

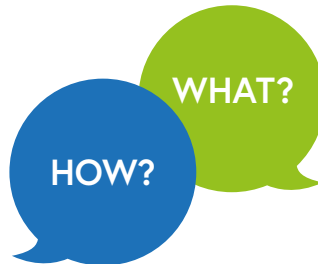
MECC Definition:

Making Every Contact Count enables organisations and individuals to develop the skills and confidence to have healthy conversations with people to address health and wellbeing.

Telling people what to do is not the most effective way to help them to change. Making Every Contact Count is about **altering how we interact** with people through learning how to recognise opportunities to talk to people about their wellbeing.

Healthy Conversation Skills

- 1 Use Open Discovery Questions to help someone explore an issue
- 2 Reflect on your practice and conversations
- 3 Spend more time listening than giving information or making suggestions
- 4 Use Open Discovery Questions to support someone to make a SMARTER plan



Healthy Conversation Skills Philosophy



- ▶ I am not responsible for the choices people make
- ▶ Being given information alone does not make people change
- ▶ People come to us with solutions
- ▶ It is not possible to persuade people to change their habits

The 3 A's

Ask the questions – 'what?' and 'how?'

Acknowledge the response and listen

Act by referring or signposting



Healthy Conversation Skills response styles

Open Discovery Question

Open Question (Other)

Closed Question

Empathy / Reflection

In my experience

Telling/Suggesting



Referral pathways

If you live in....

Leicestershire County:

www.firstcontactplus.org.uk

Leicester City:

livewell.leicester.gov.uk

Rutland:

Rutland Community Wellbeing Service
www.rutlandwellbeing.org.uk



S specific
M measurable
A action-orientated
R realistic
T timed
E evaluated
R reviewed

Planning for change

HOW?

WHAT?

What's a small step towards...

What would be good about that?

What might make it difficult?

How would you manage to...?

How will you know when you have achieved...?

When can you...?

Sounds like a plan, I'll ask how you are doing next...

High Intensity Interventions

Specialist Practitioners

What type of intervention is MECC?

Extended Brief Interventions

Staff who regularly come into contact with people for 30 minutes or more who are at higher risk

Brief Interventions

Staff who have an opportunity to encourage and support people whose health and wellbeing could be at risk

Very Brief Interventions

For everyone in direct contact with the general public To raise awareness, motivate and signpost people to help them improve their health and wellbeing

Having a healthy conversation:

Reflection tool

How do you feel the conversation went?

How easy was it to ask Open Discovery Questions?

What went well?

What do you think you could have done differently?

What did you do to support the person to plan change?

What would you like to do differently next time?