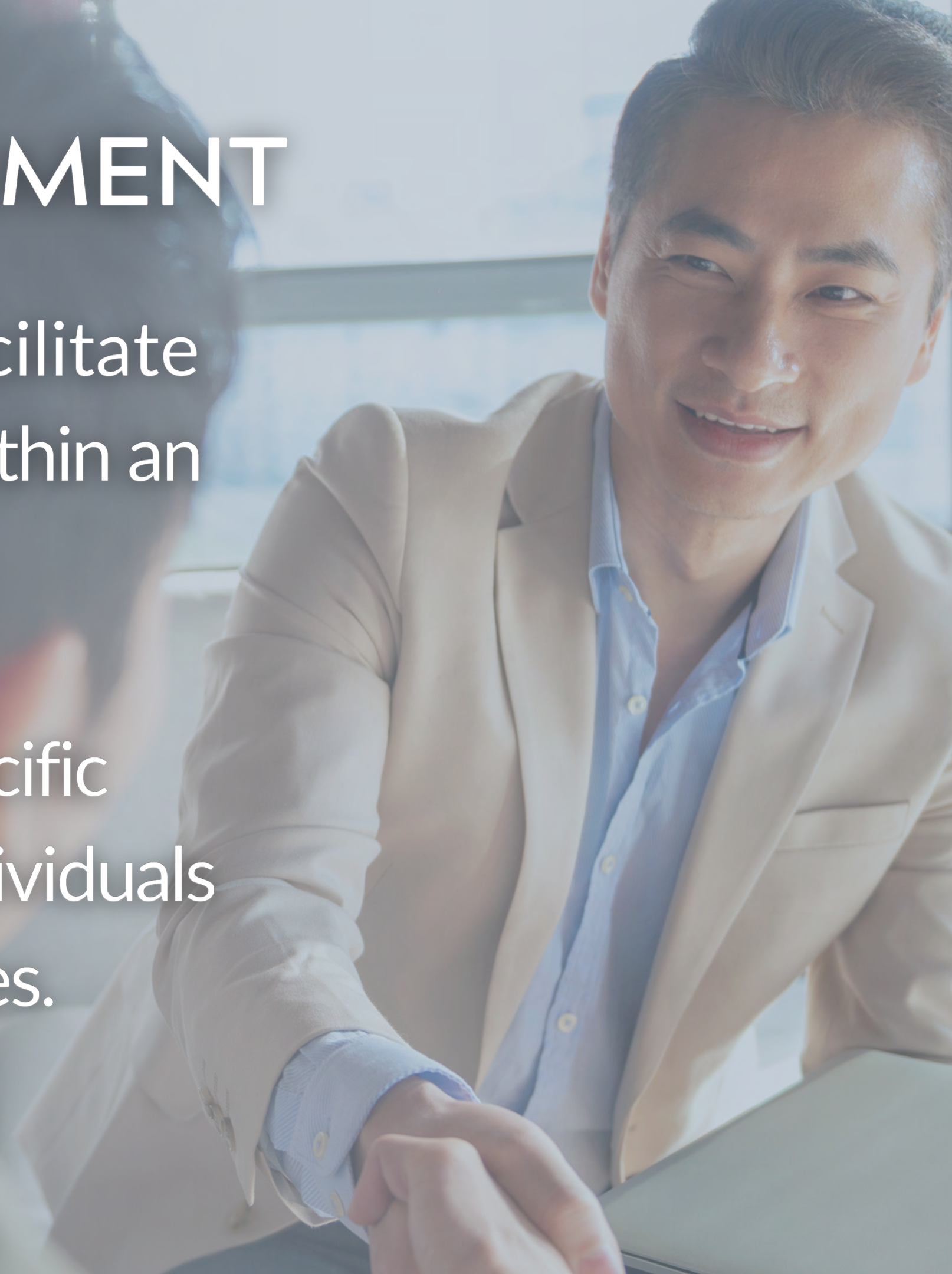


# DEFINING CASE MANAGEMENT

A system of delivery designed to facilitate achievement of expected outcomes within an appropriate length of time.

This is accomplished by identifying specific patterns and using them to *manage* individuals to ensure expected or desired outcomes.





# PITFALLS TO CASE MANAGEMENT

- The words themselves
- Staff programmatically focused
- Customer screening for enrollment-based programs
- Designed to meet contract & monitoring needs
- *Ownership* of the customer
- Program & services remain siloed
- One size fits all approach





# CAREER COACHING

- Guides
- Emphasis on people
- Listens
- Asks questions
- Co-creative

# CASE MANAGEMENT

- Directs ●
- Reports results ●
- Tells ●
- Creates processes ●
- Top-down approach ●



# TEACHING, ADVISING, & COUNSELING IS NOT COACHING

Training/Advising

Mentoring/Counseling

Coaching

- Sharing knowledge/expertise
- Teaching skills
- Addressing deficits

Asking questions/listening  
Generating options  
Gaining commitment

Listening/asking questions

- Sharing expertise
- Building on strengths
- Committing to next steps



# THREE CORE COACHING SKILLS

- **Listen** like a *coach*
- **Think** like a *coach*
- **Speak** like a *coach*

# LLR

