

We all hope that people will be interested in what we say, ask appropriate questions, and receive our messages positively. But what if they don't?

Here Are Some Tips for Tricky Situations

When Someone Asks A Question That's Too Personal

If someone asks about a topic that's too personal, you don't have to answer. Consider redirecting the question. For example, ask the person, "What would you do in that situation?" or "How have you seen others handle that situation?"

Or simply say that the question is too personal and that you'd rather not answer, then move the conversation ahead.

When You Can't (or shouldn't) Answer A Question

You're not expected to know the answer to every question. Also, you should never answer a question about medical issues, such as what is a good blood sugar level or whether someone with a certain health condition should join the lifestyle change program. Refer all such questions to your program staff.

If you're not comfortable answering a question, ask a program staff member for guidance.



How to Handle Doubters: Speak from Your Own Experience

You're living proof that the lifestyle change program can work! But some people may doubt that it can help them make the changes needed to reduce their risk of type 2 diabetes. To these people, you might say:

- It worked for me and others like me, so there's a good chance it will work for you.
- Scientific studies have shown that the program really does work. You can lose weight and lower your risk of type 2 diabetes.
- Making lifestyle changes isn't easy, I know. But you won't do it alone. You'll have the support of a lifestyle coach and other participants like me.
- I've faced a lot of the challenges you're probably thinking about. I'd be happy to share what worked for me.

How to Keep the Conversation on Topic

Focus on the lifestyle change program and your experiences. If the other person takes the discussion in a different direction, refer back to your experiences. You might say, "That's really interesting. Let me tell you a bit more about how this program helped me get on track to better health."

Listen if other people share their experiences in other general weight loss programs. Don't say anything negative about those programs. Instead, share or repeat positive aspects of your lifestyle change program experience.

If the other person talks about their medical conditions, refer back to the health benefits of your program. For example, you can say, "I don't know a lot about that condition. But I do know this program can help you make lifestyle changes that improve your health and can prevent type 2 diabetes."

When to End A Conversation

Some people just won't want to listen. That's OK. Thank them for their time and end the conversation.

If the person is willing, give them a handout about the program or tell them about the National Diabetes Prevention Program website so they can find information later, if they change their mind. Maybe you can talk with them about the lifestyle change program in the future or encourage them to speak with your program staff.

