



Notes and Inspiration FROM THE FIELD

“Retention is about connecting with people and the community. The more you engage the community, the more supported participants feel. Use local spaces, engage with local fitness groups and influencers, churches, and spaces where community gathers. We are impacting individuals, but when we do that, we also need the environment and circumstances around them to be taken into consideration. It’s a holistic approach.”

– Amanda Austin, ARcare

TOP 6 ANSWERED:

1

How do I find people for the program?

Create your own piece and distribute it in doctor's offices. Host a lunch and learn. Find people who are already making lifestyle changes and have an informational session at a gym. Think outside the traditional ways of finding candidates for enrollment.

2

How can I keep participants engaged?

There is no magic solution because people are very complex. Building trust at the beginning is key. Authenticity and truly listening to an individual's unique circumstances will help you create an experience that fits into their routine.

3

What do I do if someone has a big life-changing event?

Be there. Ensure they know you have support tools and a team/network around them to make it work. Offer remote opportunities or make-up classes. Encourage them to keep going and remember why they started in the first place. Meet them where they are.

4

How can I engage the community in what I am trying to achieve?

Community is key for diabetes prevention. We are only as healthy as our communities. Partner with community leaders, influencers, lifestyle coaches, and health educators to raise awareness.

5

It's such a long commitment. How do you keep people on course?

At the beginning of the journey, be sure to make the commitment very clear. Preparing participants for what the program demands and gauging their readiness for change can help you clarify questions and ease their anxiety. Building a relationship upfront, staying connected and truly listening is the surest pathway to success.

6

What is the most influential thing you can do to keep patients on track?

Be available, stay connected, and meet them where they are. Life happens. The more connected you stay with participants the more “in the know” you will be. This will allow you to create solutions for any obstacle that might be preventing them for participating.

RESOURCES FOR SUCCESS:

Healthy Choices

- [Shopping at the Corner...](#)
- [Traveling with a Plan](#)
- [Shopping and Cooking...](#)

Communication

- [Plain Language](#)
- [Motivational Interview...](#)
- [Prevent T2 Adaptable...](#)

Building Your Program

- [Lifestyle Coach Trainings](#)
- [Program Supports...](#)
- [Building Your Program](#)