



## Clinical Health Coach Training Program: Learning Objectives

Information also available on [website](#)

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### **Coaching and Communications Skills**

- Describe the three common communication styles used in health care interactions and which style is best used for Motivational Interviewing (MI) based health coaching
- Describe the role that spirit and empathy play in health coaching
- Identify and describe the four guiding principles of Motivational Interviewing
- Utilize key skills, including open-ended questions, affirmations, reflective listening and summarizing in health coaching activities
- Describe how and why coaching focuses on client language during coaching interactions
- Describe the concepts of target behavior, change talk and sustain talk
- Utilize the readiness ruler and other strategies to facilitate behavior change during health coaching
- Develop an individualized learning plan for developing, practicing and growing coaching skills
- Coach a “mock” patient or client utilizing a prepared situation
- Recognize strengths and weaknesses of coaching interactions
- Utilize key skills in facilitated health coaching activities
- Utilize planning tools to negotiate goals and generate patient-centered action plans
- Demonstrate how to provide information, feedback, or advice in coaching consistent manner
- Utilize key skills in facilitated health coaching activities
- Detail how and why coaching focuses on client language
- Practice the concepts of target behavior, change talk and sustain talk Utilize the readiness ruler and other strategies to facilitate behavior change during health coaching
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- Describe personal psychological type preferences in terms of the Myers-Briggs Indicator framework
- Identify ways your personal type prefers to interact with others
- Describe how other type modes prefer to receive communication relating to health information
- List examples of how type mode may impact health literacy and the ability of patients to receive health information
- Adapt and flex communication strategies to improve patient-centered care and match patient’s type mode
- Describe the different levels of stress in terms of the Myers-Briggs Type Indicator framework
- Explain the relevance of the Myers-Briggs Type Indicator framework when breaking bad news

- Describe the impact of health literacy on health outcomes
- Identify opportunities in health coaching to improve a patient's health literacy

### **Care Management and Best Practice Guidelines**

- Describe opportunities under Healthcare Reform for improved chronic illness management strategies
- Identify examples of innovation that support the Chronic Care Model in various practice sites
- Discuss tools that promote tracking and clinical outcome measurement for population-based health management
- Describe new and expanded hospital program opportunities to integrate into your current practice
- Describe the concept of the Patient Centered Medical Home and the pivotal role health coaching and care coordination can play
- Detail expanded tasks for improved primary care service
- Define population health management and population-based care
- List evaluation measures that address markers of success and support P4P processes
- List components of a quality disease registry to impact population-based care
- Describe ways a registry can improve process and care in various settings
- Explain the importance of best practice guidelines and discuss implementation strategies in the clinic setting
- Describe potential roles and responsibilities of the health coach in the clinic setting
- Describe the major driving forces/catalysts behind an organizations' move towards new models of care including population based chronic illness management
- Discuss how improved patient experience leads to improved health outcomes
- Identify community-based programs and resources that support healthy lifestyles

### **Leadership Skills**

- Identify innovative projects that build organizational capacity to improve chronic care management
- Identify project champions and key stakeholders to ensure project success
- Identify 8 key principles for moving a project forward
- Discuss challenges or barriers to gaining buy-in from leadership on participants' project charters
- Define formal and informal leadership
- Discuss how personality types work most productively together as teams in the workplace
- Discuss processes for introducing and managing change within teams
- Facilitate change through strategies of managing up and managing down
- Discuss key learning points of first on-site session through written exam and review
- Discuss key learning points of second on-site session through written exam and review