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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**  |
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| * 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
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| **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 **Course Coordinator**: **Glenda Cable** |