

Talking Diabetes: Practitioner's Map

Strategies & skills in the consultation

When?

What to do

At the start ...

Set agenda using 3T

At any point,
choose a style ...

Direct

e.g. patient asks for information

Guide

e.g. behaviour change

Follow

e.g. patient is upset

When talking about **behaviour change**, select one or more strategies ...

Pros & cons

Useful with patient who seems reluctant

Importance & Confidence

Useful with patient who seems ambivalent

Shared goal setting

Useful with patient who seems ready

Along the way, these skills help **guiding** ...

Open questions – *patients can describe their experiences*

Long and short summaries – *conveys empathy*

At the end ...

The long summary

