Disclosure to Participants

- Notice of Requirements For Successful Completion
  - Please refer to learning goals and objectives
  - Learners must attend the full activity and complete the evaluation in order to claim continuing education credits/hours

- Conflict of Interest (COI) and Financial Relationship Disclosures:
  - Presenter: Eliot LeBow, MSW, LCSW, CDE – No COI/Financial Relationship to disclose

- Non-Endorsement of Products:
  - Accredited status does not imply endorsement by AADE, ANCC, ACPE or CDR of any commercial products displayed in conjunction with this educational activity

- Off-Label Use:
  - Participants will be notified if speakers use any product used for a purpose other than for which it was approved by the Food and Drug Administration.

Managing Resistance To Improve Diabetes Self-Management

External Influences

- Environment
- Lifestyle
- Support

Internal Influences

- Cognitive Ability
- Motivation
- Ability And Perceived Ability To Learn
When does the resistance begin?
- At diagnosis
- In your office
- On their way home
- All of the above

Resistance Demonstration

What Does Resistance Look Like?
- Educator Advocacy Response
- Student Resistance Behavior
  - Arguing
  - Interrupting
  - Negating
  - Ignoring

Why People Change
- Carl Rogers- Three Critical Conditions
  - Accurate Empathy
  - Non-possessive warmth
  - genuineness

Why People Change (cont’d)
- Ready, Willing, and Able
  - Importance of change
  - Confidence for change
  - A matter of Priorities
- What Motivates Change?

Ambivalence
- Normal States Of Change
  - Approach-Approach
  - Avoidance-Avoidance
  - Approach-Avoidance
Ambivalence (Cont’d)

- Benefit-Cost Dilemma
  - 2 sides, both have positive and negative traits
- Paradoxical Response
  - Reverse Psychology

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Costs</th>
<th>Benefits</th>
<th>Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>I eat whatever I want</td>
<td>My family worries</td>
<td>I will miss candy</td>
<td>I eat whatever I want</td>
</tr>
<tr>
<td>Don’t have to exercise</td>
<td>I fight with my wife</td>
<td>I won’t end up alone</td>
<td>Afraid to face my fears</td>
</tr>
<tr>
<td>I don’t like change</td>
<td>I feel guilty</td>
<td>Feel better about myself</td>
<td></td>
</tr>
<tr>
<td>I am a disappointment to my children</td>
<td>Will live to see my grandchildren</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Damaging my health</td>
<td>I will lose weight</td>
<td></td>
<td></td>
</tr>
<tr>
<td>High risk for neuropathy</td>
<td>A1c &amp; BP improvement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased weight gain</td>
<td>Improved cognition</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Facilitating Change

- Avoid Righting Reflex
  - Teacher Verses Listener
  - Fighting Ambivalence
- Increase Students Internal Discrepancy’s
- Elicit Students Own Reasons for Change

Methodologies In Resistance Reduction

Psychodynamic

- Joining Resistance
  - Attention
  - Context
  - Exploration

Cognitive Behavioral Technique

- Addressing Poor Motivation
  - Negative thoughts
  - Positive Thinking
  - Reframing
Motivational Interviewing

• Fundamental Approach
  – Collaboration, Evocation, Autonomy

• Traditional Education Model
  – Confrontation, Education, Authority

Motivational Interviewing (Con’t)

• Express Empathy
  – Acceptance With Reflective Listening
  – Non-acceptance (Greek Tragedy)
  – Acceptance & Respect

Motivational Interviewing (Con’t)

• Develop Discrepancy
  – Student presents argument for change
  – Motivated by perceived discrepancy
    • Present behavior
    • Goals and Values

Motivational Interviewing (Con’t)

• Roll With Resistance
  – Don’t argue for change
  – Don’t fight resistance
  – Inform with out imposing
  – Student finds solutions or answers
  – Resistance = change of approach

Motivational Interviewing (Con’t)

• Support Self-Efficacy
  – Students belief they can change is a motivator
  – Student chooses and carries out change
  – Educators belief that the student can change becomes a self-fulfilling prophecy

“If you wish, I can help you change”

Miller & Rollnick
Building Motivation

- Confidence

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not important</td>
<td>Extremely Important</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

How important is it for you to manage your diabetes? ... take care of your health? ... etc.?

Traps To Avoid

- Question Answer
- Taking Sides
- Expert or Labeling
- Premature-Focus
- Blaming

First Session

- Opening Structure
- Agenda Setting
- Five Techniques
  - Open Questions, Reflective Listen, Affirm, Summarize, Eliciting Change Talk

Evoking Change Talk

- Evocative Questions
- Use Importance Ruler
- Elaborating
- Querying Extremes
- Looking Forward

Change Talk & Resistance

<table>
<thead>
<tr>
<th>Change Talk</th>
<th>Resistance Talk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disadvantage of Status Quo</td>
<td>Advantage of Status Quo</td>
</tr>
<tr>
<td>Advantage of Change</td>
<td>Disadvantage of Change</td>
</tr>
<tr>
<td>Intention of Change</td>
<td>Intention Not to Change</td>
</tr>
<tr>
<td>Opinion About Change</td>
<td>Persuasion About Change</td>
</tr>
</tbody>
</table>

Open Questions to Evoke Change Talk

- What worries you about your current situation?
- What makes you think that you need to do something about your blood pressure?
- What difficulties or issues have you had in relation to your drug use?
- What is there about your drinking that you or other people might see as reasons for concern?
- What do you see as the benefits of using more alcohol?
- What do you think will happen if you don’t change anything?
- Advantages of change:
  - More would you like for things to be different?
  - What would you like for things to be different?
  - What would you like for things to be different?
  - What would you like for things to be different?
  - What would you like for things to be different?

Evoking Change Talk Resistance Talk

- Disadvantage of Status Quo
- Advantage of Status Quo
- Intention of Change
- Intention Not to Change
- Opinion About Change
- Persuasion About Change

First Session

- Opening Structure
- Agenda Setting
- Five Techniques
  - Open Questions, Reflective Listen, Affirm, Summarize, Eliciting Change Talk

Evoking Change Talk

- Evocative Questions
- Use Importance Ruler
- Elaborating
- Querying Extremes
- Looking Forward

Change Talk & Resistance

<table>
<thead>
<tr>
<th>Change Talk</th>
<th>Resistance Talk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disadvantage of Status Quo</td>
<td>Advantage of Status Quo</td>
</tr>
<tr>
<td>Advantage of Change</td>
<td>Disadvantage of Change</td>
</tr>
<tr>
<td>Intention of Change</td>
<td>Intention Not to Change</td>
</tr>
<tr>
<td>Opinion About Change</td>
<td>Persuasion About Change</td>
</tr>
</tbody>
</table>
Four Areas of Learning

The “Four Cs”

- Critical Thinking & Problem Solving
- Communication
- Collaboration
- Creativity

Defining The “Four Cs”

- Critical Thinking & Problem Solving
- Communication
- Collaboration
- Creativity

Evaluate Patient’s Strengths

- Critical Thinking
  - Reason Effectively
  - Systems Thinking
  - Judgment & decision
  - Solve Problems

Evaluate Patient’s Strengths (Cont’d)

- Communication
  - Communicate Clearly
    - Articulate thoughts and ideas
    - Listen effectively
    - Understand purpose
    - Across diverse technologies
    - Diverse environments
Evaluate Patient’s Strengths (Cont’d)

- **Collaboration**
  - Collaborate With Others
  - Share responsibility
  - Compromises
  - Respect others points of view

Evaluate Patient’s Strengths (Cont’d)

- **Creativity**
  - Think Creatively
  - Brainstorming, New Ideas and Elaborate
  - Work Creatively with others
  - Communicate ideas while being open to group input
  - Demonstrate originality with real world limits
  - Follow Through

Client-Centered Diabetes Education

Question & Answers

Eliot LeBow LCSW, CDE
Diabetes-Focused Psychotherapist
New York, NY

eliot.lebow@gmail.com
www.therapyhelp.pro