



Health Leadership
& Learning Network

health | YORK
UNIVERSITÉ
UNIVERSITY 

Chronic Disease Management Health Coach Certificate

Module 4

2021

Dear Student/Participants,

Please find the York University copyright statement. This is an annual reminder to all students about the copyright policy of the University.

Access to and use of the course materials is restricted to students enrolled in the Chronic Disease Management Health Coach Certificate course offered by Health Leadership & Learning Network. All materials for this course are provided with the permission of the rights holder, under the terms of a license or other agreement, or under the application of statutory exceptions of the Copyright Act. Copyright and all rights are maintained by the author(s) or by other copyright holder(s). Copying this material for distribution (e.g. uploading material to a commercial third-party website) can lead to a violation of Copyright law. Find out more about copyright here: www.yorku.ca/copyright

If you have any questions, please contact us here in HLLN at 416 736 2100 X22170 or hlln@yorku.ca. Thank you, Tania Xerri



Tania Xerri, Director, Health Leadership and Learning Network

A Leader in Health Continuing Professional Education

Faculty of Health York University

4700 Keele St. HNES 019, Toronto, ON M3J 1P3

Information, Privacy and Copyright | Office of the Counsel

1050 Kaneff Tower | York University | 4700 Keele St., Toronto ON M3J 1P3

Canada



Chronic Disease Management Health Coach Certificate Module 4

Leigh Caplan RN, BSc, MA, CDE
Leigh.caplan@rogers.com

1



2



Self Directed Learning

- Opportunities to practice your skills
- Your thoughts on the video – Motivational Interviewing: Role playing focusing on engaging

3



Working with SIM Patients

These are practice sessions



Day 1

Part A- We will put all our heads together and work as 1 health coach

Part B We will work in smaller groups as 1 health coach

Day 2

Every person will have individual time to practice their skills

The other members of the group will be observing and may be asked to give feedback

Pick the communication skills you want to practice

4



HOW TO MAKE IT ALL FIT?



5



Chronic Disease Continuum

Health Coaching Opportunities

Modifiable Risk Factors

Diet
Exercise
Stress
Tobacco
Substance use
Mood

Morbidity

Cancer
CVD
Diabetes
Lung disease
HTN
Kidney disease
Obesity

PROs

Distress
Fatigue
Functional Status
Pain
Quality of Life

6



Approaches

Expert

- Authority
- Educator
- Defines agenda
- Feels responsible for the client's health
- Solves problems
- Focuses on what's wrong
- Has the answers
- Interrupts if off topic
- Works harder than the client

Coach

- Partner
- Facilitator of change
- Elicits client's agenda
- Client is responsible for health

- Fosters possibilities
- Focuses on what's right
- Co-discovers the answers
- Learns the clients story
- Client works as hard as the coach

Moore, M et al (2016) Coaching : Psychology Manual

7



Four Cornerstones to Health Coaching

- People are naturally creative, resourceful and whole
- Focus on the whole person
- Dance in this moment
- Evoke Transformation

Kimsey-House, H. et al. (2018) Co-Active Coaching: The Proven Framework for Transformative Conversations at Work and in Life. 4th Ed.

8



Coaching Structure

- Coach preparation prior to session
- Early stages of coaching time is spent exploring:
 - Client's values, vision, purpose & priorities
 - Client's understanding of his/her health and wellness
- Routine ongoing sessions
 - Current state, review or previous action steps, new discoveries
- Termination of sessions
 - Recognition of progress, learning and closure

National Board for Health & Wellness
Coaching 2020

9



Process of Coaching



Dependency



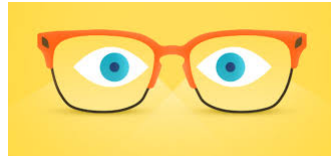
Empowerment

Moore, M. et al (2016) Coaching: Psychology Manual. Wellcoaches Corporation

10



Learning Styles



Dantas, L.A. and Cunha, A. (2020) An integrative debate on learning styles and the learning process. Social Sciences & Humanities Open.

11



Discussion Questions:

- How to incorporate assessments?
- How to bring up topics ?
- What about your other roles?
- How do you plan to take care of yourself?

12



Your Learning Plan

What do you need to keep enhancing your learning and practice of Health Coaching?

