

Central West Self-Management Program Health Care Provider Professional Development September to December 2016

Choices and Changes is a half day workshop designed to help clinicians become more effective in supporting clients on their journey to improve lifestyle choices and self-management of their chronic conditions. The workshop consists of mini-lectures, interactive exercises, videotaped case studies and skill practice with peers to provide clinicians with **specific and efficient communication strategies** that can be utilized to support client-centered care. At the end of the workshop, participants will be able to:

- Identify strategies to assess an individual’s motivation and readiness for change
- Learn skills and techniques to help influence client behavior

Workshop	Date	Time	Location
Choices and Changes	September 21 st , 2016	5:00pm – 9:00pm	Central West Self-Management Program
Choices and Changes	September 29 th , 2016	9:00am – 1:00pm	Orangeville
Choices and Changes	October 18 th , 2016	8:30am – 12:30pm	Central West Self-Management Program
Choices and Changes	December 14 th , 2016	1:00pm – 5:00pm	Central West Self-Management Program

Brief Action Planning (BAP) is offered as a **4 hour workshop** followed by a **1 hour Practice and Feedback session***.

The BAP is composed of a series of **3 questions and 5 skills** used to **facilitate patient goal setting and action planning** within the limited time available for appointments and interventions. BAP is designed to help patients experiencing ambivalence and/or low confidence to set achievable action plans.

Workshops	Date	Time	Location
Brief Action Planning	September 20 th , 2016	8:30am – 12:30am	Central West Self-Management Program
Brief Action Planning	October 5 th , 2016	8:30 – 12:30am	Central West Self-Management Program
Brief Action Planning	November 17 th , 2016	1:00pm – 5:00pm	Etobicoke General Hospital
Brief Action Planning	December 6 th , 2016	8:30am – 12:30pm	Central West Self-Management Program
Practice and Feedback Sessions	Date	Time	Location
BAP – Call	September 28 th , 2016	12:00pm – 1:00pm	Teleconference Call-In
BAP – Call	October 24 th , 2016	9:00am – 10:00am	Teleconference Call-In
BAP – Call	November 21 st , 2016	9:00am – 10:00am	Teleconference Call-In
BAP – Call	December 12 th , 2016	9:00am – 10:00am	Teleconference Call-In

***Practice and Feedback Calls provide an opportunity for you to practice the BAP tool with your facilitators**

Motivational Interviewing Workshops gives attendees focused opportunity to practice motivational interviewing skills introduced in the Choices and Changes** workshop to assist with challenging client-clinician interactions.

Part 1 - Enhanced Reflective Listening Skills and Eliciting Change Talk. Participants learn how to use complex reflections and tools to elicit and respond to change talk from clients.

Part 2 - Rolling with Client Resistance and Using Reflections to Counter Resistance. Participants gain awareness and understanding into client resistance and learn how to skillfully use reflections to counter resistance.

Mentorship	Date	Time	Location
Motivational Interviewing (Part 1)	September 7 th , 2016	Morning session: 9:00am – 12:00pm Afternoon session: 1:00pm – 4:00pm	Brampton Civic Hospital
Motivational Interviewing (Part 2)	October 20 th , 2016	Morning session: 9:00am – 12:00pm Afternoon session: 1:00pm – 4:00pm	Brampton Civic Hospital

****It is highly recommended that participants attend Choices and Changes before attending Motivational Interviewing**

Treating Patients With C.A.R.E (Connect, Appreciate, Respond, Empower) is a **free 1-day interactive** workshop offered through the Institute for Healthcare Communication. C.A.R.E assists staff members in health care organizations to communicate more effectively within the healthcare setting. Participants learn communication skills that enhance patient satisfaction, encourage patients to take an active role in their health care and ultimately improve health outcomes.

Save the Date		
October 3rd, 2016	9:00am – 3:00pm	BCH. S. 1.837
October 4th, 2016	9:00am – 3:00pm	BCH. S. 1.837

Workshop Registration: Email us at cdsm@williamoslerhs.ca Or Call us at 905-494-6752 ext 6.

Workshops can come to your health service organization and team! Contact us to learn more.

Workshop Locations Throughout the Central West LHIN

Brampton	Etobicoke/Rexdale	Orangeville
Brampton Civic Hospital (BCH) 2100 Bovaird Drive East, Brampton, ON L6R 3J7, Room TBD	Etobicoke General Hospital (EGH) 101 Humber College Blvd. Etobicoke, Ontario M9V 1R8, Room EGH (15) LL 062A	Tony Rose Memorial Sports Centre Northview Room 6 Northmen Way Orangeville, ON L9W 3B2
Central West Self-Management Program 2250 Bovaird Drive East, Brampton, ON L6R 0W3		