

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

## Mind-set Change



**Clinician as Fixer**  
what's the matter  
with the patient



**Clinician as Enabler**  
what matters to  
the patient

## 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

## Encourage Reflection

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

## Goals

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

## Ownership

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

## Preparation

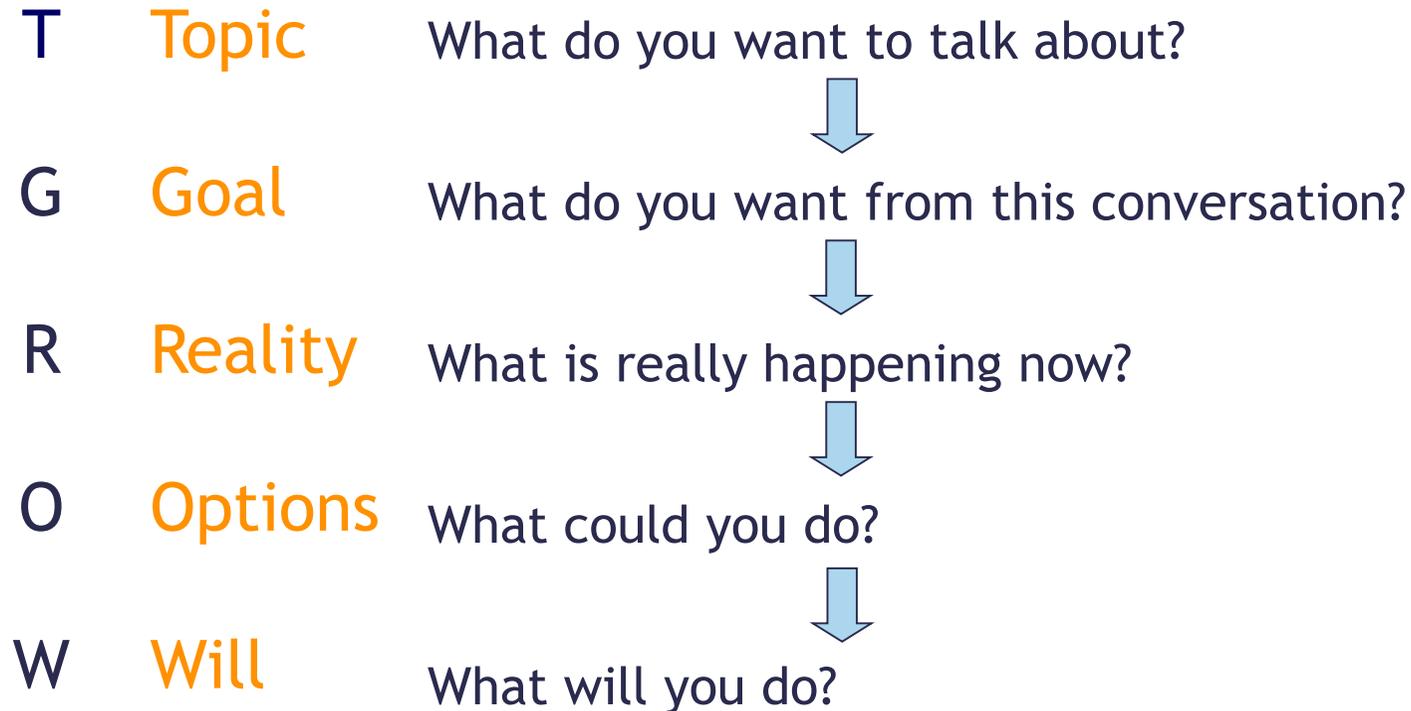
Reducing distractions and planning how to have the conversation

## Action

Encouraging the person to take small steps in their chosen direction

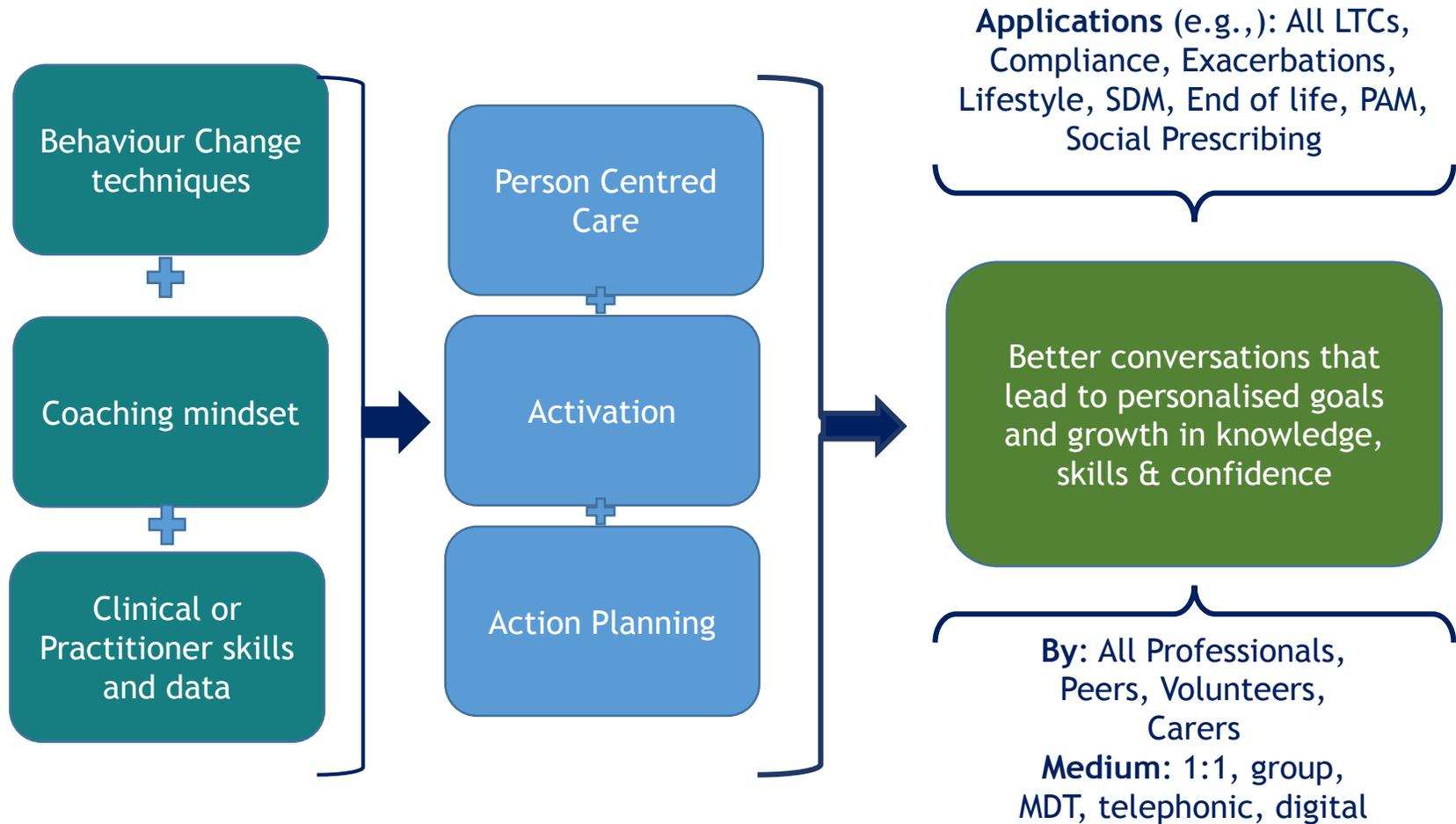


# Brief coaching dialogue





# 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

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