

THE CAPTAIN AND COACH APPROACH **TO CASE MANAGEMENT**

Presented by Larry Robbin

Executive Director of Robbin and Associates

Over 45 Years of Workforce Development Experience!

Trained Over 100,000 People! Worked With More Than 1000 Organizations!

While much has changed in the world of workforce development over the last few decades, the approach to case management has remained relatively the same. Clients report that case management often feels like a subservient relationship with the case manager having all the power. Hard-to-employ adults and youth do not respond well to this dynamic because it feels too dominating even when done by the most well meaning case managers. This old approach to case management actually inadvertently works against people making employment progress because it activates the resistance to authority figures that is common in the hard-to-employ.

Case managers also report a lot of frustration with the current model. Hard-to-employ clients do not follow through on what has been discussed in the case management sessions. Many case managers feel like they often work harder to help the client than the clients work to help themselves. Case managers are tired of the relapse into old behaviors that is a chronic problem with these individuals. In spite of these problems case managers are still working in an old model because they don't have another way of working. Case managers are burning not only because of large caseloads, but also because of the on-going use of antiquated ineffective approaches to case management. These are some of the limitations and gaps between the traditional case management model, hard-to-employ clients of today and the needs of today's jobs and workplaces. It is clear that current case management practices have not kept up with either the changes in the populations we serve or the modern needs of the world of work.

The Captain and Coach Approach to Case Management is a revolutionary new approach to working with adult or youth clients. This radically different way of working addresses these issues and takes employment counseling to a new place designed to empower people to lead their own employment process. It changes the entire paradigm of the old relationship starting with orientation, the very first words the staff person says in the initial session and continues to change everything about the staff and client dynamic.

In this new model, clients and staff are seen as a team with the client in the role of captain and the staff person in the role of a supportive coach. The coach guides the client through a goal setting, option sorting and decision making learning process. The coach also helps the client assemble a support team of pro-work individuals that will provide wrap around support to help the client make consistent progress. The client makes choices and takes responsibility for their outcomes. They lead and make progress like the captain of a sports team with the backing of their coach.

Here are some of the things you will learn in this training.

Conduct an assessment of your current case management style and see what parts of it are and are not working like a coach and shift all of what you do to the coach model!

Learn how to shape your earliest contacts with clients so the roles of captain and coach are established and you can move forward like a team.

Get new ideas for assessment, motivation, dealing with barriers to employment, employment plans, job search, retention and more as you work from a coach perspective!

Learn to see the process of working with the client through their eyes and make your work more client friendly! Build tighter rapport with your clients so they really bond to working with you in a captain and coach relationship. Work together as a team to overcome the challenges they face and celebrate their victories!

Learn how and when to use the powerful compassionate confrontation approach. Find out how to deliver hard messages in a soft way that does not sound like anger, but like deep and sincere concern for the person's well being. Point out how their strengths can be used to overcome their barriers. Give people hope and empower them at the same time you clearly point out what is holding them back from achieving success and watch them make progress like never before!

Help clients assemble a team of people that they can use like a think tank and support system. Find out how your role as coach to the team can give it direction and make it an effective collaborative effort in the lives of your program participants. Reap the many benefits of helping people surround themselves with a team they will lead and one that will lead them to new levels of success!

Get a set of handouts you can use with your clients designed specifically to help implement the coach and captain approach to case management!

Stop wasting your time with antiquated approaches to case management! Put your work at the cutting edge of the best practices in case management by bringing the Captain and Coach Approach to Case Management to your organization now!

For further information on this workshop contact Robbin and Associates at larry@larryrobbin.com or 510-834-8524. For more information about the other consulting and training topics provided by Larry Robbin, his clients and to sign up for his free newsletter and download the free job seeker handouts go to www.LarryRobbin.com.