

More Than A Case Manager Mastering The Art of The Intake

Presented By: Briaina Webster



Series of Events



01

ICE BREAKER

02

CONNECTING

03

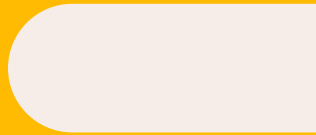
DEMONSTRATION

04

PRACTICE



We celebrate great talkers, but very rarely compliment great listeners.



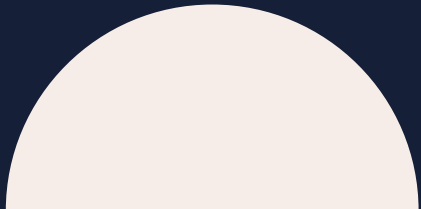
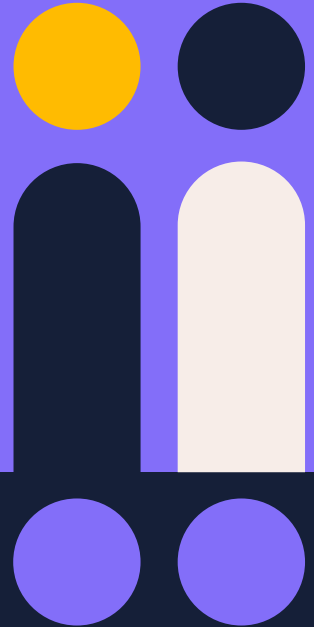
Concepts

Communication

- Verbal
- Non Verbal

Connection

- Listening
- Putting others before self
- Understanding





Connecting: The ability to identify with people and relate to them in a way that increases your influence with them.

—**DEFINITION**

To connect is to join, but to make
a connection there has to be
rapport.

~JOHN MARTIN



HOW TO TELL IF YOU'RE CONNECTING

Extra Mile

**Unsolicited
Appreciation**

**Unguarded
Openness**

**Increased
Communication**

**Enjoyable
Experiences**

**Emotional
Bondedness**

Positive Energy

Growing Synergy

Unconditional Love



3 Things Students and Parents are looking for

Do you care?

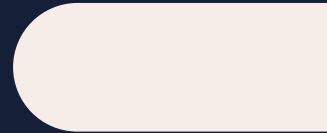
Safety

Can you help me?

Security

Can I trust you?

Certainty





FINDING COMMON GROUND

If you want to unlock my attention, you have but to convince me you want to be my friend

DO YOU CARE?

Not another student on your caseload.

- See the student first
- Loosen things up
- F.A.R.M

Familiar, Appearance, Recreation, Message



CONNECTING CONTINUED

Can't connect on F.A.R.M

- How's your day been?
- Do anything special? What's been good about it?
- Listen Intently to what they're sharing
- Show your human side



CAN YOU HELP ME?

Are you “selling” your service or helping?

- Stop being focused on the service you can provide
- What benefit can we be in addition to the service we provide
- Listen

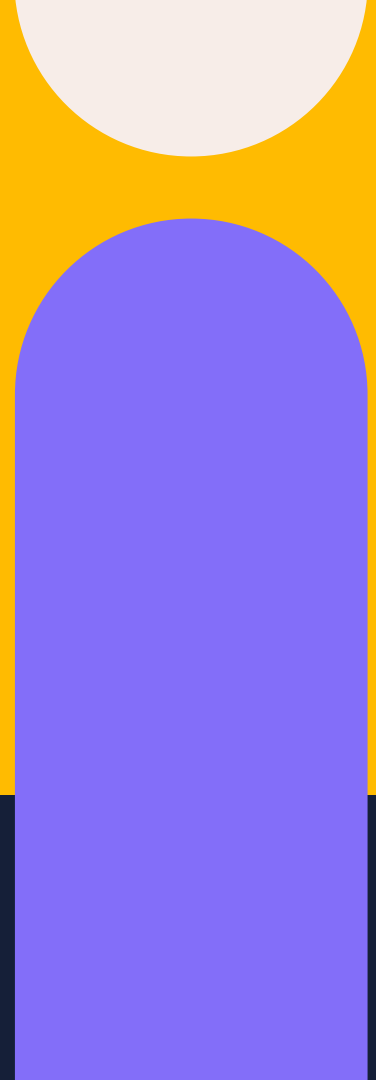


CAN I TRUST YOU?

SEEK FIRST TO UNDERSTAND

EMPATHIC LISTENING

- Listening~vs~Understanding
- Diagnose before Prescribe
- Understand needs, concerns, situation



AUTOBIOGRAPHICAL RESPONSE

Evaluate

You either agree or disagree

Advise

Give counsel and solutions to problems based on personal experiences

Probe

Ask questions from your own frame of reference

Interpret

Try to figure people out based on own motives



EMPATHIC LISTENING



EARS



EYES



HEART

AUTOBIOGRAPHICAL RESPONSES:

Joyce: My family didn't like my idea for our vacation.

Carlos: Next time, if I were you, I'd talk to Beth about it first. She always seems to know the best thing to do.



AUTOBIOGRAPHICAL RESPONSES:

Joyce: My family didn't like my idea for our vacation.

Mitch: I'm sure the only reason they didn't like it was because it was going to cost way too much. Don't take it personally



AUTOBIOGRAPHICAL RESPONSES:

Joyce: My family didn't like my idea for our vacation.

Kaila: Did you let your husband know about your idea before you told everyone?



AUTOBIOGRAPHICAL RESPONSES:



Joyce: My family didn't like my idea for our vacation.

Melanie: Yeah, that can happen if you don't spend much time thinking about it first.



WHEN TRYING TO COMMUNICATE



VISUALLY

Smile. Let's people know you're happy communicating with them

INTELLECTUALLY

Pausing

EMOTIONALLY

Facial expression, laughter, fun

What to think when you communicate



- Something I know but do not do, my communication is theoretical
- Something I feel but do not know, my communication is unfounded
- Something i feel but do not do, my communication is hypocritical
- Something I do but do not know, my communication is presumptions
- Something I do but do not feel, my communication is mechanical



THE ART OF SAYING NO



First

Match energy



Next

Seek first to understand



Next

Body Language



Next

Get clarity of understanding



Next

Give feedback they hadn't considered



Last

Cadence in voice



CONNECTION CHECKLIST

A	
B	
C	RAPPORT
D	
E	ENERGY
F	
G	
H	

I	BODY LANGUAGE
J	RELEVANCE/VALUE
K	
L	
M	
N	
O	
P	

Q	
R	
S	
T	
U	
V/W	
X/Y	
Z	APPLICATION



BOOK REFERENCES



- **Everyone Communicates Few Connect**
 - John C. Maxwell
- **7 Habits Of Highly Successful People**
 - Joyce: My family didn't like my idea for our vacation.
- **How To Win Friends and Influence People**
 - Dale Carnegie
- **Listen Up**
 - Larry Barker & Kittie Watson

Thanks!

Do you have any questions?

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