

## DIABETES COUNSELLING COURSE ONLINE

DAY 1 AM	Activities
09.00 hrs	<b>Welcome</b> Learning objectives An experiential course Develop skills empowerment and counselling
09.20	<b>Orientation to Course Content</b> Structure of this online course <ul style="list-style-type: none"><li>• Real Play (RP) process: counsellor / client / observer</li><li>• Scenario for RP - keep same problem throughout</li></ul> <b>Activity:</b> at the end of this course, what would you like to be able to say? (Please enter this in the box on page 12)
09.40	<b>Person-centred care</b> <i>Groups of 4/5 with 2 facilitators:</i> <b>Activity:</b> What comes to mind at the term "Person-centred collaborative care and counselling" <i>Whiteboard and discussion</i> <b>Responsibilities and Relationships</b> <i>Pre-recorded talk and interactive discussion</i> <b>Who is responsible for diabetes?</b> <i>Pre-recorded talk</i> <b>Exercise:</b> Dumb judgement <i>[in pairs]</i> <b>Exercise:</b> Why don't you... / Yes, but... <i>[in pairs]</i> <b>What is a relationship?</b> <i>Pre-recorded talk</i>
10.25	<b>BREAK</b>
10.45	<b>Exercise: Reflect on a helping relationship</b> <i>[in pairs]</i> <i>Whiteboard and discussion</i> <b>Core conditions</b> <i>Pre-recorded talk</i>
11.15	<b>Communication skills</b> <b>Exercise:</b> What communication/counselling skills can you name and describe? <b>Whiteboard and discussion</b> <b>Exercise:</b> Turning one's back <i>[in pairs]</i> <b>Counselling skills: fitting them all together</b> <i>Pre-recorded talk and interactive discussion</i>
12.15	<b>LUNCH</b>

DAY 1 PM	Activities
13.00	<b>Introduction to empowerment model: stages 1-4</b> <i>Pre-recorded talk and interactive discussion</i>
13.20	<b>Empowerment stage 1</b> <i>Pre-recorded talk</i> Examples of open questions for stage 1 <i>Video demonstration # 1</i> <i>Whiteboard and discussion: what basic skills did you recognise in the video?</i>
13.50 (to include 15 minute break)	<b>Triads</b> 1st real play (x3) Each participant to rotate through roles of counsellor, client and observer 10 mins RP; 10 mins skills feedback
15.20	<b>Reflective round</b>
15.30	<b>END OF DAY</b>
DAY 2 AM	Activities
09.00	<b>Welcome back – thoughts and insights</b>
09.15	<b>Feelings</b> <i>Pre-recorded video of a consultation</i> Label all the feelings you have witnessed <i>Whiteboard and discussion</i>
09.35	<b>How to deal with and identify feelings</b> <i>Interactive discussion</i>
10.00	<b>Empowerment stage 2</b> <i>Pre-recorded talk</i> Examples of open questions for stage 2 <i>Video demonstration #2</i> <i>Whiteboard and interactive discussion: skill labelling</i>
10.40	<b>BREAK</b>
10.55	<b>Triads</b> 2nd real play x3, 10 mins RP + 10 mins feedback
12.10	<b>LUNCH</b>
DAY 2 PM	Activities
13.00	<b>Empowerment stage 3</b> Goal Setting (Identifying and exploring options for change) <i>Pre-recorded talk</i> Open questions <i>Video demonstration #3</i> <i>Whiteboard and interactive discussion</i>
13.40 (to include 15 minute break)	<b>Triads</b> 3rd real play. Goal setting 10 mins + 10 minutes feedback
15.10	<b>Reflective round</b>
15.30	<b>END OF DAY</b>

DAY 3 AM	Activities
09.00	<b>Welcome back</b> – thoughts and insights
09.15	<b>Empowerment stage 4</b> Making a Plan <i>Pre-recorded talk</i> Open questions <i>Video demonstration #4</i> <i>Whiteboard and interactive discussion</i>
9.55	<b>Triads</b> 4th real play 10 mins. 10 mins feedback
11.10	<b>BREAK</b>
11.30	<b>Disintegration / Reintegration (Resistance)</b> Live talk Facilitated discussion
12.15	<b>LUNCH</b>
DAY 3 PM	Activities
13.00	<b>Diabetes distress</b> <i>Pre-recorded talk and interactive discussion</i> What do people with diabetes say? <i>Pre-recorded interview</i> Interactive discussion to include recognition of diabetes distress in virtual consultations
	<b>Taking the philosophy back to our own workplace</b> Facilitated workshop <i>Whiteboard</i>
14.30	<b>Actor preparation</b> Explanation of process
14.45	<b>Final reflective round.</b> Future plans
15.00	<b>END OF DAY</b>

- i On the last day of the face to face course, all participants have a 15 minute consultation with an actor 'client' who has a diabetes related issue. This allows them to practice the skills they have learned on the course in a non-threatening environment. We have not been able to incorporate this into the virtual course, but can arrange it after the course for those who would like to take up this opportunity. More information will be provided during the course.