



Florida Association for Community Action, Inc.

presents

The Accountable Case Management Training Approach

December 6 -7, 2016

**Capital Office Center, Building 2, Room 1220
2450 Shumard Oak Boulevard Tallahassee, Florida**

Participants in this two (2) day session will learn the principles and practices of effective case management along with the discipline of case management in a structured framework designed to lead them as well as their customers to achieve results.

This training provides the tools for case managers to acquire an understanding of case management practices; shows how to support clients to achieve their goals and the steps needed to chart a map to success.

A system of self-awareness and self-discovery goal setting techniques will be explored for use by the case manager and their customers. The Johari Window model is used to enhance soft skills, behavior, empathy, and cooperation, intergroup and interpersonal development.

This case management training offers the skills needed to become an effective case manager like awareness, interpersonal skills and competency. Attend this training so you too can produce outstanding results as you grow from the inside out!

Registration Fee: Members \$250 Non-Members \$300

All participants must attend and Sign in both days to earn Certificates of Completion

Click here to Register! <http://www.cvent.com/d/bvqit7>

About the Trainer

John W. Edwards, Jr., *MPA, CCAP, CLC, Certified ROMA Master Trainer*, President, John Edwards Consulting. Formerly Executive Director of Northeast Florida Community Action Agency, Inc. (NFCAA) from 1993 to 2014, Edwards has a Masters Degree in Public Administration and has completed numerous certified training sessions. He has a broad background and knowledge in: Program Policy Administration, Organizational Planning, Management Principles and Administration, Administrative Services Management, Budget Preparation and Control, Cost Accounting Principles, Contract Management, and Managing and Leading People. Edwards is a leadership, board of directors, management, and organizational problem-solving consultant with a track record of effectiveness. In total, Edwards has served in leadership positions for over 30 years. Under his leadership, he has directed agencies to exceed all performance standards.

Hotel Information **Use Group Code: FCA. Room Rate \$119.** Reservations can be made online or by phone. Reservations cutoff date is **11/14/2016**. **Homewood Suites Tallahassee: (850) 402-9400** <http://homewoodsuites3.hilton.com/en/hotels/florida/homewood-suites-by-hilton-tallahassee-TLHHWHW/index.html>