

4 Typical Responses

Clients will respond in many different ways.

Four typical responses are:

Disengaging - This often appears by not showing up to an appointment, or repeatedly not knowing or understanding something.

Minimizing - This can sound like an issue isn't a 'big deal'. For example, elevated A1C, missed medication, or a foot concern may not seem like a 'big deal'. The person may be minimizing the situation for lots of reasons, but the most likely reason is out of fear that you will react or fear that an issue are worse.

Emotionally Offloading - This is often a reaction to some 'good' or 'bad' news/situation. It is the natural release of emotional energy. Emotional offloading maybe directed at the reduction or rise of A1c, relief or increase of symptoms, decline or improved medical condition, or it could be about their ability/inability or a relationship/situation at home or at work.

Learning In - This occurs when a client is interested and actively engaged in the subject you are teaching.

