

# MAKING EVERY CONTACT COUNT (MECC) TRAINING



## What is Making Every Contact Count (MECC)?

Making Every Contact Count (MECC) training is available to support staff to gain the skills and confidence needed to have conversations with others about health and wellbeing and signpost to support services.

MECC works through opportunistic conversations in everyday life to talk about health and involves responding appropriately to cues from others and encourage them to think about their lifestyle, changing behaviours and take the steps to improve their health and wellbeing.

Within your role, and in your personal life, you may be having brief conversations that offer an opportunity to have a MECC styled conversation as part of your day-to-day interactions.

MECC skills and frameworks will help your conversations with those you support and care, as well as with neighbours, family, friends and colleagues.

A MECC interaction takes a matter of minutes and is not intended to add to existing busy workloads, rather it is structured to fit into and complement existing conversations. You don't need to become an expert in the topic of conversations or the services you might be signposting people to. It's about being more effective during the conversation and taking an opportunity to help someone.

The nationwide MECC initiative is led by NHS England and OHID (formerly known as Public Health Education).

Training for the BOB region is co-ordinated by the BOB ICB Personalised Care Training Team, Local Authorities, Public Health Teams and various volunteers and community support services.

## What will I get from the training?

- Develop the skills, knowledge and confidence you need to have brief conversations with the public about their health and wellbeing.
- Gain information to help signpost the people you are helping to services they may require for more specific health related support.

## What does the training involve?

MECC training is delivered virtually in two parts. Delivered on-line, the 1<sup>st</sup> session is through a nationally recognised NHS e-learning website and the 2<sup>nd</sup> session is live and interactive with a MECC trainer (see next page).

## How do I book?

To book a place on the MECC training, email the BOB ICB personalised care training team [bobicb.personalisedcaretraining@nhs.net](mailto:bobicb.personalisedcaretraining@nhs.net)

More general information about MECC can be found here:  
<http://www.makingeverycontactcount.co.uk/>

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## Step 1 – The background

Participants will access a short on-line e-learning course to gain a basic level of MECC knowledge before attending the live and interactive session. A link for this will be sent through to you when you register for the MECC training via the Personalised Care Training Team: [bobicb.personalisedcaretraining@nhs.net](mailto:bobicb.personalisedcaretraining@nhs.net)

The e-learning should only take about an hour to complete and will really help attendees prepare for the live session. It includes the following:

- Explaining what MECC is and who it is for
- An introduction to Behaviour Change and the COM-B behaviour change models
- How to have a MECC conversation using a three-step approach i.e. The 3A's
- Using open discovery questions
- What to consider when providing information or promoting a support service to an individual

## Step 2 – The practical

An on-line, live and interactive session – The second stage to this training will be with a MECC trainer and will last between 2 to 3 hours depending on availability of attendees. An MS Teams link will be sent through to you by the trainer after registration. If you anticipate any issues with using MS Teams please let us know, details are below.

The live session aims to quickly recap on the content that you learnt in Step 1 and then focuses on the practical side of MECC. This includes: Discussing what MECC is, practicing good conversation skills and how to ask open questions. It will also look at local resources and tools to help you with your MECC conversations.

When registering please include any training support needs that may affect your experience of this course, this is to prepare organisers and trainers to make necessary alterations if necessary.

To book your MECC training, email [bobicb.personalisedcaretraining@nhs.net](mailto:bobicb.personalisedcaretraining@nhs.net)

Contact for more information: [clare.hodsdon@nhs.net](mailto:clare.hodsdon@nhs.net)

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## If you think your team would be interested in MECC. Why not become a MECC trainer?

A **FREE MECC Train the Trainer course** is available that aims to equip attendees to not only have effective healthy conversations with people they meet every day but to also feel confident and competent in explaining MECC and the associated knowledge and skills to colleagues within their own organisations or team.

The course provides ready-to-go resources e.g. a pre-prepared MECC presentation, a manual and handouts. The course focusses on MECC skills, the theory and background along with how to deliver training on MECC to groups.

Although attendees are not required to have a training background, it is an advantage to feel relatively comfortable presenting to groups, facilitating and supporting interactive training.

**The Train the Trainer course** consists of a one hour e-learning module followed by 4 x 2hr sessions that are on-line and interactive with a MECC trainer. You'll become a member of the MECC trainer network and be invited to other interesting CPD and behaviour change focussed events. To book a place or find out more email: [clare.hodsdon@nhs.net](mailto:clare.hodsdon@nhs.net)