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|  | MAKE EVERY CONTACT COUNT –  MECC LEVEL 2 WEBINAR  ONLINE |
| **INTRODUCTION** | |
| An information-based webinar for all healthcare and related professionals, covering **MAKE EVERY CONTACT COUNT** **- MECC**, Level 2 training. | |
| **PURPOSE OF THE TRAINING** | |
| The purpose of the webinar is to provide advanced **MECC** knowledge, skills on the implementation of the **MECC** model to healthcare and related professionals. | |
| **TARGET GROUP** | |
| All Department of Health and Wellness healthcare and related professionals. | |
| **NUMBER OF PARTICIPANTS** | |
| Unlimited. | |
| **COURSE DESIGN** | |
| An information-based webinar offered on the MS Teams platform. Duration: ± 4 Hours. | |
| **COURSE CONTENT** | |
| |  | | --- | | * Overview of MECC level 1 * What is Brief Intervention * Brief Intervention in practice * Patient Engagement * Healthy Communication * Engagement skills in MECC * What to Avoid when engaging with a client/patient? * Dealing with Difficult Patients: De-Escalating troubling patient encounters | | |
| **TRAINING ASSESSMENT** | |
| None | |
| **CERTIFICATION** | |
| All participants who attend the full duration of the course will be awarded with a certificate of attendance. | |
| **ACCREDITATION** | |
| HPCSA Accreditation Number: **TBC**  Attendee Max Points: **TBC** | |
| **CORRESPONDENCE & APPLICATIONS** | |
| All correspondence and applications to be directed to the People Development Centre (PDC): Ms Simoné Williams (T) +27 21 763 5320 (E) [Simone.Williams2@westerncape.gov.za](mailto:Simone.Williams2@westerncape.gov.za)  **Course Coordinator**: [**Glenda Cable**](mailto:Glenda.cable@westerncape.gov.za) | |