

From Fixer to Facilitator

On behalf of Knuston Diabetes Faculty

DPC Workshop

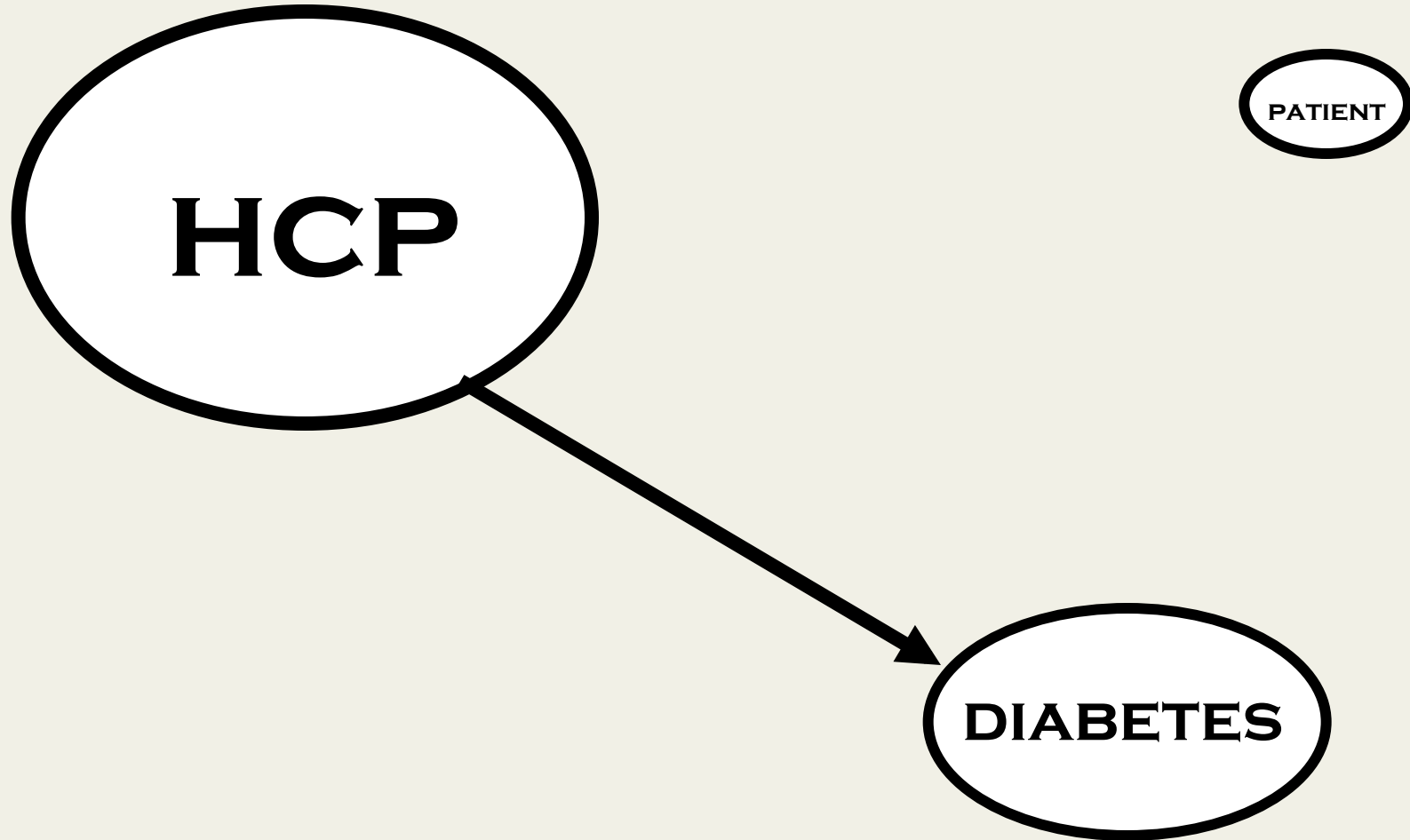
29th + 30th October 2019

Anne Kilvert & Charles Fox

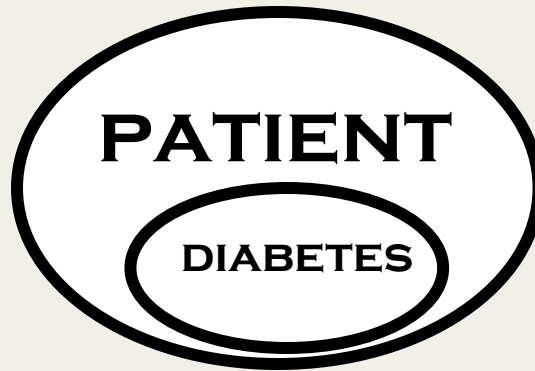
What will we do during this workshop?

- Who is responsible for diabetes care?
- **Exercise 1: Giving advice**
- Stages of Empowerment
- **Exercise 2: Active listening**
- Counselling skills
- Should we discuss feelings?
- **Exercise 3: Labelling feelings**
- **A breather**
- Core conditions of person-centred care
- **Exercise 4: How to make things better**
- Diabetes Counselling and Empowerment 2020

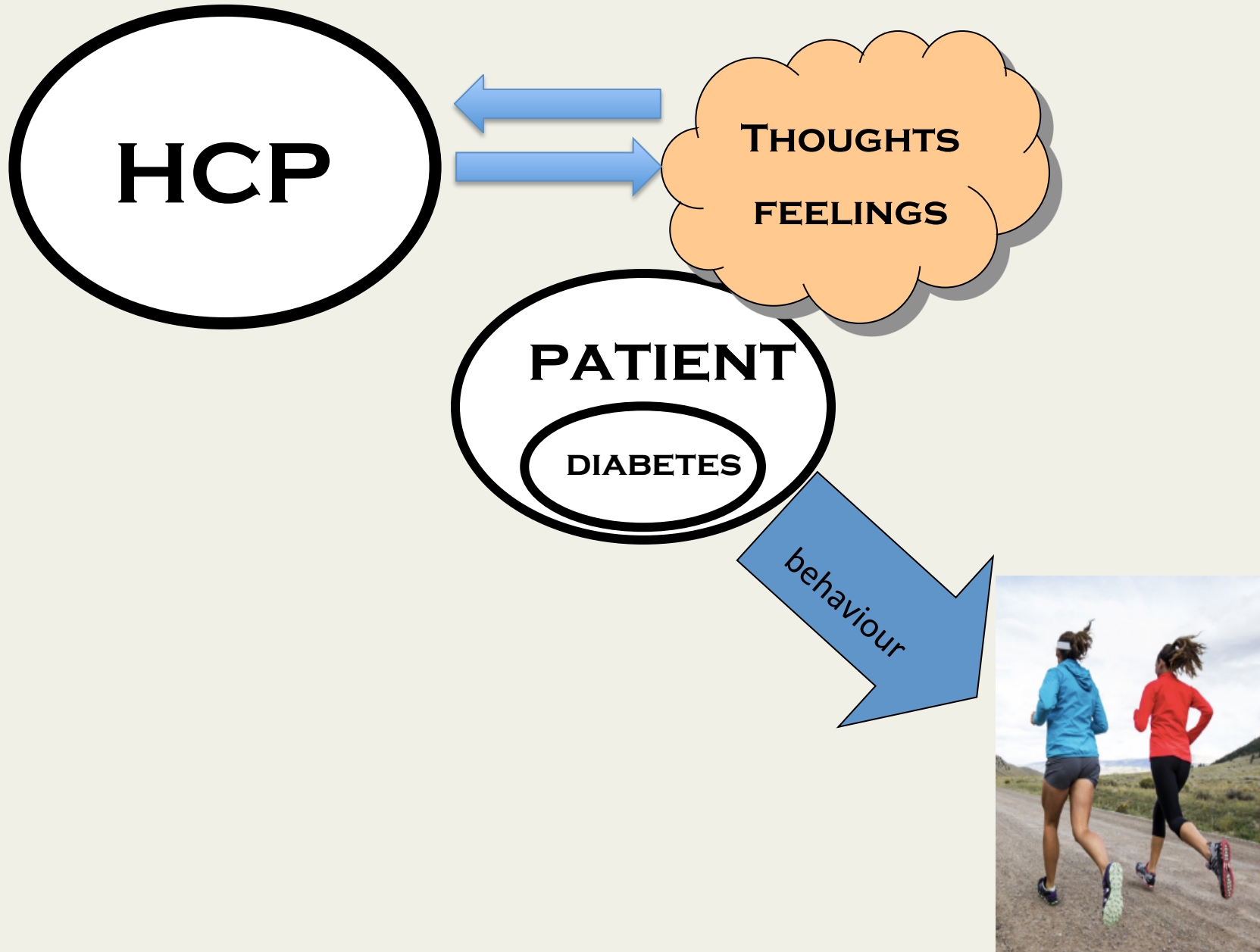
The traditional approach



The Reality



The Ideal



Empowering people with diabetes

Bob Anderson and Martie Funnell

Empowerment Principles:

98% of diabetes care is managed by the patient. When they make a choice, it should be an **informed choice**.

The hard facts of diabetes:

1. **Choices** made by patients determine the outcomes
2. **Control** belongs to the patient after the consultation
3. **Consequences** of the choices made belong to the patient

1st exercise: giving advice

2 minutes

Work in pairs - #A and #B.

#A has a desperate problem

Hairstyle/tobacco/neighbour/job/partner/body odour

'... and now #B you must tell me what to do. After all you are the expert.'

#B is desperate to provide solutions but #A always rejects them!

...well, have you tried?...

...have you thought of...?

...why don't you...?

After debriefing, swap roles

The 5 Stages of Empowerment

1. Explore the problem or issue
2. Recognise and acknowledge feelings
3. Develop a plan
4. Commit to action
5. Evaluate the plan

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This is a collaborative process

What skills are needed to support empowerment?

Exercise 2

Exercise 2: Real listening

60 seconds

#A tells a story about anything – say the journey to the conference

#B listens carefully with eye contact and makes encouraging noises

30 seconds into the story, #B looks away and turns their back on #A

#A continues with the story

After debriefing, swap over #A and #B

What skills are needed to support empowerment?

What counselling skills can you name?

What is the can of worms?
Why are we afraid of it?



**What is the can of worms?
Why are we afraid of it?**



Could it be Strong Feelings?

Exercise 3: what prevents us from talking about feelings

**In the large group,
please come up with ideas**

Exercise 4: Knuston Video stage 2

Watch this carefully and write down as many feelings as you can.

You may use different words for a similar feeling

**Unfortunately for reasons of confidentiality,
we have had to delete the video**

What is the best way of labelling feelings?

- People rarely describe their feelings but it is often easy to see that someone is embarrassed or angry – have a go at naming the feeling
- Use the sort of language that person will feel happy with
- Get the right intensity of feeling:
 - “a bit put out”
 - “absolutely raging”

LET'S TAKE

A

BREATH

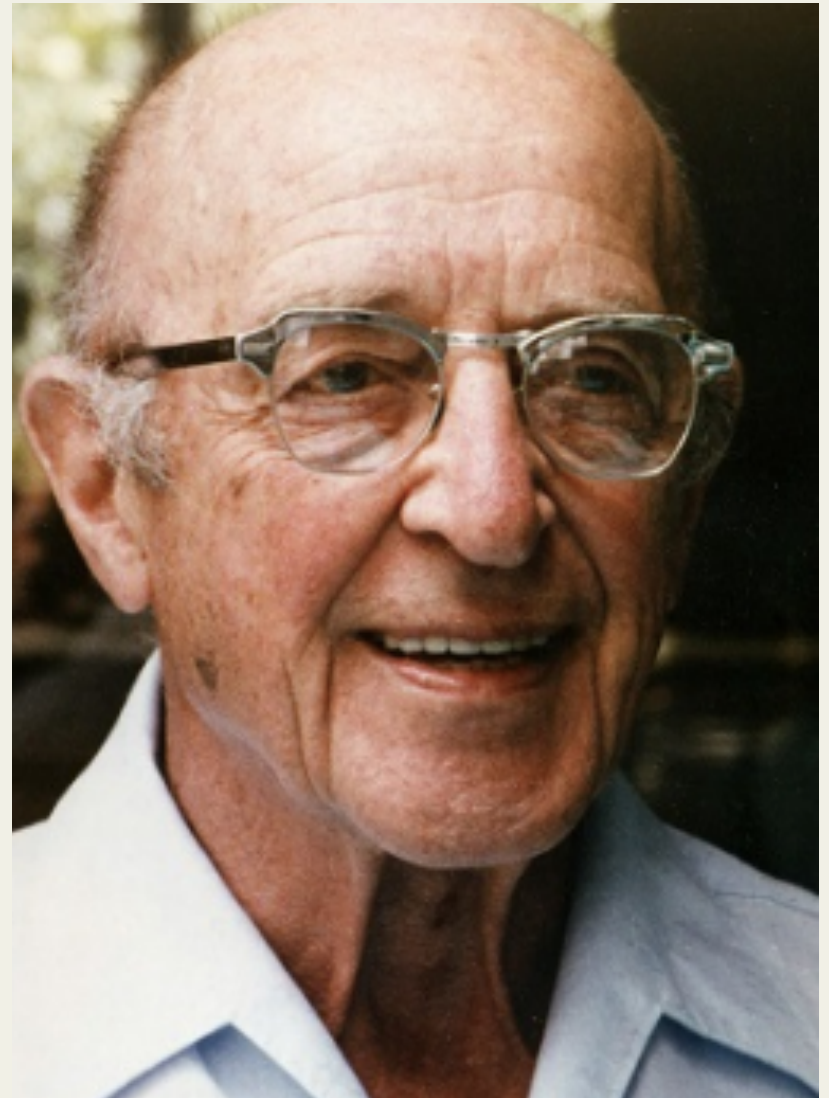


Quote from Carl Rogers

1902-1987

We think we listen, but very rarely do we listen with real understanding, true empathy.

Yet listening of this very special kind, is one of the most potent forces for change that I know.



The Core Conditions of person-centred care



- Empathy
- Congruence (genuineness, authenticity)
- Unconditional positive regard

How to make things better: 'What do you want?'

- How would this situation have to change for you to feel better about it?
- What other options have you considered?
- What would you gain (or lose) by change?

Exercise 5: Knuston video stage 3

- Here the counsellor is helping the client come up with a realistic plan
- Write down all the examples you note when the counsellor is encouraging the client to be concrete.
- **Unfortunately for reasons of confidentiality, we have had to delete the video**

What will you do?

- What actions will you take to reach?
- Does this sound like something you can do?
- How likely is it that you will do this?

Diabetes Counselling and Empowerment Course



www.diabetescounselling.co.uk

- Are you a health professional working in diabetes?
- Would you like to develop your consultation skills?
- What can you do to help people self-manage their diabetes more effectively?

Come to one of our courses at Knuston Hall

Mon 4th – Thurs 7th May or Mon 21st – Thur 24th Sept 2020