

## 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
<b>Choices and Changes</b>	September 21 <sup>st</sup> , 2016	5:00pm – 9:00pm	Central West Self-Management Program
<b>Choices and Changes</b>	September 29 <sup>th</sup> , 2016	9:00am – 1:00pm	Orangeville
<b>Choices and Changes</b>	October 18 <sup>th</sup> , 2016	8:30am – 12:30pm	Central West Self-Management Program
<b>Choices and Changes</b>	December 14 <sup>th</sup> , 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
<b>Brief Action Planning</b>	September 20 <sup>th</sup> , 2016	8:30am – 12:30am	Central West Self-Management Program
<b>Brief Action Planning</b>	October 5 <sup>th</sup> , 2016	8:30 – 12:30am	Central West Self-Management Program
<b>Brief Action Planning</b>	November 17 <sup>th</sup> , 2016	1:00pm – 5:00pm	Etobicoke General Hospital
<b>Brief Action Planning</b>	December 6 <sup>th</sup> , 2016	8:30am – 12:30pm	Central West Self-Management Program
Practice and Feedback Sessions	Date	Time	Location
<b>BAP – Call</b>	September 28 <sup>th</sup> , 2016	12:00pm – 1:00pm	Teleconference Call-In
<b>BAP – Call</b>	October 24 <sup>th</sup> , 2016	9:00am – 10:00am	Teleconference Call-In
<b>BAP – Call</b>	November 21 <sup>st</sup> , 2016	9:00am – 10:00am	Teleconference Call-In
<b>BAP – Call</b>	December 12 <sup>th</sup> , 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
<b>Motivational Interviewing (Part 1)</b>	September 7 <sup>th</sup> , 2016	Morning session: 9:00am – 12:00pm Afternoon session: 1:00pm – 4:00pm	Brampton Civic Hospital
<b>Motivational Interviewing (Part 2)</b>	October 20 <sup>th</sup> , 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		
<b>October 3<sup>rd</sup>, 2016</b>	9:00am – 3:00pm	BCH. S. 1.837
<b>October 4<sup>th</sup>, 2016</b>	9:00am – 3:00pm	BCH. S. 1.837

**Workshop Registration:** Email us at [cdsm@williamoslerhs.ca](mailto: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
<b>Brampton Civic Hospital (BCH)</b> 2100 Bovaird Drive East, Brampton, ON L6R 3J7, Room TBD  <b>Central West Self-Management Program</b> 2250 Bovaird Drive East, Brampton, ON L6R 0W3	<b>Etobicoke General Hospital (EGH)</b> 101 Humber College Blvd. Etobicoke, Ontario M9V 1R8, Room EGH (15) LL 062A	<b>Tony Rose Memorial Sports Centre</b> <b>Northview Room</b> 6 Northmen Way Orangeville, ON L9W 3B2