

# Lead With Impact: Elevating Your Voice & Value In Case Management

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## Objectives

- Will equip you with strategies to recognize your achievements and take control of your narrative
- Use power words to build confidence, and overcome self-doubt
- Apply strategies to present with confidence and clarity

## What is a Case Manager?

- ❖ Proactive
- ❖ Negotiators
- ❖ Advocates
- ❖ Critical Thinkers
- ❖ Resourceful
- ❖ Active Listeners
- ❖ Ethical
- ❖ Mediators
- ❖ Educators
- ❖ Diplomatic
- ❖ Problem Solvers
- ❖ Leaders
- ❖ Influencers
- ❖ Pioneers

3



## The Cognitive Blind Spot

When you don't recognize your professional value, it clouds the way you present yourself, and impacts how others perceive you

Owning your achievements = Clarity + Confidence = a Stronger Impact

## What we usually see...

These phrases blur individuality and can make strong candidates sound alike

- A visionary managed healthcare ...
- Capable healthcare nurse adept...
- Highly skilled strategic leader...
- Accomplished healthcare professional...
- High performing leader...
- Passionate and proven healthcare...
- Collaborated
- Participated
- Ensured
- Led
- Strong Interpersonal Skills
- Worked on
- Familiar with

5



- Streamlined
- Spearheaded
- Orchestrated
- Accelerated
- Maximized
- Boosted
- Outperformed
- Mentored
- Pioneered
- Mediated
- Amplified
- Delegated

6

## Power Words



Resumes



Meetings



Performance Reviews and Self-Evaluations



When requesting additional resources or increased responsibilities

7

## Let's Start at the Beginning, Your Career Started on Day One



8

### **Pioneered a new initiative?**

- *Pioneered a streamlined patient intake process, reducing wait times by 15%*

### **Precepted new staff?**

- *Precepted & mentored 5 new hires, strengthening team performance*

### **Become a Subject Matter Expert?**

- *Recognized as SME for discharge planning protocols, improving compliance scores*

### **Took charge?**

- *Led crisis response during COVID, ensuring safe staffing & continuity of care*

## Professional Introduction

- Greeting and Name
- Role and Company
- Relevant Skill/Experience
- Purpose
- Transition

I am a case manager with expertise in coordinating care, advocating for patients with chronic diseases. My background in [nursing/social work] equips me to bridge clinical knowledge with compassionate support, ensuring patients navigate complex systems with dignity and clarity. I am passionate about improving outcomes, reducing barriers, and empowering individuals to take an active role in their health and well-being

9

Expand Your Network  
Build a Strong Professional Brand  
Jobs  
Give Back & Stay Visible

### Your Profile

Picture  
Billboard  
About  
Work History  
Volunteer  
Publications  
Recommendations



## Join an Organization

1. Networking & Connections
2. Knowledge & Resources
3. Offers Peer Support
4. Career Development
5. Credibility & Recognition



11

## Final Tips & Takeaways

- ✓ Acknowledge and own your skills, accomplishments and contributions, individually and as a team!
- ✓ Use Power Words – everywhere!
- ✓ Get out there, LinkedIn and Organizations!
- ✓ Keep your resume updated and powerful!

12

## References

**Society For Human Resource Management, SHRM**

<https://www.shrm.org/>

**Lori Schellenberg, RN Stepping Stone Academy**

[steppingstoneadvocacy.com](http://steppingstoneadvocacy.com)

**HR Dive**

<https://www.hrdiver.com>

**Becker's Hospital Review**

<https://www.beckershospitalreview.com/>

13

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Thank  
you!

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**Connect with me!**

**Happy Case Management Week!**