

Your Journey
Starts here

Personalised Care & Health Coaching Trainer/Facilitator Programme at a glance



Personalised Conversation (HC Skills 1)

15 hours in 4 half days over 4 weeks

1. Intro to Personalised Care and the 'PERSON' Skills

- Introduction and Welcome
- Personalised care
- Intro to the determinants of health and stages of change
- Communication Skills: all about the 'PERSON'

2. Intro to Personalised Care coaching skills

- What is Coaching and what it isn't
- Intro to a Coaching Mindset (Unconscious Bias, Drama Triangle)
- Communication Skills: Directive/Non-directive
- Scaling into Goal Setting

3. Tailoring your conversation to the person

- The Stages of Change Model
- Capability, Motivation, Opportunity, Activation to change
- Tailoring Support to the person
- Working with resistance and ambivalence

4. Navigating challenges in conversations

- People's Expectations (Equality, equity, individual needs)
- The balance of Rapport versus Challenge
- Unhelpful Beliefs
- Preparing for using coaching skills in practice

Further Skills
Development
5,6,7,8

Personalised Care & Health Coaching (HC Skills 2)

15 hours in 4 half days over 4 weeks

5. Intro to the T-GROW Coaching Model

- Introductions, overview & recap on Stage 1
- TGROW Coaching Model
- Skills practice
- Reflective Practice

6. Personalised Care Coaching Mindset 1

- A personalised approach: Thoughts, feelings & behaviours
- Creating the conditions - insights from neuropsychology
- Skills practice
- Developing Practice

7. Personalised Care Coaching Mindset 2

- Awareness of the inner game
- Building resilience and solution focused coaching
- Skill Practice
- A personalised approach to your setting

8. Learning from Practice together

- Learning in action
- Skills assessment
- Circles of support
- Feedback and plan for ongoing development

Coach
Practitioner

Personalised Care Trainer/Facilitator Practice

2 intensive days, plus 15 hours practice

9. Intro to being a trainer - Day 1

- Introduction to the programme
- Behaviour Change Theory underpinning the Materials
- Considering the lens of lived experience
- Challenges in training - facilitation, managing the virtual

10. Practice & the virtual environment - Day 2

- Establishing a Virtual Programme & Support Available
- Setting up the training online and Communities of practice
- Practice, observe and feed-back Training skills practice on Coaching Mindset Materials

11. Learning from Practice with Super Trainer

- Working with super trainer and co-deliver training
- Developmental Feedback against core capabilities

12. Learning from Practice together

- Observed by Super Trainer *personalised to trainers needs*
- Developmental Feedback against core capabilities,
- Attend quarterly Community of Practice
- CPD log, annually reviewed

Trainer
signed off as
competent