

Figure 1. The main areas of the CMPA skill training programme.

COMPREHENSIVE APPROACH			
Three intervention areas within the comprehensive follow-up method			
Follow-up process:	Encountering the user	System-oriented efforts	Administrative work
ORDER	- conversation as tool	- user as actor	- ensure the user is a central actor
CHARTING	- establish the relationship	- process management	- administrative tasks
NEEDS ASSESSMENT	- information and clarification	- social network	- work with individual plans
EVALUATION OF WORKABILITY	- charting and analyzing problems	- interdisciplinary cooperation	- documentation
PROGRAM PLAN	- counselling	- cooperation with employers	- planning interventions
PROGRAM IMPLEMENTATION	- motivation	- system-oriented interventions	
EVALUATION	- defining goals		
	- change		
	- individual-level interventions		

Source. The Norwegian Labor and Welfare Administration, 2011 (translated by Malmberg-Heimonen, Malmberg-Heimonen, 2015).