



In association with Health Change Associates

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Workshop Administrative Guidelines

Overview of Health Coaching for Health Professionals: The HCA Model

Half-Day Workshop for GP Divisions & Networks

These administrative guidelines have been designed to help your HCA workshop 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. Evaluation questionnaires
12. Travel and accommodation
13. Administrative check list

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 promoting 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.

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. Please use the document: Half-day workshop details for RACGP points, included.

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

Please note, that the following title and company name should be used on all advertising materials (including newsletter, fax & e-mail circulars and flyers) associated with HCA half-day workshops.

Overview of Health Coaching for Health Professionals: The HCA Model
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?

**Overview of Health Coaching for Health Professionals: The HCA Model
Half-day Workshop
Presented by Health Coaching Australia (HCA)**

Is a half-day workshop 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

NB: We will send you a template which you can use, if you wish, to promote your workshop along with this document.

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 of an out of hours contact name and number for the person from your organisation who will meet the facilitator at the venue and hand over the relevant workshop materials (printed slides, name tags, stationery, data projector etc.).

The workshop presentation time is 4 hours duration (unless taking the extended version – see below). Registration, morning tea and other breaks need to be added on to this time e.g.:

8.00 am	Set up by Facilitator
8.30 am	Registration
9.00 am–11.00am	First session
11.00 am–11.30am	Morning tea
11.30 am–1.45pm	Second session (allowing time for evaluations, certificates and wrap up)

Extended version:

8.00 am	Set up by Facilitator
8.30 am	Registration
9.00am-10.30am	First session
10.30-10.45am	Morning tea
10.45-1.00pm	Second session
1.00-1.30pm	Lunch
1.30-3.00pm	Third session (allowing time for evaluations and wrap-up)

If a later/earlier start and finish is required, please contact us with your suggested timings (please note that overall content delivery of 4 hours for the Half-day and 5 hours for the Extended Half-day need to be retained).

6. Venue setup

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

A small table is required to hold the facilitator's laptop and speakers. This table might also hold the data projector. It should be placed in a central position that allows the facilitator to read from the laptop while presenting and looking forward at the audience. If the data projector is ceiling mounted, we may require a long cable to reach between the laptop and the data projector. Please also provide a registration table at the room's entrance.

Please provide blank place cards, and black and blue whiteboard marker pens for participants to write their first names on the place cards (at a minimum, please provide a sheet of blank A4 paper for every participant to make into a place card).

Please ensure that all participants are provided with name tags that have their first name printed on them in large lettering.

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. Please ensure that the venue managers are aware of this situation and allow the use of non-local equipment.

8. Catering

Due to the nature of the workshop (a healthy lifestyle focus), please provide healthy options for morning and afternoon teas and lunches. We find that participants are very quick to criticise non-healthy catering options. We request 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 printing

Participant workbooks are printed by Shoalhaven Commercial Printers in NSW. The printing order for your workbooks will be sent to the printer approximately 4 weeks prior to your workshop. The workbooks will be delivered to your nominated contact person via TNT courier several working days prior to the workshop. We will order 16 workbooks on behalf of your organisation unless advised otherwise (additional workbooks can be ordered for \$25 per person).

Prior to this, we need to receive a street delivery address and contact person (name and telephone number). We also require an electronic copy of your organisational logo in order to include this on the front cover of the workbooks.

A printing order form will be sent to you to collect these and other details.

11. Evaluation questionnaires

We will 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 cannot 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.

12. Travel and accommodation

HCA will book travel and accommodation for our facilitators. Please feel free to recommend accommodation in your area. Travel bookings will not be made until the workshop deposit invoice has been paid.

13. Administrative check list

An administrative check list is attached for your convenience. It summarises administrative tasks associated with HCA half-day workshops. Please contact Health Coaching Australia if you have questions or comments about any of the information above.

Kerry Chick

Operations Manager

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www.healthcoachingaustralia.com

Attachment: HCA Half Day Overview Workshop – Administrative Check List

Health Coaching Australia Half-Day Workshop - Administrative Check List

	Action – As soon as workshop is booked	Completed
1	Advise HCA in writing (e-mail) that you wish to confirm a particular date and location for your workshop and provide organisational details for the deposit invoice	
2	Advise HCA of name and contact details for a single organisational contact person for the workshop	
3	Receive and pay deposit invoice to secure workshop dates	
4	Book venue and advise HCA of venue name and street address	
5	E-mail a copy of the final workshop flyer to HCA	
6	Advise HCA of delivery address for the workshop printing (street address, not PO box please) and contact details for the person receiving delivery.	
7	Advise HCA of anticipated numbers of participants attending this workshop. Please note that the printing order for workbooks is sent to the printer 4 weeks prior to the workshop.	
8	Apply for CPD points (if applicable) using document provided by HCA with initial administration documents	
9	Review catering document and provide this with the workshop timetable to venue and/or caterers	

	Action – 1-2 weeks prior to workshop	Completed
1	Arrange access to venue for Facilitators for 1 hour prior to workshop start time	
2	Provide an out of hours contact number for the organisational contact who will be meeting the HCA Facilitator at the venue at this time on the day of the workshop	
3	Receive handbooks the week prior to the workshop.	
4	Advise caterers of special dietary requirements for participants (incl. vegetarian options for our facilitators please)	
5	Advise participants: <ul style="list-style-type: none"> • Workshop dates & timings • To arrive 8.30 am for registration (unless otherwise negotiated with HCA) • That there is a variety of pre-reading material available, and they can familiarise themselves with the HCA health coaching model, by browsing the About Health Coaching tab on the HCA website (URL is www.healthcoachingaustralia.com.au) 	

Health Coaching Australia Half-Day Workshop - Administrative Check List

Action - On the Day		
1	Venue Setup: <ul style="list-style-type: none"> • Desks in U-shaped seating arrangement with room for interview demonstrations at the front of the room • 1 additional chair at the front • Small table to hold laptop and speakers in a central position that allows the facilitators to read from the laptop when presenting. • Registration table at the room’s entrance 	
2	AV Equipment: <ul style="list-style-type: none"> • Data projector and screen • Whiteboard and whiteboard marker pens and eraser • Back-up laptop • Powerboard and extension cord • If the data projector is ceiling mounted, a long cable to reach between the laptop and the data projector • Check that venue managers will allow the use of non-local equipment 	
3	Provide participant name tags – first name only in large letters	
4	Provide place cards (blank) and extra whiteboard pens (12)	
5	Provide pens, paper, water on tables and arrival refreshments for participants	
6	Give workbooks, attendance list, name tags, and stationery to HCA Facilitator	
Action – After the workshop		Completed
	Receive and process invoice and receive evaluation report (if requested) within two weeks after workshop	