



# MECC training

**Making Every Contact Count (MECC)** is about how to make the most of each opportunity to help people improve their health and wellbeing.

We are encouraging frontline staff and volunteers to find time in their conversations with Barnet residents to help them think about and resolve things that could affect their health and wellbeing. Our training will help you play a part in this important initiative.

## What's covered in the course?

The session aims to build confidence, knowledge and skills required for good conversations and provide participants with resources specific to supporting people to take better care of their health and wellbeing. It will:

- Enable participants to reflect on and share experiences of opportunistic conversations about health and wellbeing issues
- Reflect on what they do well, what skills make for a good conversation, and highlight any challenges and areas for development
- Review MECC principles and core skills: being person-centred; collaborative; using open questions, active listening, focussing on strengths, and helpful summaries; and working within the 3As model (Ask-Advise-Assist)
- Introduce resources that support good conversations, including basic advice and messaging on a range of topics and signposting
- Reflect on how good conversation skills can be embedded into day-to-day practice.

## Learning outcomes

After completing the training, you will be able to:

- Understand the range of factors that influence residents' health and wellbeing
- Be ready to engage residents in short conversations about these issues
- Draw on a range of talking skills that help a good conversation
- Be able to find information, tools and services to help people improve their health and wellbeing

## Course outline

Each session covers the following modules:

- What is MECC?
- Issues affecting people
- Good conversation skill areas and practical tips
- 3As model (Ask-Advise-Assist)
- Resources to help you