



DEALING WITH EMOTIONS ASSOCIATED WITH DIABETES

Diabetes is a disease that often requires life-long, lifestyle modifications. This realization may evoke strong emotions from a person.

Use these 5 steps to make diabetes education successful, even when emotions run high!

1. REMAIN CALM

It is important to remember the patient is not angry or upset with you, personally. It is an emotional response to the diagnosis of the disease.

2. ENGAGE IN CONVERSATION

By using the patient's name, maintaining eye contact, and speaking softly, you can try to draw out how the patient is feeling. Show the patient you care and want to help.

3. BE EMPATHETIC

Acknowledge that managing diabetes is a lot of work.

4. ASK HOW YOU CAN HELP

If you have a patient who is resistant to change, offer some resources that may make those changes easier on them.

5. MAKE RECOMMENDATIONS, NOT DEMANDS

You're not the diabetes police, and you don't want to make your patients feel like he or she must "obey". You are an educator, and your encouraging thoughts are important.

Following these 5 steps will help you keep the communication lines open between you and your patients, and will over time, help your patients feel comfortable with their diagnosis.