing person-centered planning into daily work with clients, case managers will have an easier time gaining rapport, building a strong relationship, and establishing accountability.

Motivational Interviewing is an evidence-based practice that has been used in case management for over 30 years, helping individuals identify what needs to change and take place to accomplish a short-term or long-term goal. Motivational Interviewing is broken into four pillars (engagement, focusing, eliciting & evoking, and planning) which helps ensure that all sessions are goal-oriented and productive. Motivational Interviewing is proven to help with client engagement, goal identification, and long-term growth.

SMART Goals focuses on the skills case managers need to create quality, short-term and long-term goals with clients. When establishing goals, it is imperative that case managers collaborate with the individual and being to establish client accountability. SMART Goals are Specific, Measurable, Attainable, Realistic, and Timely; these components ensure that goals are reasonable and appropriate for our clients. The goal identification and implementation process is no easy feat; however, with the easy structure of SMART Goals, we can ensure that our case managers know how to position our customers for success.

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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Case Note 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, showing their progress towards goals. There are simple tips and strategies that can help case managers be more active during sessions, demonstrate better active listening skills, and overall, write better case notes with less effort.

Extreme Customer Service and Verbal 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. This session will review techniques and strategies to ensure Case Managers are prepared to interact effectively with clients.

Diversity, Cultural Competency, Unconscious Bias, Navigating Generational Differences and Growth Mindset 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. We dive into generational differences in the workplace and provide insight into promoting a Growth Mindset.

Special Populations, Trauma Informed Care and Self-Care focus on critical professional skills for case managers. In this unit we focus on being able to recognize unique needs of special populations. We will discuss how to practice trauma informed care and sensitivity as well as how to implement your own self-care.

Includes:

- Live interactive activities and feedback
- Includes handout notes, 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

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