

# Helping patients gain the knowledge, skills, tools and confidence to become active participants in their care

## Mind-set Change



## Health Coaching

“..health coaching is a patient-centred, collaborative model grounded in theories of health behaviour change in which a coach collaborates with the patient to identify goals and action plans that maximize personal well-being and overall health.

Grounded in behaviour change science:

- ✓ Patients are experts in their own life
- ✓ Personalised
- ✓ Goals align with personal values
- ✓ Structured process
- ✓ Uses reflective enquiry
- ✓ Creates insight
- ✓ Empowering

Adapted from Olsen JM 2014

# Ingredients for Better Conversations

## Active listening

Being respectful and curious about the other person's experience

## Goals

Exploring what the person wants to achieve and why it's important to them

## Preparation

Reducing distractions and plan how to have the conversation



## Encourage Reflection

Using open questions to help the person explore and broaden their perspective

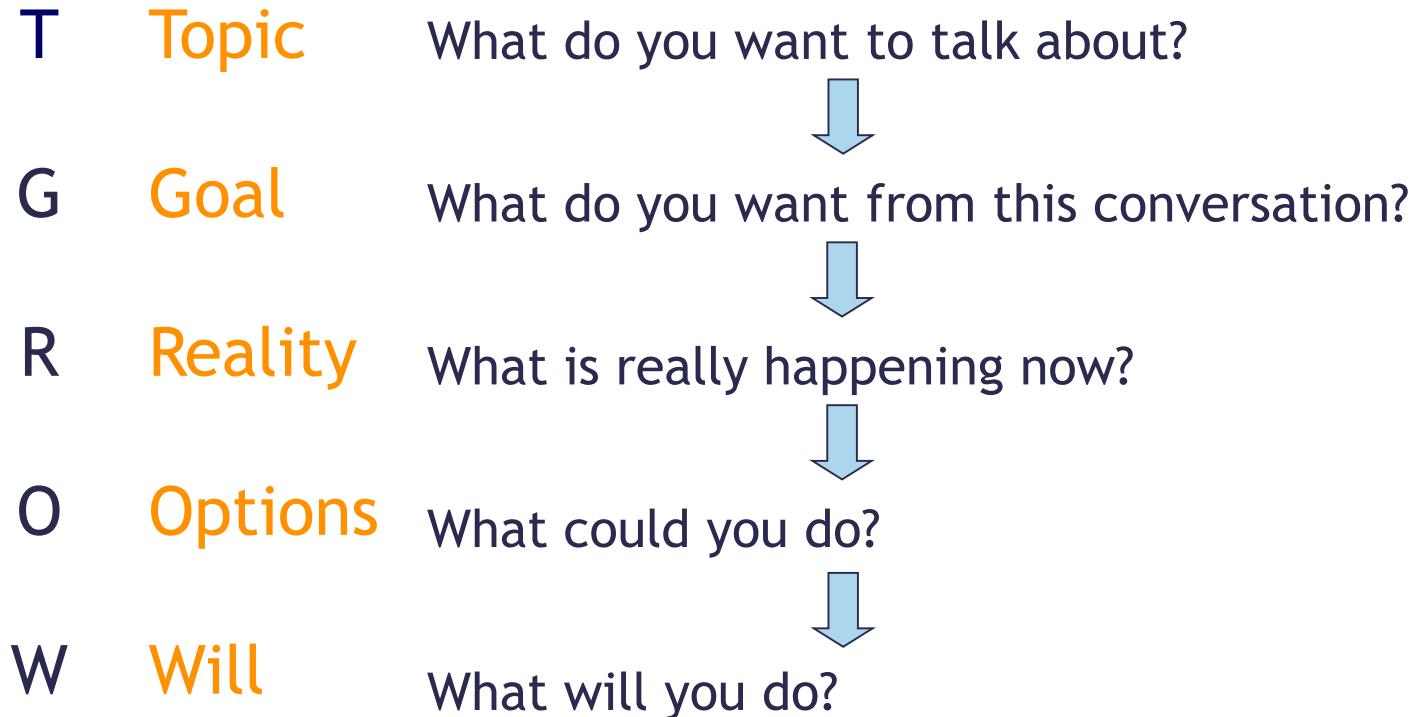
## Ownership

Inviting the person to generate their own ideas about what can be done

## Action

Encouraging the person to take small steps in their chosen direction

# Brief coaching dialogue



# Raising Awareness and Increasing Responsibility

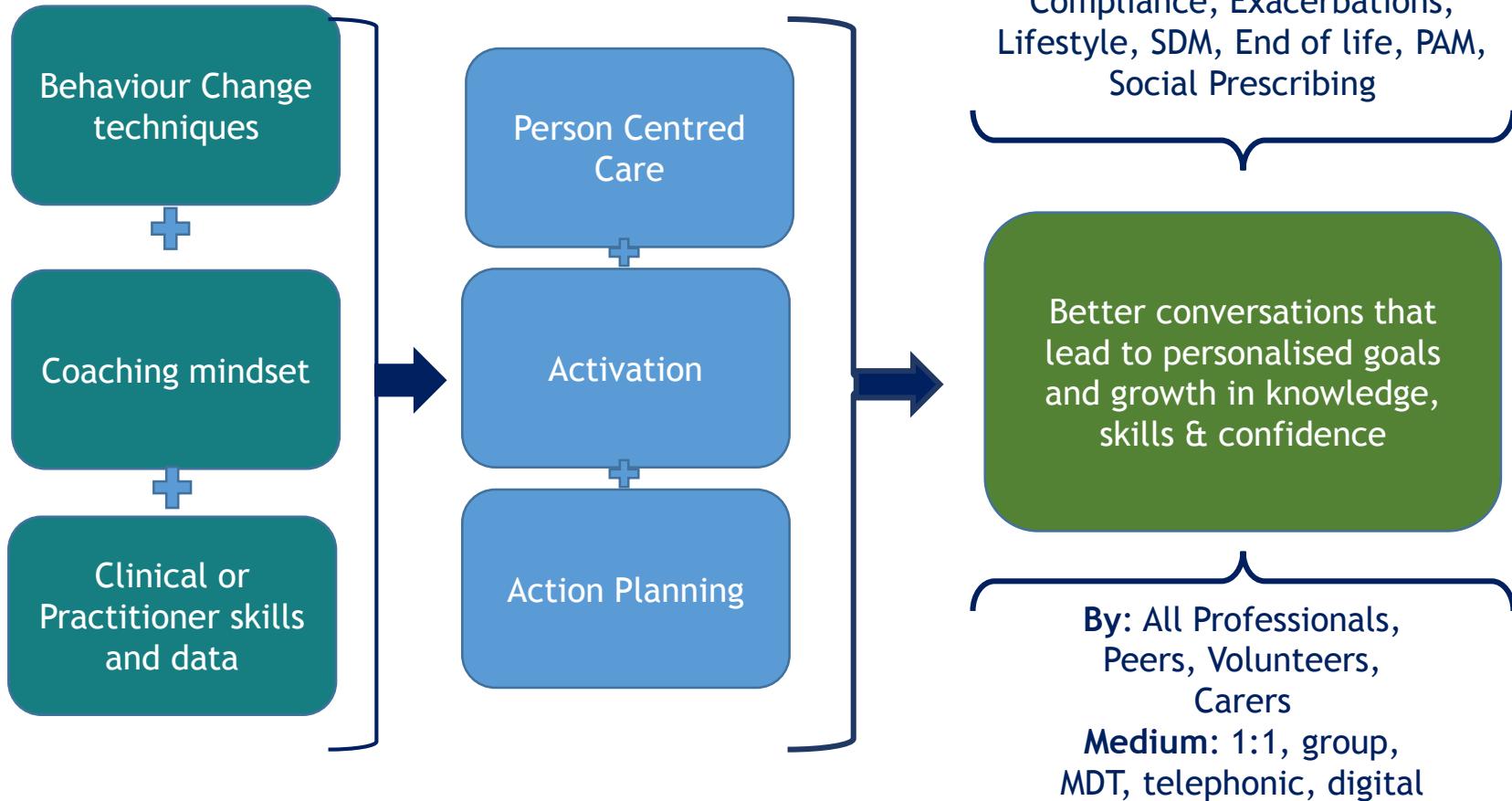
## Raise Awareness



## Increase Responsibility



# Health Coaching is....



# Join the conversation

Our aim is to enable people to thrive by feeling more motivated, confident and in control of managing their own health and care

#betterconversation @betterconvo [www.betterconversation.co.uk](http://www.betterconversation.co.uk)

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