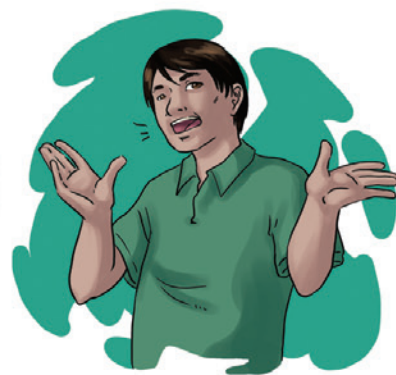
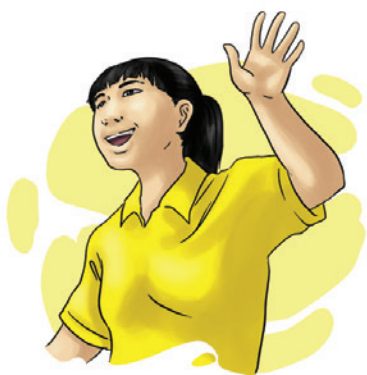


Engage Any Personality Type

During *Conversation Map*®
Education Sessions



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Shy Sarah

Why it happens:

- This person may be bored, timid or indifferent.

What to do about it:

- Gain interest by asking for opinions.
- Question the person next to him or her. Then ask this person to comment on the view expressed.
- Compliment the first time this person contributes. Be sincere.
- Indicate respect for this person's experience, then ask for ideas.



Talkative Tina

Why it happens:

- This person is highly motivated well-informed and talkative in general.

What to do about it:

- Slow this person down with some difficult questions.
- Say, "That's an interesting point. Now let's see what the rest of the group thinks."
- Draw upon his or her knowledge and relay to the group.
- For the overly talkative, let the group take care of him or her as much as possible.



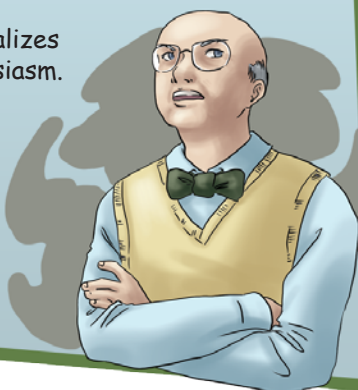
Scholarly Sam

Why it happens:

- This person really wants to help.
- Wants to show his or her knowledge on the topic.

What to do about it:

- Cut him or her off by tactfully questioning others. Suggest that "we put others to work."
- Ask this person to summarize. It keeps him or her attentive and capitalizes on his or her enthusiasm.



My Doctor Said Fred

Why it happens:

- This person is from the school of thought that the doctor's word is the final word.
- Fear of change, just beginning to cope with what has been diagnosed or prescribed.
- Skeptical of diagnosis, or treatment plan.

What to do about it:

- Establish guidelines in the group, for example, there may be more than one answer or idea.
- Offer time to hear what ideas he or she has, and "how is it going for you?" conversation.



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Emotional Esther

Why it happens:

- Fear, sorrow, frustration, relief of knowing.
- Crying often promotes healing.

What to do about it:

- Establish a safe environment for patients to share emotions.
- Allow a few moments to pass, supply tissue.
- Draw from others in the group by asking, "has anyone else ever felt overwhelmed?" Ask this person if he or she would like to share how he or she worked through his or her emotions.
- If it continues or the group becomes uncomfortable, take a short break or refocus conversation.
- Remember, emotions may draw the group closer together and open conversation.



Negative Nell

Why it happens:

- Person may be angry at diagnosis, diabetes treatment or changing health.
- Might be the first chance this person has had to vent their feelings.

What to do about it:

- Encourage this person to discuss his/her feelings, vent emotions.
- Listen and ask open ended questions. "Tell me a little more, so I can understand your view."
- Ask, "what would you like to learn today?"
- Consider talking outside of class, or taking a short break if their negativity seems to dominate the discussion.



Bad Information Betty

Why it happens:

- This person might get their information from a non-credible source.
- Wants to help others.

What to do about it:

- Say, "That's one way of looking at it," and tactfully make any corrections.
- Say, "I see your point, but can we reconcile that with our current situation?"
- Say, "I can see why it seems that way," and offer the correct information.
- Approach carefully as not to offend.



Arguing Al and Bickering Betty

Why it happens:

- Couple disagrees on how to manage diabetes.

What to do about it:

- Maximize points of agreement and minimize disagreements. Draw attention to the objective at hand.
- Pose a direct question to an involved member on the topic.
- Frankly state that personalities should be left out in this discussion.



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Inactive Paula

Why it happens:

- May be overwhelmed with information, diagnosis or frightened.

What to do about it:

- Recognize this person may need time, and may be participating in their own way.
- Allow the person some space.
- Realize that this is not a reflection on you or your facilitation skills.
- Don't assume this person is not getting anything out of the group.
- The group may engage this person on their own.



Side Chatter Chad

Why it happens:

- This person comes to the session with a friend.
- Chatty in general.
- Not ready to focus on their diabetes.

What to do about it:

- Don't embarrass.
- Call by name, restating last opinion expressed and ask his or her opinion.
- Participation is the best cure. Include this person in the discussion.



Troubled Tina

Why it happens:

- Deep-seated emotional behavior.
- A group interaction may be less threatening than a one on one visit.
- This person may need a safe place to talk.

What to do about it:

- Listen intently, using reflective listening skills.
- Offer break time before or after session to have a private conversation with this person.
- If facilitator is alone and behavior accelerates, take a short break and talk to this person outside of the class.
- Determine if this person is safe to be alone or leave the area alone.



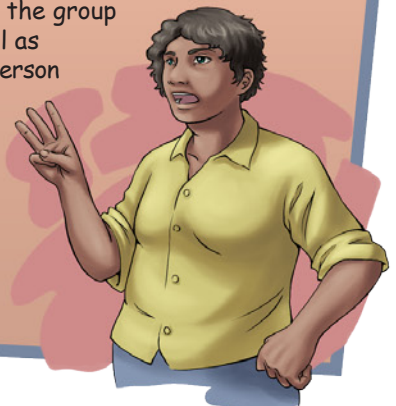
Process Pam

Why it happens:

- This person attends the session out of curiosity, and a genuine need to acquire information.
- Often coping well, just in need of an update.

What to do about it:

- Occasionally ask him or her to provide examples.
- Observe his or her comfort level and engagement in the group content as well as process. This person often gets caught up in the group function, not content.



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