

EPI SET – Tips & Tricks on Engagement

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Objectives:

1. Learn practical strategies for implementing the IRT/NAVIGATE program
2. Explore solutions to clients that are difficult to engage in the NAVIGATE model of care

10 lessons learned from IRT/NAVIGATE implementation to practice

1. Building rapport/use MI skills through out (Open ended questions, Affirmations, Reflections, Summaries)
2. Start on the right foot and set a precedent of IRT being the main part of the work you do!
3. Provide options for modules and collaborate with clients.
4. If you don't believe in it, the client's won't either. It is important to try to 'sell the model of care to the client.
5. Be cautious of making assumptions (about the content and the client).

10 lessons learned from IRT/NAVIGATE implementation to practice

6. It's not all about the handouts, you are likely covering IRT elements without knowing it!

7. Some is better than none!

8. Hit the main points; it's okay to skip parts.

9. Outright resistance is rare, clients that show up to appointments are open to at least parts of the NAVIGATE model.

10. Remember be kind to yourself, and celebrate the small wins.

Thank You

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