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Columbia, MD 21046
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3 Easy Ways to Register!
*Fax: 410-381-1558
* E-mail: registration@mdworks.com
*Mail to: Maryland Works, Inc.
10270 Old Columbia Rd, Suite 100
Columbia, MD 21046-1854

How Case Workers Can Coach Their Clients From “I Can’t Do It” to “I Can Do It”

Wednesday, March 28, 2012

9:00 a.m. – 12 noon

Registration begins at 8:30 am

Join this interactive session to learn how to teach your client to move from “I Can’t Do It” to “I Can Do It!” This workshop will help you design a “*Success Plan*” that builds confidence, motivation, helps to define the *right* problem, identify obstacles and move past them. Learn about the “Listening for Significance” technique for getting to what is really holding the client back. **Learn how to:**

- Listen for what is most significant to the client;
- Understand the real meaning behind your clients words/actions;
- Get the most from conversations with your clients;
- Help clients identify their “Ideal Future.”
- Help your clients set clear, realistic goals;
- Help clients develop potential courses of action with concrete action steps, and “buy-in” to moving forward;

Facilitator: Maria Shepard Smith is a Certified Job and Career Transition Coach and Trainer. She has coached and trained individuals with barriers to employment for over 15 years. Maria has developed workforce development & training programs for human services organizations and community colleges. Maria also specializes in coaching individuals who feel they are “stuck” or at a crossroads and need to find their unique path. She is also an authorized Now What? Facilitator and a Certified NLP Coach.

Name _____ Title _____

Organization: _____ Email _____

Address: _____ City _____ State _____ Zip _____

Phone ____/____/____ Fax: ____/____/____

___ **Member @ \$50.00** (\$45.00 for each additional attendee from the same agency)

___ **Non-Member @ 75.00**

Method of payment: ___ Visa ___ Mastercard ___ Check enclosed (payable to Maryland Works, Inc)

Card number _____ Exp _____ CSC Code _____ (3 digit code on back of CC)

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Signature _____ E-mail: _____

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ADA Accommodations (please specify) _____

Deadline for special needs is two weeks prior to program date