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HCA Health Coaching Overview for Health Professionals Half-Day Workshop for GP Divisions & Networks

Administrative Procedures

These administrative guidelines have been designed to help your HCA workshop to run smoothly. The following topics are addressed in this document:

1. Number of participants
2. Continuing Professional Development Points
3. Use of HCA workshop title and company name in advertising
4. Suggested text for flyers
5. Workshop timings
6. Venue setup
7. Audio visual requirements
8. Catering
9. Pre-reading
10. Workshop handouts
11. Attendance certificates
12. Evaluations questionnaires
13. Travel and accommodation

1. Number of Participants

There is no maximum or minimum number of participants for this type of workshop. We have run workshops of this type for groups of up to 65 participants.

When marketing this workshop please bear in mind that it will be beneficial for all health professionals to attend including: GP's, Practice Nurses, Allied Health professionals working with GP's and Managers.

It would be helpful if there was an even number of participants since the practical exercise requires people to work in pairs. However we recognise that this is not always possible to arrange.

Please ensure that all participants are provided with name tags that have their first name printed on them in lettering that allows the name to be easily read.

2. Continuing Professional Development Points

HCA does not apply for CPD points on behalf of participants. Divisions or Networks need to apply for GP and/or Practice Nurse points and HCA can provide you with appropriate details on request.

3. Use of HCA workshop title and company name in advertising

The following title and company name should be used on all advertising material (including newsletters, fax & e-mail circulars and flyers) associated with HCA Half Day workshops.

HCA Health Coaching Overview for Health Professionals
Half-day Workshop
Presented by Health Coaching Australia (HCA)

4. Suggested text for flyers

Below is text from a flyer used by a GP Network that elicited a healthy registration response.

Are you a Health Professional who has challenges with patient compliance, adherence or self management of chronic conditions or care plans?

HCA Health Coaching Overview for Health Professionals
Half-day Workshop
Presented by Health Coaching Australia (HCA)

Is a half day course designed to meet your needs!

It will provide you with techniques for:

- Giving treatment advice in a way that lowers patient resistance
- Motivating patients to take responsibility and want to change
- Helping patients to be more successful when they do want to change

5. Workshop Timings

Our facilitator will need to be able to access the venue one hour prior to the workshop start time in order to set up. Please advise an out of hours contact name and number for the person from your organisation who will meet her at the venue at this time.

The workshop presentation time is 4 hours duration. Registration, morning tea and other breaks need to be added on to this time e.g.:

8.00 am – set up
8.30 am – registration
9.00 am – 11.00 am first session
11.00 am – 11.30 am – morning tea
11.30 am – 1.45 pm second session (allowing time for evaluations, certificates and wrap up)

6. Venue Setup

We prefer U-shaped seating (with tables) if numbers and room size allow. This provides a better environment for learning and discussion. For larger groups, lecture style seating is acceptable.

A small table is required to hold our laptop and audio speakers. We need to be able to place this table in a central position that allows the facilitators to read from the laptop when presenting. If the data projector is ceiling mounted, we may require a long cable to reach between the laptop and the data projector. The facilitator will not require a lectern for her presentation.

Please provide blank place cards and whiteboard marker pens for participants to write their first names on in large letters so that the facilitator can call people by their names in the workshop. (At a minimum, please provide blank sheets of A4 paper that can be made into place cards.)

7. Audio Visual Requirements

AV requirements are a data projector, screen, whiteboard and whiteboard markers, powerboard and extension cord. Please arrange for these to be available at the venue.

HCA facilitators will use their own laptops, but it is requested that a back up laptop (from your organisation) be identified for use at the workshop should it be required due to any technical difficulties. Please note that our facilitators need to use their own laptops due to software compatibility issues.

8. Catering

Due to the nature of the workshop (a healthy lifestyle focus), please provide healthy options for morning or afternoon teas and lunches (if provided). We find that participants are very quick to criticise non-healthy catering options. We suggest that you provide low GI foods, whole grain breads, fruit platters, low fat milk and vegetarian options. Low GI options assist participants to maintain their energy levels throughout the day and help them to stay attentive. Please refer to our separate catering document and give this to your caterers to provide them with healthy meal and snack suggestions.

Please ask your participants if they have special dietary requirements and ask your caterers to label any special dietary foods. Please note that some of our facilitators are vegetarians.

9. Pre-reading

HCA does not require participants to complete pre-reading. However, please advise your participants that they can familiarise themselves with the HCA health coaching model by browsing the About Health Coaching tab on the HCA website.

(URL is <http://www.healthcoachingaustralia.com/health-coaching/about-health-coaching.htm>)

10. Workshop Handouts

Presentation slides will be provided in a PDF document so that you can print them out as handouts for your participants. Slides will be formatted 2 to a page to allow for easy reading and so that the handouts can be used as a resource for later reference.

11. Attendance Certificates

We can provide your organisation with a template for attendance certificates that contains the HCA logo, your logo and meets the RACGP and/or RCNA Guidelines. Please advise if you would like electronic copies of these.

12. Evaluations Questionnaires

We can provide you with a template for an evaluation questionnaire that meets RACGP and/or RCNA guidelines and also contains our own standard evaluation questions. HCA can provide you with a summary evaluation report within 2 weeks of the workshop. If you wish to compile your own evaluation report, please provide our facilitator with photocopies of the completed evaluation forms before she leaves. If this can't be done at the venue, please send copies of the evaluations to: Health Coaching Australia, PO Box 6890, Kangaroo Valley, NSW, 2577

If you prefer to use your own evaluation form, please be advised that we will also need to collect our own evaluation data so that we can compare your workshop outcomes to others using standardised questions.

13. Travel and accommodation

HCA will organise travel and accommodation for our facilitator and will include the costs in the final invoice after the workshop.

Please contact Janette Gale at Health Coaching Australia on 02 4465 2185 if you have any questions or queries about any of the above information or wish to book a workshop.