

# Case Management Training

presented by: Brain Squared Solutions

**Dates: September 7, 27 & 30**

**Location: Bass Room 2600 Stanwell Dr Concord**

**Time: 9:00 – 4:00**

**you must attend all three workshops in this series to receive credit on your transcript!**

## Implicit Bias and Cultural Humility

Bias comes in all different shapes and sizes, from race and socioeconomic class to political affiliation or even job description. Education and expertise can also unintentionally generate bias. This course demonstrates the ways in which biases can be unconscious and automatic, and the impacts these biases can have on customers and clients. Cultural humility can help us be aware of our own biases by examining our own personal culture and learning to be open to the experiences and traits that help to shape the culture of other individuals. This workshop provides insight into why our brains evolved to create biases, and tools to designed to increase awareness of our biases such that we can minimize the potential impacts, as well as understand and practice cultural humility.

## Client Engagement, Listening and Time Management

This workshop will focus on professional techniques to improve customer engagement. This workshop will examine how trust and credibility are built through effective rapport building skills, including listening, and time management. We will review activity versus productivity, and the importance of dependability and punctuality in customer service. Participants can also expect to navigate skills to support dealing effectively with challenging behaviors.

## Strength-Based Practices, Motivational Interviewing and Goal Setting

This workshop incorporates the principles of strength based practices while exploring the skills needed to conduct a successful motivational interview that encourages clients to move forward into goal setting. This workshop helps participants learn to identify strengths, and provides interviewing techniques and tools that will help build rapport, and trust with the participants clients and explains motivation and follow through the from an emotional and neuroscience perspective.

Sign up via:



Staff Development

**SMART** System



Staff Development

925-608-4570 [staffDev@ehsd.cccounty.us](mailto:staffDev@ehsd.cccounty.us)

*Supervisor Approval needed*