

# Suggested Certificate Programs for Professional Development Packages



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# Certificate in Case Management

*Case Management is a process used by professionals to help their clients find and address issues that are preventing them from achieving their goals. Case managers work collaboratively with all available resources to assess, plan, facilitate, and advocate for and on behalf of their clients. Through this process, case managers work to ensure that clients and their families receive positive, prompt, and cost-effective outcomes.*



*The Certificate in Case Management, developed by experienced professionals in collaboration with industry experts, explores the case management process and the skills necessary to manage client cases. The program will equip participants with the essential knowledge, skills, and confidence to meet the diverse needs of clients with special and complex needs while maximizing program efficiencies.*

*The Certificate in Case Management is a comprehensive introduction to case management for those who wish to take formal training. The program includes both case management theory and evidence-based skills development.*

*Topics covered:*

- *Engagement*
- *Assessment*
- *Analysis*
- *Case planning*
- *Monitoring and closure*



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# Certificate in Case Management (Specialization in Health Care)

*While there is no complete consensus concerning a definition of “care coordination,” healthcare professionals agree there are five common elements:*

- *Numerous participants are involved*
- *Participants are dependent upon each other’s knowledge, skills, and services*
- *Participants require knowledge about their roles and available resources*
- *Participants exchange information among themselves*
- *The ultimate goal of care coordination is to facilitate the appropriate delivery of healthcare services*

*The Certificate in Case Management – Specialization in Health Care, developed by experienced professionals in collaboration with healthcare experts, explores the care coordination process and the skills necessary to manage patient cases. The Certificate program will equip participants with the essential knowledge, skills, and confidence to meet the diverse needs of patients with special and complex needs while maximizing program efficiencies. The Certificate in Case Management – Specialization in Health Care is a comprehensive introduction to care coordination for those who wish to take formal training. The program includes both care-coordination theory and evidence-based skills development.*

*Topics covered:*

- *Introduction and engagement in care coordination*
- *Assessment*
- *Implementation and management*
- *Core functions*
- *Consensus building and monitoring*
- *Practical applications*



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# New Managers Certificate



*The New Managers Certificate is designed for those who are new to the manager/supervisor's role or aspire to be a manager/supervisor. Each day will allow the participants to network with others, discuss current challenges and ideas, learn from both the facilitators and peers, focus on learning, develop confidence, and gather tools and techniques that can easily be applied to the workplace.*

## *Topics covered:*

- *Basic leadership/management theories*
- *Communication*
- *Managing conflict*
- *Change and performance management*
- *Cultural awareness in the workplace*
- *Strategic thinking*
- *Effective teams*



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# Certificate in Collaborative Leadership

*With all the demands faced daily, many higher-level leaders and managers neglect their own professional development. It takes a focused and specific type of professional development to make a difference for higher-level leaders and managers. The Certificate in Collaborative Leadership is designed to provide exceptional professional development that keeps in mind their position's demanding nature, in terms of time requirements, structure, and activities.*

*After completing the Certificate in Collaborative Leadership, participants will have the knowledge and abilities to make a fundamental change to their organization to improve the work environment, morale, and productivity, and be able to influence others with enhanced inspiration, promotion, and engagement skills. This Certificate will make a major difference for participants, and by extension, their organization.*



*Topics covered:*

- *Developing high-level leadership competencies*
- *Maximizing results in an ever-changing workplace*
- *Creating workplaces that prioritize mental health for all*
- *Unlocking elite leadership potentials and abilities*



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# Certificate in Project Management



*Project management is a core competency in our rapidly changing environment. The Certificate in Project Management introduces participants to the fundamentals of project management and discusses and dissects topics such as what is a project, what defines success, management of stakeholders, communication, leadership, project lifecycles, risk, budgets, and schedules. This Certificate program emphasizes agile and change management skills which are important in today's environment.*

*At the completion of this Certificate program, participants will have the knowledge and skills to plan, manage and complete a project of any size.*

*Topics include:*

- *Project management fundamentals*
- *Project Leadership*
- *Project communication*
- *Change management*
- *Agile project management*
- *Project start-up, planning and completion*



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# Certificate in Mental Health Case Work

*Many, if not most, of the social issues affecting our communities are related to mental health. By addressing mental health issues, groups and organizations can make a major difference in the lives of their clients and their families. However, in many areas in Canada, the people tasked with working with people suffering from mental health issues have little formal training in the area, becoming quickly overwhelmed with the casework surrounding their positions, and often end up with their mental health suffering as well.*

*The Certificate in Mental Health Case Work is designed to give practical and functional information, as well as effective methods and strategies, to deal with the casework surrounding clients with mental health struggles. By the end of the five-day Certificate, participants will be better equipped to handle clients and their issues, help prevent an escalation in mental health issues for those clients, as well as better handle the stresses of the job and help lessen the mental health burden on themselves.*

*Topics include:*

- *Conflict resolution and de-escalation*
- *Anxiety and depression*
- *Impacts of abuse and trauma*
- *Trauma-informed care and working with vulnerable clients*
- *Suicide alertness and response*
- *Case management*
- *Self-compassion and care*



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# Customized Certificate

*The OCEPD is also willing to customize professional development and create a Certificate separate from what is suggested! Contact [pdp@upei.ca](mailto:pdp@upei.ca) for more information, and we will work with your organization to create what you need!*





# THANK YOU!

Contact [pdp@upei.ca](mailto:pdp@upei.ca) for more  
information!



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