

BCBSM Engagement Training

Optimizing Self-Management Through Improved Patient Engagement

Training Agenda

- **Arrival & Welcome - 7:45 – 8:00 am**
 - **Review the spirit and four processes of motivational interviewing – 8:00-9:30 am**
 - **Introduction – 9:30-9:45 am**
 - **Break (10 minutes) – 9:45-10:00 am**
 - **Demonstrate the basics of motivational interviewing to include using patient language cues and the motivational interviewing process - 10:00 – 12:00 pm**
 - **Lunch (30 minutes) – 12:00-12:30 pm**
 - **Group 1 – SIMULATION**
 - **Group 2 – Group Activity-Change Talk**
 - **Group 3 – Health Literacy**
 - **Group 1 – Health Literacy**
 - **Group 2 – SIMULATION**
 - **Group 3 – Group Activity-Change Talk**
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 - **Group 2 – Health Literacy**
 - **Group 3 – SIMULATION**
- BREAK – 2:30-2:45 pm**
- **Success Strategies; Wrap-up; Making a plan to apply new skills – 2:45-3:45 pm**

} 12:30-1:10 pm

} 1:10-1:50 pm

} 1:50-2:30 pm

EVALUATION is found at: <https://www.surveymonkey.com/r/ENG-2021-bcbsm>