

## What your colleagues are saying:

"Nice mix of didactic, experiential and discussions to illustrate key concepts in **facilitating behaviour**."

"I really found this workshop **valuable** and will be able to use it in my practice. The practice sessions were great!"

"I feel **renewed and motivated** to return to work and use the new techniques."

"I liked the **creative approach** toward problem solving and allowing each patient to be involved in his / her care."



Funded By:  
Ministry of Health and  
Long Term Care

Hosted By:  
William Osler Health System  
Serving:  
The Central West LHIN

For more information about any of these programs or to register for a training workshop please contact us at:

### Phone:

905-494-6752 ext. 6, 1-855-269-8401

### E-mail:

[cdsm@williamoslerhs.ca](mailto:cdsm@williamoslerhs.ca)

### Online:

[www.cwselfmanagement.ca](http://www.cwselfmanagement.ca)



## Health Care Provider:

## Self Management Support Training

### Do you...

- Have challenging interactions with your clients?
- Want to ensure all staff in your organization are interacting with clients using effective communication skills?

### Do you need...

- Practical strategies to assess your clients' motivation and readiness for change?
- Help influencing and supporting clients with changes in health behaviours?

Sign up for one of the Professional Development opportunities offered through the Central West Self Management Program.

**See reverse for details**

## Start your journey with...

### **Choices and Changes:**

Is an interactive half-day communication workshop, with monthly intake available, offered through the Institute of Healthcare Communication, Inc.

This workshop provides health service providers with skills and techniques to deliver client-centered care by increasing their skills in delivering self-management support and influencing healthy behavior change when interacting with clients.

Or ...

### **Brief Action Planning (BAP):**

Brief Action Planning (BAP) is a highly structured, client-centred self-management support technique. Composed of a series of 3 questions and 5 skills, BAP can be used to facilitate goal setting and action planning.

Each skill of the BAP tool is based on literature and the evolving understanding of what works and does not work to help people change. BAP is supported by evidence from behavioural science and self-management support that is grounded in the principles and practice of motivational interviewing.

## Continue your learning with both:

### **Motivational Interviewing Series:**

This set of two workshops are designed to increase skills useful in challenging clinician/client interactions. Participants learn how to use complex reflection and tools to elicit and respond to change talk, gain awareness and understanding of client resistance and skillfully use reflection to counter resistance.

And...

### **Treating Patients With C.A.R.E**

This workshop shows how to **C**onnect, **A**ppreciate, **R**espond and **E**mpower your patients. Participants learn communication skills that enhance patient satisfaction, encourage patients to take an active role in their health care and ultimately improve health outcomes.

## All training workshops are:

- Offered **FREE** of cost
- Easy to register for through email, phone, or online
- Conveniently located open sessions
- Can be brought to your organization

## All participants

- Awarded certificates of completion that can be used towards professional development credits
- Are provided with light refreshments (breakfast/lunch)

## Sign up today!