

Power Influence Strategy Scenarios

You are the Leader of a COBRA case management team. Please review each scenario and consider influence strategies and power tactics you might use in carrying out the task at hand.

- Influence COBRA Program Director:

1. Getting permission to try a new quality improvement initiative which calls for contacting clients 24-48 hours before a scheduled appointment with a reminder; goal is reduced no-show visits.
2. Trying to get the COBRA Program Director to ease off your Team a bit and not micro-manage you and your Team's activities so much.
3. Requesting a budget increase to cover new unpredicted expenses for your Team.

- Influence your Team Members (CMT & CFW):

1. One of your CMTs is regularly late to work (about three times per week). You want this practice to stop.
2. Your Team consistently does a poor job in documenting their activity in progress notes. As a result, billing is less than it should be and performance measures lower than they should be. You want to see improvement here.
3. Too many times you see one of your CMTs at her desk and never out of the office. You want her to be out in the community serving clients and meeting needs.
4. One of your CFWs may be getting too politically involved during work hours. As a result, work is not being accomplished on-time and clients are missing services.

- Influence a peer Team Leader:

1. You want another Team Leader to join you on a quality improvement initiative to improve access to GYN services for clients. You need his support.
2. You have noticed that training in your COBRA program is somewhat lacking and Team members don't seem to be learning anything. Your COBRA Program Director may not receive this news too well and you want to seek out coalition partners before pushing for improvement.
3. One of the COBRA Teams is having problems and as a result their clients are suffering. The performance measures for the entire program are dropping and you want to see improvement ... for the good of all.

- Influence a Client:

1. One of your Team's clients has real *potential* to begin making her own decisions and assisting in getting herself to scheduled appointments. You want to encourage this and get this client moving forward.
2. Your Team has heard from a client's primary care manager that he is not following a prescribed medication regime. The physician has asked your Team to work with the client and influence him to take his medication.
3. Your Team has set up legal appointments for a client on three occasions and she has been a no-show on each occurrence. You know the client has some pressing legal matters and that Legal Services can help resolve them.