



**PERSONALISED CARE
TRAINING ACADEMY**

Provided by Pathways CIC

HEALTH COACHING CORE SKILLS

PERSONALISED CARE IN PRACTICE

2 DAY PROGRAMME

A training programme that provides practitioners with the knowledge, skills and confidence required to incorporate health coaching skills into their work effectively.

The skills are universal and can therefore be applied to all Health and Social Care practitioners to bring about behaviour change, reduce health risks and inequalities and to help patients to navigate the wider health and social care system, empowering people to take greater control over their health and wellbeing.

Our course provides practitioners with the opportunity to develop a toolkit of health coaching and behaviour change skills and principles that they can apply within their work to structure conversations differently, to have better conversations that support self management and to deliver personalised care.

THE PERSONALISED CARE IN PRACTICE – HEALTH COACHING CORE SKILLS TRAINING PROGRAMME:

- ✓ Consists of seven modules delivered across two days
- ✓ Is suitable for all Health and Social Care practitioners to bring about behaviour change
- ✓ Where, due to PCN/Practice demands/commitments participants are unable to commit to 2 consecutive days of training, the programme can be undertaken flexibly over an extended time period dependent upon module availability



**PERSONALISED CARE
TRAINING ACADEMY**

Provided by Pathways CIC

✓ Has been developed with direct experience of recruiting, hosting and training people within ARRS (Additional Roles Reimbursement Scheme) posts

✓ Has been developed in collaboration with subject matter experts, a peer review group of service users with respect to what matters to them and Pathways staff currently delivering personalised care

✓ Is overseen by a GP Lead

✓ Is continuously improved following participants' feedback



12 CPD HOURS

Delivery Methods

✓ Sessions are currently delivered online via Microsoft Teams however delivery face to face at your choice of venue are also available to suit demand

Benefits

- ✓ Access online training on phone, tablet or desktop
- ✓ Breakout Rooms allow pairs and group working, and skills practice
- ✓ View presenter slides and fellow participant screens at the same time



To what extent did the programme/course meet your expectations and learning objectives?

94%

96%

Thinking about all aspects of the programme/course, how would you rate the provision of training?

How likely would you be to recommend this course to other professionals?

96%

The Personalised Care in Practice – Health Coaching Core Skills Training Programme comprises 7 modules

MODULES

Module 1

Personalised Care and the NHS Long Term Plan

In this module we will explore the importance and core concepts of personalised care and shared decision making within the context of the NHS Long Term Plan and appreciate the significant shift in approach from 'what's the matter with you' to 'what matters to you'. We will bring clarity to each of the ARRS roles and how they coexist to support patients collaboratively and maximise outcomes. We will also highlight the NHSE workforce development frameworks.

Module 2

What is Health Coaching?

This module provides an introduction to Health Coaching and develops an understanding of how applying coaching skills and techniques within your work to structure conversations differently can support people to take greater control of their health and wellbeing and deliver personalised care.

Module 3

Models of Behaviour Change

We will explore a range of behaviour change models (including but not limited to; COM-B, transtheoretical model of behaviour change, Stimulus Response theory) to develop proficiency in a range of health coaching tools that you can apply within your work to have better conversations that to have better conversations and support shared goal setting and self-management.

Module 4

Strategies of Behaviour Change

In this module we will look at techniques for eliciting behaviour change to develop a toolkit of health coaching and behaviour change skills and principles that you can apply within your work. Techniques will include motivational interviewing, active listening and OARS to build rapport and willingness to engage to encourage further conversation and elicit change talk to support behaviour change.

Module 5

Assessing patient activation and working with resistance

Understand the concept of patient activation and how it can inform a tailored health coaching approach. Explore methods of assessing patient activation and appreciate how people at different levels of activation might be thinking, feeling and behaving and how to work constructively with resistance in a non-judgmental way.

Module 6

Health Coaching in Practice

This module will look at topics such as caseload management, problem solving, record keeping, time management, roles and boundaries, referral generation and how to identify proactive opportunities in practice.

Module 7

Bringing it all together

This module will review the tools, techniques and strategies covered in the training so that you are able to apply health coaching approaches with confidence, in a wide range of situations, on a consistent basis to support patients.



ABOUT US

The Personalised Care Training Academy is the training arm of Pathways CIC, an award winning, forward thinking, innovative Social Enterprise operating since 2006.

Pathways CIC delivers a range of pioneering health, work and wellbeing programmes designed to create sustainable change for individuals and for local communities, with a focus on enabling people to live happier and healthier lives.

Pathways CIC has direct experience of recruiting, training and hosting staff under the NHS Additional Role Reimbursement Scheme (ARRS) and has staff supporting behaviour change through health coaching techniques on a wide variety of public sector contracts. This experience has informed the development of the Personalised Care in Practice – Health Coaching for Social Prescribing Link Workers training programme.

Pathways CIC is an ISO 9001 accredited organisation, therefore the PCTA seeks to continuously improve and gain feedback relating to each training module from participants to facilitate the continuous improvement of the training programme. Regular reviews will be undertaken to review the impact and effectiveness of training provided.



COURSE FEEDBACK



It has been an absolute pleasure working with the PCTA, they accommodated and agreed to work with us on a very different approach to the programme and worked with us to offer individual modules to delegates



RESERVING A PLACE

To reserve a place on our Health Coaching for Social Prescribing Link Workers Training Programme please click on the link on our website training page which will divert you to our EventBrite booking page.

If you'd like further information or are interested in commissioning a tailored programme please contact us using the details below:



0161 974 73 73



info@Personalisedcaretrainingacademy.co.uk



GET CONNECTED TO STAY UP TO DATE WITH NEWS AND COURSE DATES ON TWITTER

[@PCTAcademy](https://twitter.com/PCTAcademy)

