

A smiling woman with dark hair, wearing a white tank top, is sitting on a table in a physiotherapy setting. She is holding a blue water bottle and looking towards the camera. The background is a bright, clean room with a window. The entire image is overlaid with a teal color filter.

Transformative Health Coaching in Physiotherapy

Building Alliances for Enhanced Outcomes

Instructor: H el ene Th eriault

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About your Instructor **Hélène Thériault**

Master Certified Coach | Registered Occupational Therapist | Adult Educator

Hélène is a registered occupational therapist who also has a university education in Kinesiology and a certified leadership coach, that has seen the life-changing power of coaching help people reach their full potential. Her vision is that all healthcare professionals learn how to incorporate a coach approach into their practice to empower their clients / patients and amplify their results.

As the creator of the Dive Into a Coach Approach® model, Hélène combines the best in coaching theory and adult education to make the transformative power of this approach accessible, practical, and actionable. Using a learner-centred approach, her workshops are highly engaging, infused with fun and relevant activities, and designed with an eye to making the information “stick.”

Hélène also works as a clinical instructor at the University of British Columbia and holds a Master of Adult Education degree from St. Francis Xavier University. She is the Global Leader for the International Coaching Federation Health and Wellness Community of Practice. When she’s not running her business, you can find her skiing with her husband and two kids or playing beach volleyball with friends. To learn more about other services Hélène offers, check out her website at: www.functionfirstcoaching.com



You & your practice










1. In what healthcare setting do you work?

- | | |
|--------------------------------------------------------|------------------------------------------------------------------------|
| <input type="checkbox"/> A home and community settings | <input type="checkbox"/> In a mental and behavioral healthcare setting |
| <input type="checkbox"/> An outpatient clinic | <input type="checkbox"/> Telehealth |
| <input type="checkbox"/> A hospital setting | <input type="checkbox"/> Schools and community education settings |
| <input type="checkbox"/> In a long-term care facility | <input type="checkbox"/> Other: _____ |

2. What is / are your role(s) in healthcare?

- | | | |
|------------------------------------|------------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Clinician | <input type="checkbox"/> Clinical Lead/
Preceptor | <input type="checkbox"/> Manager/ Director |
|------------------------------------|------------------------------------------------------|--------------------------------------------|







3. Have you worked with clients / patients who experience any of the following symptoms or diagnoses?

- | | | |
|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> 
Depression | <input type="checkbox"/> 
Anxiety | <input type="checkbox"/> 
Pain |
| <input type="checkbox"/> 
Heart Condition | <input type="checkbox"/> 
Diabetes | <input type="checkbox"/> 
Obesity |
| <input type="checkbox"/> 
Brain Injury | <input type="checkbox"/> 
Addiction | <input type="checkbox"/> 
Burnout |

4. Have you ever experienced burnout or feel like you were on the path to burnout in your healthcare career?

Why a Coach Approach

5. Have you encountered any of the following challenges with your patients, where they struggle to achieve their rehabilitation goals due to:

<input type="checkbox"/>		Emotion	<input type="text"/>
<input type="checkbox"/>		Attitude	<input type="text"/>
<input type="checkbox"/>		Motivation	<input type="text"/>
<input type="checkbox"/>		Assumptions	<input type="text"/>
<input type="checkbox"/>		Judgement	<input type="text"/>
<input type="checkbox"/>		Belief	<input type="text"/>



(10 = very comfortable / confident)

1	On a scale of 1-10, how comfortable and confident do you feel right now describing what a Coach Approach is to a client or colleague?	<input type="text"/>
2	On a scale of 1-10, how comfortable and confident explaining why we should use a Coach Approach in your workplace?	<input type="text"/>
3	On a scale of 1-10, how comfortable and confident do you feel about the how to use a Coach Approach?	<input type="text"/>

Coaching Demo

What do you notice or observe? (e.g., body posture, tone of voice, inflection, eye gaze, pace, etc.)
List all the questions you hear the clinician ask.

Coaching | "Is" and "Is Not"

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Note: Adapted by H el ene Th eriacult (2020) from Pentland et al. (2016) and Mitsch et al. (2017)

Now that you've completed both columns above, what % would you say you currently use in your practice in the left column (i.e., what coaching 'is')?

 %

Definitions

What is Health Coaching?

A patient / client-centered process that is based on behavior _____ and is delivered by health professionals with _____ backgrounds.
(Wolever et al., 2013)

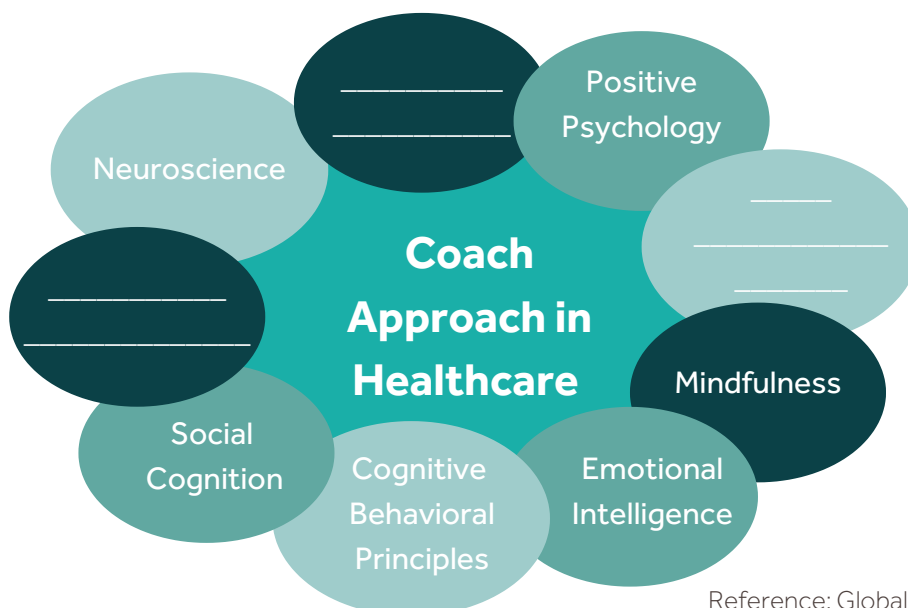


What is a Coach Approach in Physiotherapy?

A semi-structure conversational _____ where concrete _____ are co-developed through accessing individuals' _____, resources, and creativity with the intent to: a) empower clients to get their occupational wants or needs met; b) enable _____ change through meaningful self-directed actions. (Hélène Thériault, 2025)

What is a Motivational Interviewing (MI)?

A particular way of talking with people about change and growth to strengthen their own motivation and commitment.
(Miller & Rollnick, 2023)



Reference: Global Wellness Institute, 2022.

Coaching Competencies

Exercise

Part 1: What did you observe?



Part 2: What did you observe?



Part 3: What questions do you have for this person?

Coaching Competencies

Dive Into a Coach Approach® Framework

3 Techniques



3 Techniques



3 Techniques



3 Reasons



A Core Coaching Competency



<https://www.functionfirstcoaching.com/assess-habits-embodia/>

Which active listening skill if any do you want to dial up in your next patient interaction?



A Favorite Quote

_____ is
**the forgotten
skill in communication**

- BARR & DOWDING, 2022

Coaching Competencies

Accurate empathy

A 4 step process



Reference: Miller, W. R. (2018). Listening well: The art of empathetic understanding. Eugene, OR: Wipf & Stock Publishers. Diagram adapted from the work of Thomas Gordon, a student of the psychologist Carl Rogers.

Coaching Competencies

Dive Into a Coach Approach® Mindset

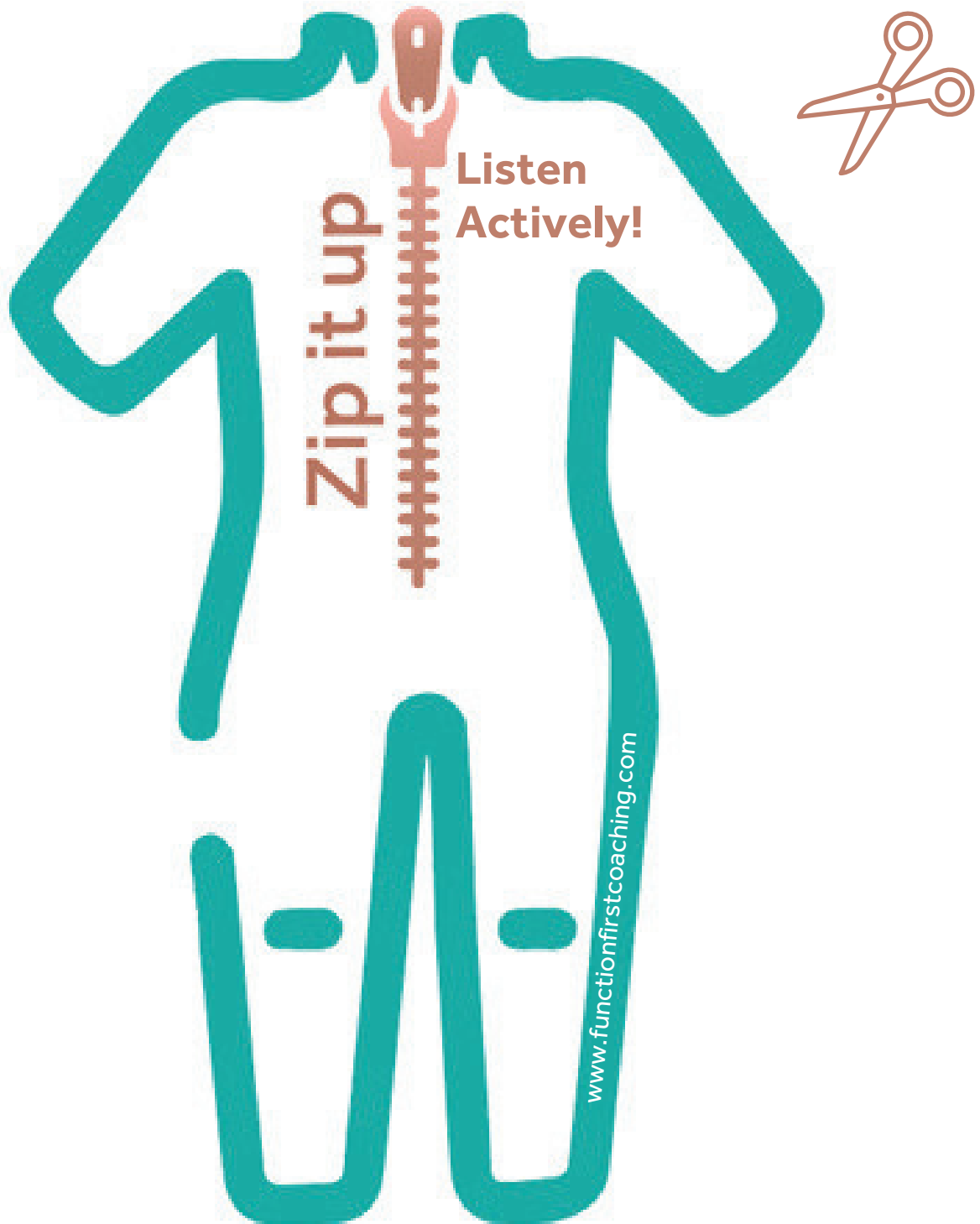


How Coaching Competencies Can Deepen Physiotherapy Practice

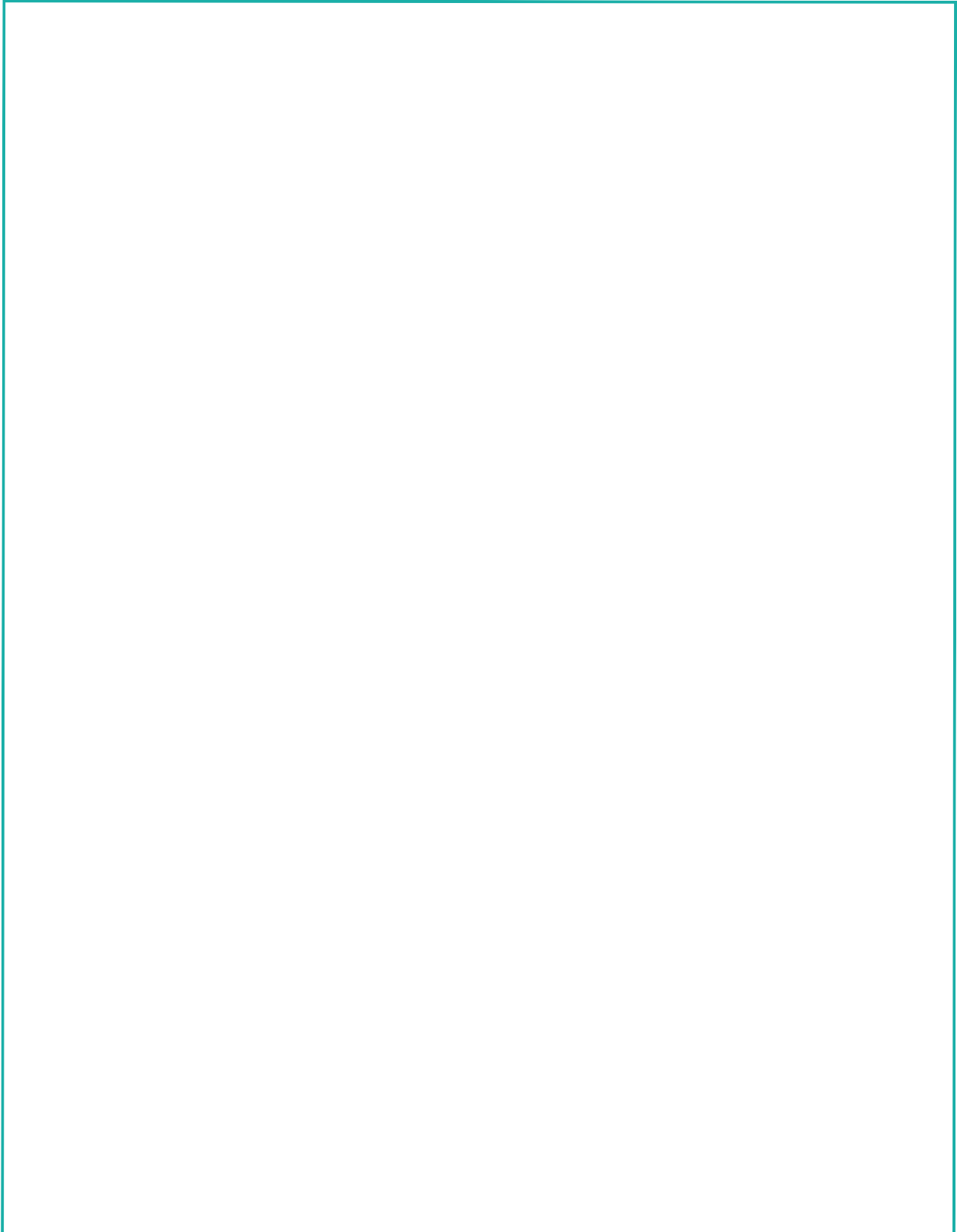
Physiotherapy Competencies	International Coaching Federation 8 Core Competencies	Competencies Can Deepen Physiotherapy Practice
Clinical Practice: Delivering patient-centered care, including assessment, diagnosis, and intervention.	Demonstrates Ethical Practice: Understands and consistently applies coaching ethics and standards of coaching.	Apply ethical standards to ensure patient autonomy and build stronger therapeutic relationship.
	Embodies a Coaching Mindset: Develop and maintain a mindset that is open, curious, flexible and client-centered.	Foster curiosity and adaptability to meet individual patient needs during interventions.
Professionalism: Adhering to ethical standards, demonstrating responsibility, and engaging in continuous professional development.	Co-Creating the Relationship: _____ with the client to create clear agreements about the relationship, process, plans and goals.	Collaboratively establish expectations with patients to improve shared decisions-making.
	Cultivates Trust and Safety: _____ with the client to create a safe, supportive environment that allows them to share freely.	Create a space for patients to feel safe expressing their concerns, leading to better outcomes.
Communication: Effectively interacting with patients, families, and healthcare teams.	Maintains Presence: Fully conscious and present with the client, employ a style that is open and flexible.	Be fully present in conversations with patients and families to enhance understanding and trust.
	Listens Actively: Focus on what the client is and is not saying for full understanding, support client self-expression.	Deepen patient assessments by actively listening to verbal and non-verbal cues.
Collaboration: Working cohesively with other healthcare professionals to provide comprehensive care.	Evokes Awareness: Facilitate client insight and learning.	Help patients and colleagues uncover new insights to improve care strategies and team dynamics.
Leadership and Management: Overseeing practice operations, mentoring others, and contributing to the advancement of the profession.	Facilitates Client Growth: _____ with the client to transform learning and insight into action. Promotes client autonomy.	Empower patients and team members to take ownership of their growth and learning.
Research and Evidence-Based Practice: Integrating scientific research into clinical decision-making to ensure effective treatment outcomes.	Evokes Awareness: Facilitate client insight and learning.	Use evidence to guide patients in understanding their condition and options for care.

Shifting healthcare from inside out

Be the Healthcare Hero:



Notes



Next Steps

Put it into practice:

Choose one active listening habit from your self-assessment to focus on in your next patient interaction. Need a refresher? Revisit the Listening Habits Self-Assessment [here](https://www.functionfirstcoaching.com/assess-habits-embodia/): <https://www.functionfirstcoaching.com/assess-habits-embodia/>

Check your progress:

Re-do the Listening Habits Self-Assessment in three months to track your growth and see if you've strengthened your Listen Actively habit.

Explore more:

Did you check this box on the ? If so, more resources are coming your way!

I am interested in receiving the latest educational tools and professional development training so I can keep elevating my clinical and leadership skills.

Keep it visible:

Print or cut out the Zip It Up infographic as a reminder to be a healthcare hero through active listening.

Check your progress:

Re-do the Listening Habits Self-Assessment in three months to track your growth and see if you've strengthened your Listen Actively habit.

Take the next leap:

Ready to deepen your skills? Enroll in the full Level 1 course and continue your coaching journey! [Register here](https://embodiaapp.com/webinars/974-dive-into-a-coach-approach-1-0-tamara-shih-helene-theriault). (<https://embodiaapp.com/webinars/974-dive-into-a-coach-approach-1-0-tamara-shih-helene-theriault>)