

# HealthChange® Train the Trainer Program

**Certified HealthChange® Trainers are trained and supported to deliver half-day or one-day HealthChange® workshops to staff within their own organisation. Trainers are upskilled to become a valuable internal practice change resource.**

HealthChange Associates provides a proven methodology and training to embed person-centred practice and self-management support into health services in a measurable way.

HealthChange® Methodology provides a systematic approach to meeting patient or client needs for effective health literacy, shared decision making, behaviour change and self-management support.

Benefits to health services can be better health and quality of life outcomes and satisfaction for patients, better job satisfaction for staff and more cost effective use of resources for organisations. The methodology embeds care consistency across teams and services and enhances the effectiveness of clinical consultations, care planning, care coordination, patient education programs and rehabilitation services in primary, community and acute care.

Sending large numbers of staff to attend outsourced training can be expensive and time consuming. We have responded to the call by managers for a simplified and shorter training format that can be delivered by internal staff to frontline workers within their health service.

Trainers are trained locally as a group of 4-12 staff from the same organisation.

By attending our Train the Trainer program, your Trainers will learn how to deliver HealthChange® workshops to their colleagues. They will also gain



significant additional skills and understanding in how to apply HealthChange® Methodology in the workplace. They will be able to apply their learning to their own work roles and also assist colleagues to adapt and embed HealthChange® tools and processes into their work practices.

To assist this capacity building, HealthChange Associates provides ongoing support to your Trainer group to help them to adapt materials and processes in their workplace after they complete their formal Trainer training.

## HealthChange® Train the Trainer Program Options and Overview

We provide two Train the Trainer options. Two workshop modules can be delivered separately as half-day workshops or combined to make a full one-day workshop that is equivalent to the one-day HealthChange® Introductory Workshop delivered by HealthChange Associates facilitators.

The first module can be delivered as a stand alone half-day workshop. Trainers can be upskilled to deliver the second half-day workshop module at a later date if desired.

Both workshop modules contain fundamental content taken from the unique material that has been developed by HealthChange Associates and delivered to many public health services and not-for-profits over the last 15 years.



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**Person-Centred Practice using HealthChange® Methodology** is the foundational half-day workshop module, (Module A). It is a prerequisite for Module B and contains the following teaching topics:

1. What patient or person-centred care actually is and why it is critical for effective health service delivery.
2. What patients or clients **need** in order to take action on treatment recommendations, and the sequence in which these needs should be met to be most effective at engaging people in behaviour change.
3. Essential aspects of health literacy that impact on patient or client readiness to engage in carrying out treatment recommendations.
4. A common language for health service providers to discuss patients, clients or other service users that bridges the language divide between professions and service roles.
5. A set of person-centred practice principles that operationalises person-centred care in a systematic and measurable way.
6. A way of identifying and categorising common barriers to action or change.
7. A set of behaviour change techniques that complements the practice principles and helps service providers to avoid or address the most common barriers to action.

**HealthChange® Methodology Consultation Framework** is an optional half-day workshop (Module B) that builds on Module A. It contains the following teaching topics:

1. How to set the scene and explain your role to service users to engage them more effectively in health consultations and other service encounters.
2. Five steps to embed into consultations and other service encounters that help to build patient or client **importance** and **readiness** to engage effectively in treatment recommendations.
3. Five steps to embed into consultations and other service encounters that help to build patient or client **confidence** in taking action or changing behaviours to engage effectively in carrying out treatment recommendations.

4. How to document patient self-management plans and actions in a way that follows and reinforces the HealthChange® Decision Framework and provides a useful tool for patients, practitioners and teams.

## Trainer Candidate Selection Considerations

HealthChange® Trainer candidates need to be self-motivated, ready, willing and able to engage in the depth of learning required to know, understand and deliver the training and to be able to deal with common challenges relating to training clinicians in the use of HealthChange® Methodology. In effect, the Trainers need to be in-house champions of HealthChange® Methodology.

To be successful, Certified HealthChange® Trainer Candidates need to be willing and prepared to:

- complete preparatory and skills development exercises;
- attend a one week long intensive Trainer Training session;
- learn and deliver HealthChange® material in the prescribed way;
- demonstrate an understanding of the nature and challenges of clinical and community-based consultations across the variety of service provider roles and programs within their organisation;
- develop a broad range of examples that their target audiences can relate to;
- comfortably facilitate discussion around complex and challenging issues in workshops with a variety of participant professions and roles;
- gain a strong understanding of the behaviour change and self-management literature;
- demonstrate the use of HealthChange® behaviour change skills in workshops;
- actively reflect on their own workshop delivery; and
- engage in ongoing learning about HealthChange® content and delivery.

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## Summary of Train the Trainer Options

Module	Title of workshop to be delivered by Trainers	Length of workshop	Length of Intensive Training to be attended by Trainers for each Module
A	Person-centred Practice using HealthChange® Methodology (prerequisite for Module B)	6 hours + breaks	4.5 days
B	HealthChange® Methodology Consultation Framework	6 hours + breaks	4.5 days

### Process for Trainer Certification to Deliver Module A: Person-centred Practice using HealthChange® Methodology

1. Trainer Candidates must attend a two-day HealthChange® Core Training Part 1 workshop delivered by HealthChange Associates within 6 months prior to attending their Intensive Training Week for Module A.
2. Trainer Candidates complete preparatory study to consolidate their learning from Core Training Part 1, to embed HealthChange® language and principles in their work practice and to familiarise themselves with the Module A content prior to attending the Intensive Training Week. Work time will usually need to be allocated for the completion of these preparatory exercises and self-paced study.
3. Trainer Candidates attend an Intensive Training Week in location as a group from the same organisation, to learn how to deliver Module A.
4. Trainers co-deliver at least 4 x workshops for which they receive positive feedback from participants using standardised HealthChange® workshop evaluation forms, and submit a learning reflection and evaluation summary to HealthChange Associates or their organisation in order to receive certification.
5. To maintain certification, Trainers must deliver at least 4 x workshops per year for which they receive positive feedback using standardised HealthChange® evaluation forms. They must also attend annual refresher training. Various alternatives for refresher training can be discussed with HealthChange Associates.

6. Trainer Candidate cohorts receive 12 months telephone and e-mail support and mentoring, starting after their attendance at Core Training Part 1 and with the commencement of their preparatory study. This support is to assist Trainers to prepare for the Intensive Training Weeks; to adjust their training facilitation and examples to the needs of the various audiences they present to (e.g. staff from different programs, professions and roles); to deal with any facilitation or participant challenges they face over time, and to adapt tools and processes for use within their organisation.

Trainers who successfully complete Certification for Module A are eligible to participate in a Module B Trainer Certification program. A similar process to that above is followed for Trainer Certification to deliver Module B. However, attendance at another Core Training Part 1 workshop may not be required.

Module B is optional for organisations who choose to purchase a Train the Trainer program from HealthChange Associates. It can be added at a later date if desired.



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