



VA  U.S. Department of Veterans Affairs
Department of Veterans Affairs
Office of Patient-Centered Care and
Cultural Transformation


Whole Health Life 


Whole Health Coaching


WELCOME TO DAY 3

 **Review: Stage II** 

- 1. Reflect and Assess (PHI)**
 - Where are you?
 - Why that number?
 - Why not lower number?
 - Where do you want to be?
 - Why that number?
- 2. Define Focus**
 - Pick one area
 - What would look different?
 - How might you start?
- 3. Assess Readiness**
 - Importance
 - Confidence



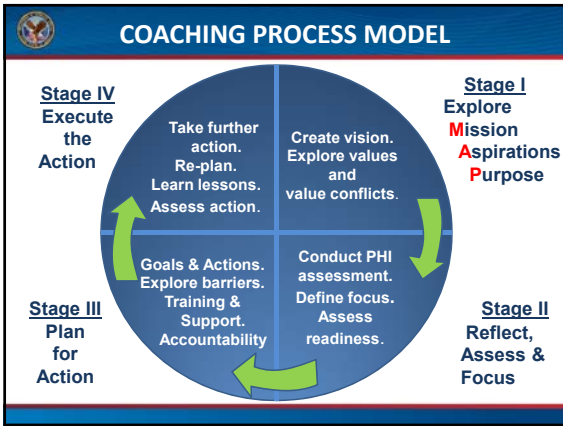
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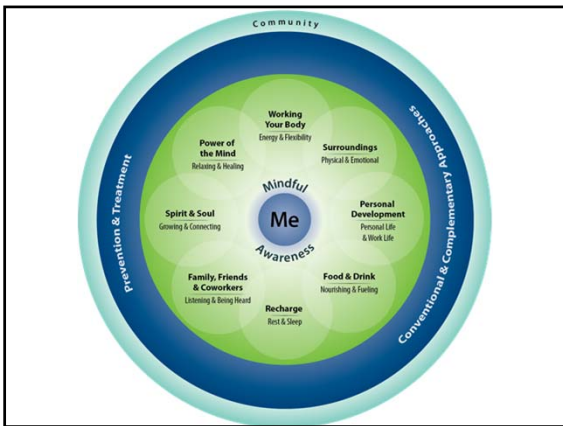
Whole Health Life 

Whole Health Coaching

Health Coaching Process: Stage III

Planning for Action





VIDEO Whole Health Life


Arthur's Amazing Transformation

<https://youtu.be/qX9FSZJu448>



Goal Setting and Action Steps Whole Health Life

After determining focus:

- What is the *goal*?
- What are the *action steps* to achieve that goal?



Definition of Goal and Action Steps Whole Health Life

	What the partner plans/intends to achieve in a 2-6 month period
	Specific short-term actions (in the next week)

SMART Criteria Whole Health Life


SPECIFIC – What do you want to accomplish? Is it clear and concise?



MEASURABLE – How much? How many?

ACTION-ORIENTED – What are you “doing?”



REALISTIC – Able to reach? Do you have skills, resources needed, or can obtain them easily?

TIMED – Timeframe?





 **Questions to Ask: SPECIFIC** 



- Be very clear and detailed about what you want to do and why.
- What is required? What are the challenges?
- What are your assets and resources?

 **Questions to Ask: MEASURABLE** 



- How much time will you spend?
- How often (daily, weekly, monthly)?
- How will you know you are making progress?
- How will you know you have reached your goal?

 **Questions to Ask: ACTION-ORIENTED** 



- What actions are needed to achieve the goal?
- Describe the ones you will be taking

 **Questions to Ask: REALISTIC** 


- Is this goal worth it?
- Is the goal lined up with your values?
- Is the timing right?
- Do you have what you need to reach the goal?
- Is it really doable?
- Build on small steps.

 **Questions to Ask: TIME-SPECIFIC** 



- How long do you need?
- Are there any deadlines you have to meet?
- When will you start?
- Build on small steps.

 **Goal Setting** 

Considerations with SMART goals




- Is the goal really SMART?
- How does the goal align with vision, mission, and values?
- Are **importance** and **confidence** reasonably high?


 **Determining Action Steps** 

The goal is set – now what?

- Start with a manageable (small) action step
- Ensure it is small enough to be done soon (usually within a week)



S M A R T






 **Goals and Action Steps - Examples** 

SMART these goals and provide one SMART action step

- I want to lose weight.
- I want to exercise more.
- I want to find a new job.
- I want to reduce my stress.


 **Barriers/Challenges** 



- Anticipate what barriers or challenges you may encounter when attempting action steps. 
- Assist partner in designing at least one contingency plan/back-up plan.

 **Accountability to Action** 




How would you like to be accountable?

- Support person (family member, friend, coworker)
- Self (journal, tracking tool, visual reminder, mobile app)

SUPPORT 

 **Demo #3 – Stage III** 

- What is the goal?
- Set Smart Action Steps
- Explore Barriers
- Accountability



**Whole Health Coaching
Between-Sessions Triad Setup
and Guidelines**

(Pg 20-21 Handout Section of Manual)

 **Between-Session Phone Triads** 


Course Requirements

- ✓ All three 90-minute Between-Session Triads must be completed in order to receive CEUs
- ✓ Completion of all three Between-Session Triads is a Whole Health Coaching course requirement toward NBC-HWC Certification

 **Between-Session Phone Triads** 



Guidelines

- ✓ New Triads will be formed. You will stay with this new Triad through Session 2.
- ✓ Create dedicated time for practice with your group. Please set aside other duties/distractions. Arrange for a private space for this session, whether your group is meeting in person or over the phone.
- ✓ You will be assigned a mentor who will join you for *one call*
 - ✓ Mentor contact information pg 23 Handout section

 **Between-Session Phone Triads** 

Setting Up the Calls

- ✓ Each Triad will agree on 3 practice dates/times
- ✓ The assigned Mentor will respond with *session(s)* they are available to attend
- ✓ One Triad member will be responsible for setting up the call and disseminating call number/access code to Mentor. VANTS call instructions pg 24-25 Handout.

 **Between-Session Phone Triads** 

Setting Up the Calls: Call Duration

- ✓ When setting up the Triad calls, ensure you reserve a minimum of 110 minutes for the conference call, to avoid operator interruption or call termination
- ✓ When setting up Quad calls, ensure you reserve a minimum of 140 minutes, to avoid operator interruption or call termination
- ✓ The few extra minutes allow for some ease

 **Between-Session Phone Triads** 



Specific Agenda for Calls

- ✓ **First Session:** Each member of the Triad will coach Stage 1 (Vision, Values, MAP), for 20 minutes, followed by 10 minutes of feedback
- ✓ **Second Session:** Each member of the Triad will coach Stage 2 (Assess and Focus), for 20 minutes, followed by 10 minutes of feedback
- ✓ **Third Session:** Each member of the Triad will coach Stage 3 (Goal Setting), for 20 minutes, followed by 10 minutes of feedback

 **Between-Session Phone Triads** 

Keys to Successful Practice

- ✓ Schedule first Triad practice call as soon as possible after Session 1 training
 - ✓ This allows time to schedule all three calls during the weeks between Session 1 and Session 2
 - ✓ This also helps to maintain these new coaching skills, as they are fresh in your mind
- ✓ If you are placed in a Triad with your supervisor or a subordinate, please contact coaching staff and we will place you in a different Triad

 **Between-Session Phone Triads** 

Absences

- ✓ Attendance for all 3 Between-Session calls is a course requirement for CEUs as well as WHC course certification
- ✓ Please let your fellow Triad members and Mentor know if you are unable to make the pre-arranged call
 - ✓ If two members of your Triad are available for the scheduled call, go ahead and practice
- ✓ If you miss a Triad practice, contact your assigned Mentor to discuss rescheduling
