

Training for health coaches

Our training programme is designed to ensure health coaches working in your organisations are prepared for success in their new role.

Our training programme is evidence-based and incorporates *Let's get real*. The programme has been co-designed with Mind and Body, New Zealand's leading consumer mental health service provider.

Programme content includes:

- Understanding the health coach role and differences with community support worker roles
- Listening and empathy skills
- Responding to mental health and addiction needs
- Working in culturally safe ways
- Keeping yourself and your clients safe
- Where to get support and advice
- Role plays, self-reflection, and monitoring progress

Our programme will be delivered to groups of 12 health coaches who either work in the same region, or for the same types or organisations.

Our training programme has four components

1. A planning meeting with providers to find out about your organisation, community, collaborative partners, health coaches and how you will be working.
2. Setting You Up For Success – 16-hour workshop for health coaches, delivered online in 2-hour modules over two weeks, or face to face in a two day workshop.
3. Ongoing support and mentoring for health coaches for 8-12 weeks – by email, phone, Facebook and webinars delivered by experts in primary care, health coaching, mental health and addiction.
4. Bringing It All Together – 8-hour workshop with health coaches co-facilitated with providers, delivered online in 2-hour blocks over 1 week, or one day face-to-face. Content includes successes to date, areas for improvement, working in teams, and making the most of the health coach role.

We also plan to work with Health Navigator NZ Charitable Trust to establish an online Community of Practice (COP) for health coaches which will provide ongoing support and mentoring. The COP is likely to be established at the end of 2020, once there are sufficient numbers of trained health coaches in place.

Introducing our training team



Susan Reid (Te Rarawa) is from Health Literacy NZ and the lead facilitator and project manager for the training programme. She is from Te Rarawa. Over the last two years Susan developed and delivered training workshops for health coaches in Counties Manukau and Wellington. Susan is an experienced trainer in the health and disability sector, recently developing modules to support peer kaituhono as part of Enabling Good Lives. She has provided training and coaching support to kaiawhina and community support workers, Well Child Tamariki Ora nurses, primary care nurses, midwives and doctors.



Carla White (Ngāti Tama, Ngāti Toa) is from Health Literacy NZ and works with organisations and health professionals to improve service delivery. She is from Rangatira. Carla has provided health literacy training for teams in DHBs, primary care and community organisations. Her training focus has been on helping the health workforce identify the client's perspective and understanding, and using this as a starting point for building health literacy.



Rob Francis is an expert trainer and advisor in mental health and addictions work. He mainly works with organisations and individuals to manage challenging behaviours primarily around substance use. He has over 13 years' experience in delivering therapeutic interventions for tangata whai ora and adult education. He uses a diverse range of theoretical modalities and has worked work across the cultural, societal, gender, age and sexual orientation spectrums.



Dr Janine Bycroft Janine is a general practitioner working part time in a primary care practice in Mt Wellington. She is the founder and Clinical Director for Health Navigator Charitable Trust NZ. Janine is an expert in self-management support for people with long-term conditions and was influential in introducing the health coach role to Aotearoa New Zealand. Janine is a Flinders trainer, researcher and self-management clinical advisor for several DHBs and Primary Health Organisations. Janine and the team at Health Navigator NZ will also provide some of the online platform support for the Community of Practice.