



ready to
change
your way to better health

Behaviour Change Level 1 Training: Making the Most of MECC - Making Every Contact Count

Behaviour Change training offers a new approach for frontline staff giving them the communication skills essential for effective conversations about health and wellbeing.

The training provides learners with the knowledge, confidence, and skills to recognise and manage opportunities to talk about health and wellbeing with individuals, build rapport with them and help them to set a person-centred goal towards health behaviour change.



Behaviour Change Level 1

Making the Most of MECC is recommended for customer facing teams who may have the opportunity to talk briefly with individuals about their health and wellbeing.

A Half-day training in-person/online training course

This session helps support frontline staff in their daily opportunistic person-centred conversations about health and wellbeing. The training also gives staff the tools to know where and how to signpost people to the Ready to Change resource, and other local resources to access the support they need.

By the end of the training participants will:

- Know what MECC is and why it is important
- Understand what health and wellbeing is in the context of Norfolk
- Understand basic Behaviour Change theory
- Be able to recognise opportunities to start a MECC conversation
- Be able to signpost to Ready to Change

Who is the course for?

- Those with a front facing role working directly with Norfolk residents (16+years) who have the opportunity to have a brief conversation with a resident, either planned or unplanned.

Notes for Delegates

Before registering for the course we recommend that delegates refresh their knowledge by completing the online eLearning for Health (elfh) sessions in [Making Every Contact Count \(MECC\)](#) and the [Behaviour Change Literacy course \(BCL\)](#) or have equivalent training or experience.

For more information about Behaviour Change training visit www.norfolk.gov.uk/behaviourchangetraining



Training is delivered by Healthy Dialogues Ltd, specialists in Behaviour Change for health and wellbeing. Healthy Dialogues have a proven track record in empowering workforces to achieve positive and lasting changes in their communities. **Find out more at www.healthyalogues.co.uk**

To book a course for your workforce please contact Readytochange@healthyalogues.co.uk



What our trainees said:

"Excellent training and trainer, clear, easy to follow, a lot packed in, interactive and timely. Thank you!"