

HEALTH COACHING WORKSHOP - Tools for patient activation

Aim of this masterclass is to give you a **few simple tools** that you can **implement immediately** into your practice that will **encourage self management** in your clients, and improve **effectiveness** in client's implementation of nutrition strategies



How do you bridge the gap between nutrition theory and clinical application?

TRADITIONAL APPROACH

Referral /reason for consult

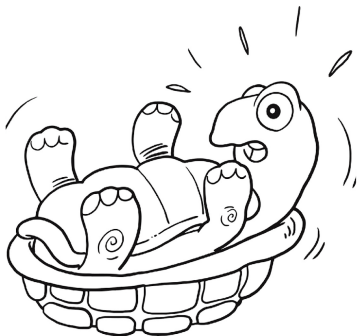
Assess and diagnose

Educate , provide information

Prescribe plan - areas to address

Review

What doesn't work about this approach?



The expert approach doesn't set clients up to succeed

Educating them without considering any prior knowledge creates discord and wastes time

Telling them everything with multiple action steps leaves them feeling overwhelmed - and then when they don't succeed they feel like failures

Fixing is exhausting and keeps the client passive

What promotes change?

- ✓ CURIOSITY (IE. OPEN ENDED INQUIRY)
- ✓ AUTONOMY - THE CLIENT IS DRIVING THE PROCESS
- ✓ EMPATHY & ACCEPTANCE
- ✓ FOCUS ON THE CLIENT'S PRIORITIES/AGENDA
- ✓ INSIGHT INTO OWN BEHAVIOUR
- ✓ EXPLORING IMPORTANCE OF CHANGE
- ✓ CLIENT-CHOSEN GOALS
- ✓ CLIENT FINDS THEIR OWN SOLUTIONS



Health coaching is a skill set

Provides the tools to **support people to change and maintain their health changes**

Helps you to tailor the way you communicate to help your clients find their own strategies to succeed

Health coaching promotes self management; self-efficacy, self-determination and self-responsibility

Health coaching = better outcomes (for you and your client)

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#Assumptions

Education leads to action - clients need to know **everything**

We assume clients are ready to take action and **make all the necessary changes**

Telling clients **WHAT** they need to do, results in them taking action

WHY

Why should I change?
How will things be better if I do change?

HOW

How will I do it?
Can I do it?
Can I overcome the barriers

Importance

Confidence

Readiness

Reference: Rollnick, Butler and Mason, 1999

Telling clients everything we know can waste precious time and lead to information overload



Clients often come to us with knowledge from different sourcesand bring experience from past success, failures, learnings...



Why don't clients feel confident/capable?

Feels overwhelming - **so many steps**

Don't know how - no **plan**

Don't know if they are **capable**

Don't think they have the **resources**

Competing priorities

Tried and failed before?

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Low confidence? Simplify complicated protocols



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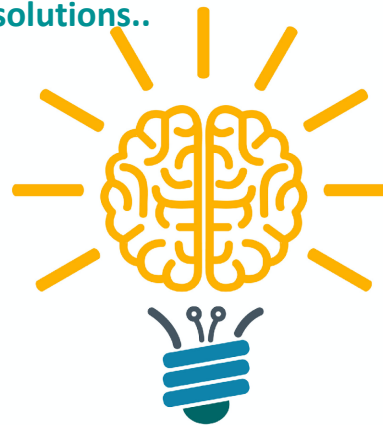
Don't give advice, or jump in with solutions..

Providing solutions for clients (Just do this! What I do is...) is not helpful and erodes their confidence

Support them to brainstorm ideas that could work

- build self efficacy
- Support autonomy
- Self responsibility (active participants)

We can help clients come up with solutions that honour their experience, knowledge preferences, and match their stage of change



Less 'what' and 'why'! Support them to plan the 'How'

Simplify - less information, less overwhelm

Stop telling, start asking - Find out

- What they already know & what information they need
- How confident they feel - Identify obstacles & what will help (resources, support)
- Identify Priorities - what they feel ready to change
- Rethink what provides value. Reconsider what is efficient and effective

1/3 Finding and filling the information gap

WHAT & WHY

1/3 Understanding and building confidence & readiness

HOW

1/3 Creating the plan - implementing suggestions

HOW

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Why add health coaching to your toolkit?



- Increases your effectiveness and saves time
- Clients feel heard and understood
- Empowers clients to overcome barriers and find facilitators to help them succeed
- Resistance decreases as you stop pushing clients to change
- Less pressure on you
- You may even begin to enjoy the challenging consults

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Health Coaches
AUSTRALIA & NEW ZEALAND ASSOCIATION

What's next?

Learn Health Coaching skills! - HCANZA Approved courses on website - hcanza.org

Partner with health coaches who are already trained in these skills who can support your clients with the implementation - Find a coach on HCANZA website

Contact Linda@hcanza.org



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RESOURCES



Podcast

Free webinar

Free client resources

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Podcast: The Health Coach Show

Courses in health behaviour change



Sharon Curtain & Shivaun Conn
Dietitians & Health Coaches

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