

“Move More”

Telephonic Mover Training Curriculum



Your resource for life.

MaineGeneral Health

Move More Telephonic Support Training Curriculum

Learning outcome questions	Instruction/ methodology	Course content	Resources
1. What is telephonic support?	1. Discussion/ PowerPoint	<p>1. Move More physical activity telephonic support program is designed to encourage regular physical activity in sedentary older adults. Telephonic support is also used to help improve nutrition status, improve chronic disease self-management and link participants to community resources and support.</p> <p>A Telephonic Mover works with individuals through regular telephone contacts to develop an exercise routine customized to the needs, abilities and goals of each participant. Primarily through telephone contacts, the Mover and participant develop a plan, set goals, track progress, problem-solve difficulties and discuss other options for lifestyle improvement.</p>	1. Telephonic resource packet (journal articles, sample scripts, additional resources)
2. What makes a good telephonic mover?	2. Handout with discussion	<p>2. Telephonic Movers should be:</p> <ul style="list-style-type: none"> • patient • good active listeners • caring • reliable • committed • good problem-solvers • enthusiastic • positive • full of encouragement • supportive • good role models for physical activity • open • willing to seek out answers 	2. Qualities of a Good Mover handout
3. Stages of Change (Transtheoretical Model)	3. PowerPoint presentation	<p>3. Stages of Change</p> <ul style="list-style-type: none"> • precontemplation • contemplation • preparation • action • maintenance • relapse 	3. Stages of Change handout
4. What is Motivational Interviewing?	4. PowerPoint presentation	4. Motivational Interviewing is a non-directive, client-centered counseling style for eliciting behavior change by helping clients understand and resolve ambivalence.	4. Motivational Interviewing handout

<p>5. What are the principles behind motivational interviewing?</p>	<p>5. PowerPoint presentation</p>	<p>5. Principles:</p> <ul style="list-style-type: none"> • Assessment is key - ask as well as inform • Build rapport - express empathy and understanding • Elicit goals and preferences • Tailor information to match motivational readiness • Accept where the patient is • Discuss options and support choices and goals • Build self-efficacy and confidence • Take a long-term view 	<p>5. Motivational Interviewing handout</p>
<p>6. How can I provide nondirective support?</p>	<p>6. PowerPoint/discussion</p>	<p>6. Nondirective Support:</p> <ul style="list-style-type: none"> • Attempting to facilitate but not dominate behaviors by expressing caring and an understanding of the enrollee's feelings 	<p>6. Nondirective support examples from Move More Replication guide</p>
<p>7. What are the steps of creating an action plan?</p>	<p>7. Have participants set an action plan.</p>	<p>7. Steps of an action plan:</p> <ol style="list-style-type: none"> 1. Something YOU want to do 2. Achievable 3. Action-specific 4. Answer the questions: <ul style="list-style-type: none"> what? how much? when? how often? 5. Confidence level of 7 or more 	<p>7. Sample action plans</p>
<p>8. How do I track phone calls I make?</p>	<p>8. Demonstration of sample spreadsheet, sample paper logs</p>	<p>8. Explain and demonstrate different methods of tracking telephone support.</p>	<p>8. Move More physical activity phone log</p>