



CASE MANAGEMENT CONFERENCE

October 30 & 31, 2000
Netherlands -

The Working Model

What are the attitudes and behaviors of a “good” case manager?

For a person to “buy-in” to the long-term, challenging case management process, s/he must respect and trust the case manager. The same holds true in reverse. These concepts are not negotiable.

This trusting, respectful relationship does not come easily or instantaneously. It is build over time. It usually requires many personal contacts and struggles. A case manager can help this relationship come about by:

- ◆ **Conveying respect:** a smile and warm welcome helps;
- ◆ **Listening:** keeping one’s mouth shut despite the urge to interrupt while the participant talks;
- ◆ **Being non-judgmental:** avoiding the urge to criticize the participant when his/her opinion or choice appears “wrong”;
- ◆ **Letting business wait:** avoiding the urge to jump into the social-service issues that appear so pressing; and instead taking time to know the participant as a person;
- ◆ **Recognizing when it is okay to deal with “serious stuff”;**
- ◆ **Caring**
- ◆ **Working with the participant** to find a strategy s/he can “buy-in” to for dealing with his/her needs;
- ◆ **Showing integrity:** being careful not to make unrealistic promises, always striving to come through with what is promised, and “owing up” to mistakes;
- ◆ **Being firm,** and insisting that the participant fulfill any promises s/he has made or agreements s/he has committed to;
- ◆ **Being clear** about expectations, and challenging the young person to rise to his/her potential.