



# Case Management

**Build staff resilience and improve case management outcomes**



Case managers across all industries share the common goal of supporting clients dealing with challenges to achieve quality outcomes. Thriving in this role requires strong communication and relationship building skills, the ability to evaluate complex situations and solve problems, and being able to develop and use strategies to manage the pressures of the role.

Skills can help you equip your team with the knowledge and skills needed to build their resilience and improve case outcomes for both your organisation and your clients.

## What are the benefits?

### For the **LEARNER**

- Communication and interpersonal skills are developed to build effective relationships
- Management of personal wellbeing is improved
- Resilience building strategies and techniques are developed

### For the **EMPLOYER**

- Stronger client relationships
- More effective stakeholder engagement and management of client expectations
- Improved management and prioritisation of caseloads

## What qualifications are available?

### New Zealand Certificate in Case Management (Level 5)

This qualification is ideal for people who work in private or public sector organisations that take a client-centred approach to case management. Cases may involve personal, social and legal situations in a range of contexts and complexities and will involve working with a diverse range of people and relevant resources to promote quality outcomes.

Graduates will be armed with the skills and knowledge to practice ethically and professionally in a case management role in New Zealand's diverse, multicultural environment. They will develop skills in managing and administering case files, prioritising and planning work to deliver services to clients, and maintaining personal safety and wellbeing.

**Note:** This qualification requires an organisation to apply a client-centred case management practice model and processes.



## How are the qualifications achieved?

### Assessment Resources

Skills can provide assessment resources to use in conjunction with the training your organisation is providing.

## What other solutions does Skills offer?

The Skills Group offers a wide range of solutions to build your team's capability. This includes a range of short courses that are delivered in partnership with IMNZ.



### MANAGING CONFLICT AND DIFFICULT CONVERSATIONS

The way we feel about conflict drives our behaviour and has an impact on the people around us.

This course will give you insight into the conflict behaviour of yourselves and others. Learn how to prevent and manage conflict, rather than just react to it, and try out approaches that support positive outcomes.



### MANAGING PRESSURE AND BUILDING RESILIENCE

Our current state of mind determines our reactions to change, to instances beyond our control and the way in which we handle pressure.

This course will provide you with the techniques to help you develop your thinking and emotional resilience, help control your unconscious reactions, become more understanding of corporate and organisational pressure and how best to respond.



### TAILOR-MADE SOLUTIONS

We deliver off-the-shelf and bespoke solutions to the challenges facing today's highly complex, competitive and diverse environments.

Our solutions are designed to engage your people, shape underlying attitudes, and drive productivity.

Tailored to your needs, this may include in-house workshops, coaching and mentoring sessions, or even developing e-learning for your business.

## Why choose us?

At Skills, our focus is to build New Zealand's workplace capability. We help organisations and their staff grow competencies, improve performance, and build leadership capabilities. After decades in the industry, we know about effective workplace learning.

## Ready to get started?

The team at Skills are happy to discuss your needs, the wide range of solutions we have available and how we can empower you to reach your business goals. Call us today on 0508 SKILLS (0508 754 557)