

TELEPHONE

TRAINING FOR TOBACCO QUIT LINE COUNSELLORS:

COUNSELLING



WHO Library Cataloguing-in-Publication Data

Training for tobacco quit line counsellors: telephone counselling.

1.Hotlines. 2.Smoking Cessation - methods. 3.Directive counselling - methods. 4.Teaching Materials. I.World Health Organization.

ISBN 978 92 4 150726 4 (print)

(NLM classification: WM 290)

ISBN 978 92 4 069280 0 (Epub)

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Printed in France



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**World Health
Organization**

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TRAINING PACKAGE OVERVIEW

INTRODUCTION

The quit line has been recommended as one of the population-wide approaches to support tobacco users in quitting by the guidelines for implementation of Article 14 of the WHO Framework Convention on Tobacco Control (WHO FCTC). All Parties to the Convention should offer quit lines by which callers can receive advice from trained cessation specialists (quit line counsellors). The counsellors provide callers with evidence-based assistance that is easily accessible at any time, in any place and at no cost to the tobacco user.

The role of the tobacco quit line counsellor is to provide personalized assistance to each caller, regardless of whether the caller is ready or not ready to quit. In following quit line protocols and best practices, quit line counsellors can help callers to understand why quitting tobacco is so important and can help them achieve their goal of becoming tobacco-free. Therefore, training of tobacco quit line counsellors is a critical component of quit line operation.

This training package is based on empirical evidence, best practices and over 20 years of clinical experience in delivering quit line services. It is intended to serve as comprehensive initial training, but it is recognized that periodic refresher training will need to take place to ensure that quit line counsellors maintain proficiency and are allowed, and even encouraged, to develop even greater skill.

LEARNING OBJECTIVES, SKILL DEVELOPMENT AND OUTCOMES

Learning objectives

Upon completion of this training participants will be able to:

- articulate the role of tobacco quit line counsellor in a quit line setting;
- provide telephone counselling services within the constraints of provincial and national privacy regulations;
- describe the etiology of tobacco use and tobacco dependence, and demonstrate how to apply this information to educate and motivate quit line callers during treatment;
- describe the value and constructs of establishing rapport between the counsellor and the quit line caller in order to develop a collaborative relationship;
- demonstrate the ability to conduct an assessment in order to collect accurate information for the purpose of treatment planning;
- demonstrate the ability to develop a treatment plan within the scope of quit line services;
- describe and apply the basic principles of counselling strategies used to treat tobacco dependence;
- articulate accurate information about approved forms of pharmacotherapy available to help manage nicotine withdrawal symptoms and demonstrate the ability to provide decision-support for using approved cessation medications;
- demonstrate the ability to provide ongoing support throughout the quitting process that includes practical problem-solving and evidence-based strategies for relapse prevention;
- demonstrate competence in working with population subgroups and those who have specific physical and mental health issues;
- demonstrate the ability to accurately document participant records according to programme standards.

Skills developed

The skills developed will include:

- ability to apply practical and theoretical counselling skills with the callers, regardless of whether they are ready or not ready to quit;
- ability to provide support to all callers, including those within population subgroups such as persons with specific physical and mental health issues;
- ability to support callers by applying scientific evidence and expert information about tobacco addiction and health impacts to educate and motivate callers

Outcomes

The expected outcomes will be:

- increased capacity to provide tobacco cessation treatment that is easily accessible at any time and place;
- delivery of quit line services that align with best practices and the scientific evidence for treating tobacco use and dependence.

STRUCTURE AND CONTENT

Full version of the Training Package

The full training package consists of 14 modules designed to support implementation of a range of quit line services by developing participants' knowledge, skills and confidence to enable them to serve as tobacco quit line counsellors. Each training module addresses a specific aspect of delivering quit line services to quit line callers. Each module is presented in a four-step format: preparation, presentation, practice and evaluation. The modules are summarized below. Further guidance for facilitators follows in the detailed *Facilitators' guide*.

- Module 1: Quit line services and the role of the tobacco quit line counsellor
- Module 2: Tobacco use and tobacco dependence
- Module 3: Practical and theoretical approaches for those ready to quit
- Module 4: Practical and theoretical approaches for those not ready to quit
- Module 5: Pharmacotherapy
- Module 6: Facilitation skills
- Module 7: Basic components of a call
- Module 8: Assessment and agenda-setting
- Module 9: Action planning
- Module 10: The content of telephone counselling interventions
- Module 11: Special populations and cultural awareness
- Module 12: Challenging calls
- Module 13: Supporting the intervention with supplementary resources
- Module 14: Integrated practice

If all 14 modules are used, the training workshop duration is 4.5 days. A sample agenda for the training workshop of 4.5 days is provided below.

Day 1	
08:30 – 09:00	Registration
09:00 – 09:30	Welcome and workshop overview Participant introductions
09:30 – 09:50	Pre course assessment
09:50 – 10:30	Module 1 - Quit line services and the role of the tobacco quit line counsellor (1)
10:30 – 10:45	Break
10:45 – 11:35	Module 1 - Quit line services and the role of the tobacco quit line counsellor (2)
11:35 – 12:00	Module 2: Tobacco use and tobacco dependence (1)
12:00 – 13:00	Lunch
13:00 – 14:00	Module 2: Tobacco use and tobacco dependence (2)
14:00 – 15:30	Module 3: Practical and theoretical approaches for those ready to quit (1)
15:30 – 15:45	Break
15:45 – 16:15	Module 3: Practical and theoretical approaches for those ready to quit (2)
16:15 – 16:30	Module 4: Practical and theoretical approaches for those not ready to quit (1)
16:30 – 17:00	Daily Wrap-Up
Day 2	
08:30 – 09:00	Interactive discussion
09:00 – 10:30	Module 4: Practical and theoretical approaches for those not ready to quit (2)
10:30 – 10:45	Break
10:45 – 11:50	Module 4: Practical and theoretical approaches for those not ready to quit (3)
11:50 – 12:50	Lunch
12:50 – 14:50	Module 5: Pharmacotherapy
14:50 – 15:25	Module 6: Facilitation skills (1)
15:25 – 15:40	Break
15:40 – 16:25	Module 6: Facilitation skills (2)
16:25 – 17:30	Module 7: Basic components of a call
17:30 – 17:45	Daily wrap-up
Day 3	
08:30 – 09:00	Interactive discussion
09:00 – 10:15	Module 8: Assessment and agenda-setting
10:15 – 10:30	Break
10:30 – 12:05	Module 9: Action planning (1)
12:05 – 13:05	Lunch
13:05 – 14:05	Module 9: Action planning (2)
14:05 – 15:00	Module 10: The content of telephone counselling interventions (1)
15:00 – 15:15	Break
15:15 – 16:05	Module 10: The content of telephone counselling interventions (2)
16:05 – 17:20	Module 11: Special populations and cultural awareness
17:20 – 17:30	Daily wrap-up
Day 4	
08:30 – 09:00	Interactive discussion
09:00 – 10:00	Module 12: Challenging calls
10:00 – 10:40	Module 13: Supporting the intervention with supplementary resources (1)
10:40 – 10:55	Break
10:55 – 11:55	Module 13: Supporting the intervention with supplementary resources (2)
11:55 – 12:55	Lunch

12:55 – 14:15	Module 14: Integrated practice (preparation and presentation) (1)
14:15 – 15:30	Module 14: Integrated practice (scenario 1) (2)
15:30 – 15:45	Break
15:45 – 16:30	Module 14: Integrated practice (scenario 2) (3)
16:30 – 16:45	Daily wrap-up
Day 5	
08:30 – 09:00	Interactive discussion
09:00 – 10:30	Module 14: Integrated practice (scenarios 3 and 4) (4)
10:30 – 10:45	Break
10:45 – 12:00	Module 14: Integrated practice (scenarios 5 and 6) (5)
12:00– 12:15	Break
12:15 – 13:30	Closing session and workshop evaluation

The simplified version

Those in lower-resource settings or with training time constraints may wish to use a subset of modules focusing on the core quit line service – i.e. telephone counselling. Suggested modules for a shorter training course include:

Module 1: Quit line services and the role of the tobacco quit line counsellor

Module 2: Tobacco use and tobacco dependence

Module 3: Practical and theoretical approaches for those ready to quit

Module 4: Practical and theoretical approaches for those not ready to quit

Module 6: Facilitation skills

Module 7: Basic components of a call

Module 8: Assessment and agenda-setting

Module 9: Action planning

Module 10: The content of telephone counselling interventions

Module 14: Integrated practice (modified to address the modules included above and shortened to four hours)

Below is a sample agenda for organizing a training workshop of three days.

Day 1	
08:30 – 09:00	Registration
09:00 – 09:30	Welcome and workshop overview Participant introductions
09:30 – 09:50	Pre course assessment
09:50 – 10:30	Module 1 - Quit line services and the role of the tobacco quit line counsellor (1)

预览已结束，完整报告链接和二维码如下：

https://www.yunbaogao.cn/report/index/report?reportId=5_27820

