Solution-Focused Guide to Case Management and Case work

Chapter 1
The Solution-Building Case management/Case work: Definitions and Meanings
a. Casework: Definitions, problem focused vs. solution focused
b. Case management: Definitions, problem focused vs. solution focused

Chapter 2
Solution-Building Perspective for Case Management/Casework
a. Moving from problem to solution talk: Client as expert.
b. Approaching the client from a “Not knowing” position.
c. Actively listening to the client
d. Every client is a customer for something.

Chapter 3
Solution-Building Tools in Case Management/Case Work
a. Using questions as tools for change
b. Affirming what the client is doing right.
c. No matter the problem, there are always exceptions.
d. Using the “miracle question” to detail client goals
e. Leading from one step behind.
f. Scales: Using numbers to help clients realize how far they’ve come, and where they want to go.
g. Using coping questions to uncover client personal and social resources
h. Forming solution-building conversations with clients

Chapter 4
Beginning the Case Management/Case Work Relationship
a. Joining with client
b. Seeding change with the best hopes question.
c. Moving from best hopes to client goals.
d. Changing client narratives from problems to solutions.

Chapter 5:
Affirming Client Strengths and Resources
a. The three rules of solution-building
b. Keeping the focus on what clients do to make their lives better.
c. The inevitability of change

Chapter 6:
The Thinking Break
a. Advantages for taking a break for case workers/case managers
b. Advantages of a thinking break for clients
c. Constructing useful feedback.

Chapter 7:
Next Meetings: E.A.R.S.
a. Using EARS: elicit, amplify, reinforcing, start again
b. Staying on track.

Chapter 8:
Solution Focused Coordination with Overlapping Agencies
a. Maintaining client as expert
b. Teamwork with collateral agencies and resources
c. Case manager as ombudsman: advocating and brokering.

Chapter 9:
When Things are Good Enough
a. Keeping it brief.
b. Affirming client successes and competencies
c. Case management services as an intermittent resource

Chapter 10:
Building Solutions within Diverse Relationships
a. Building solutions with mandated clients
b. Working with clients with long-term conditions: mental health and physical impairment.
c. Addressing Crisis and Suicide

Chapter 11:
Self-Care and Ethics for Case Managers/Case Workers
a. Ethics and Standards of Practice
b. Significance of Self Care
c. How to stay sane and do the job: strategies for coping.