

PRACTICAL STRATEGIES FOR OBESITY MANAGEMENT IN PRIMARY CARE

Chapter 6 Effective Communication – Downloadable Resource

Table 1. Types of Empathic Opportunities

Type of Opportunity Presented	What It Is	What You May Hear
Emotional Statement	The patient describes feeling an emotion	"I'm worried about my recent weight gain with my new eating plan." "I'm upset that I don't have much to wear for work."
Progress Statement	The patient talks about a positive development in his/her health condition, in his/her own or family's life, or a recent, very positive, life-changing event	"I've improved by 1000 steps over the last week." "I have less craving since I changed medications."
Challenge Statement	The patient speaks about the negative effect a physical or psychosocial problem is having on the quality of his/her life, or a recent, devastating life-changing event	"Since my Mom got sick, I've had a hard time with sleep." "With my recent knee injury, it's been difficult to get around, be active, and take care of myself."

Source: This table was created by Integrated Learning Partners for the Practical Strategies for Obesity Management in Primary Care CME/CE activity only. Do not distribute. 10/10/2019