

PRACTICAL STRATEGIES FOR OBESITY MANAGEMENT IN PRIMARY CARE

Chapter 6 Effective Communication - Downloadable Resource

Core Communication Skills

Empathy

Empathy can be expressed verbally or non-verbally. It links the “I” with the “you.” Supportive statements include:

Normalization (e.g., “Many people feel confused about where to start with meal planning and physical activity.”)

Partnership (e.g., “Let’s go over options together and decide what works best for you.”)

**You can express empathy
by saying:**

“I understand how you feel.
Many people feel confused
about where to start with eating
plans and physical activity. Let’s
go over the options and decide
what works for you.”

Goal	Strategy
<ul style="list-style-type: none">• Optimize the patient experience	<ul style="list-style-type: none">• Adjust physical barriers
<ul style="list-style-type: none">• Being seen	<ul style="list-style-type: none">• Use EHR to engage patient
<ul style="list-style-type: none">• Being heard	<ul style="list-style-type: none">• Acknowledge non-verbal cues
<ul style="list-style-type: none">• Being accepted	<ul style="list-style-type: none">• Maintain eye contact

***The main goal:
Optimize the patient’s experience—
Engage the patient***