

# Navigator training

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It is important during the planning stage to address navigator education and training. Your training plan should cover both the core-competencies required by all navigators as well as program specific competencies unique to your organization.

## Navigator training should include:

1. Basic navigation core competencies:
  - a. Cultural responsiveness and sensitivity
  - b. Barrier and gap identification
  - c. Resource identification and prompt utilization to address existing barriers
  - d. General organization and time management
  - e. High communication skills
  - f. Motivational interviewing skills
  - g. Case presentations

2. Program-specific knowledge training:

Every navigation program differs according to the services provided, population targeted, service providers and delivery system — your program may require specific training

## Training programs:

Your navigator may require introductory and ongoing training. It is important to:

1. Conduct a baseline assessment of the navigator knowledge in core competencies
  - a. Client interaction /communication
  - b. Service provision
  - c. Documentation
2. Evaluate the navigator's knowledge and skills specific to a program. You will have to develop the program-specific navigator training because it will need to be tailored to your program

## Examples of training courses for navigators:

[Fleming College \(Patient Navigator Graduate Certificate\), Ontario](#)

[Patient Navigator Training Collaborative, U.S.](#)

[Harold Freeman Patient Navigation Institute, U.S.](#)

[Learn to be a patient advocate \(article from VeryWell.com detailing U.S. training programs\)](#)