Clinical Health Coach Training Program: Learning Objectives
Information also available on website

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