

Virtual Conversation Map[®] for Diabetes

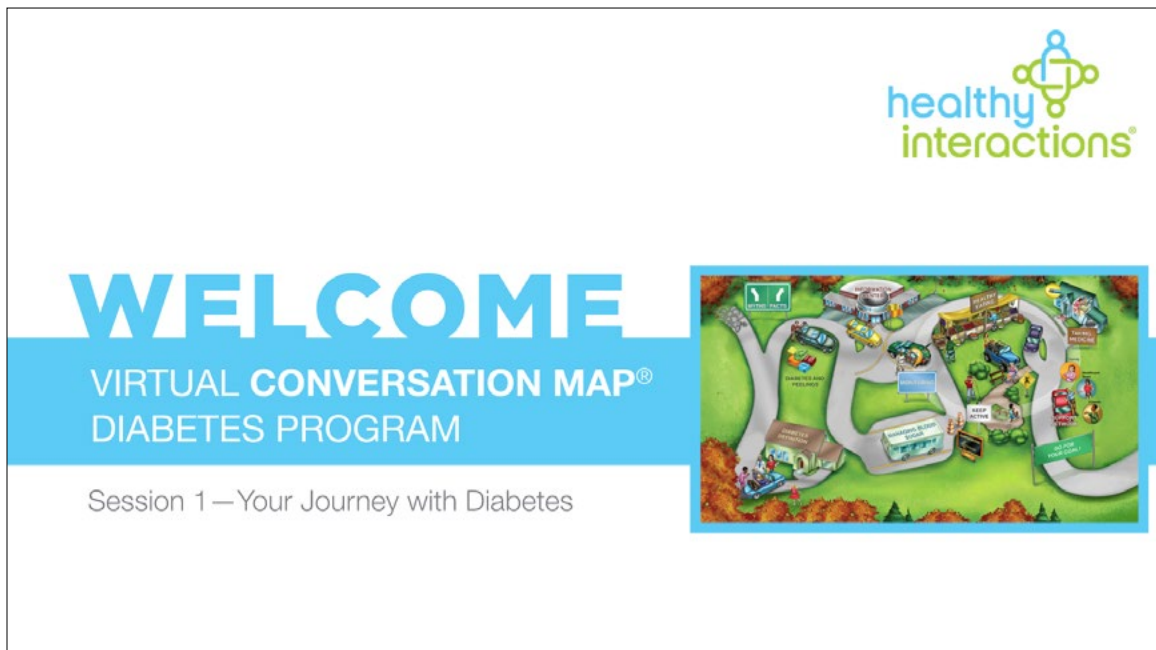
Facilitator Guide



Session 1

Your Journey
with Diabetes

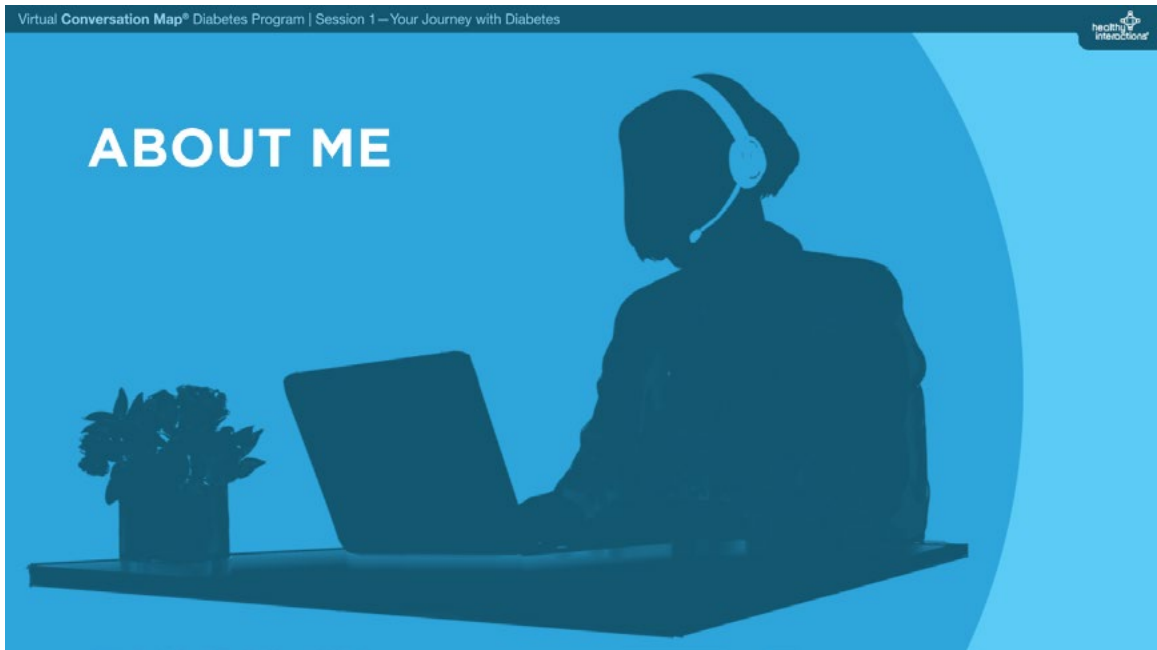
1



Welcome to the <partner name> and Healthy Interactions Virtual *Conversation Map*® program for type 2 diabetes. My name is <your name> and I want to thank you for joining the program. First, can everyone hear me okay and see my screen? (stop and discuss)

This program is designed to engage a group of people virtually in a conversation that is informative and meaningful. The *Conversation Map* visual, which is on the right side of your screen, will be used throughout the session to help make some concepts clearer and stimulate certain activities and conversation. (continue reading)

The program and process require participation in the form of reading, listening, and talking, so you can learn from one another and make decisions to help you better manage your diabetes. Before we begin, let me tell you a little more about myself and explain what to expect during our session today and over the next several weeks.



Again, my name is *<your name>*

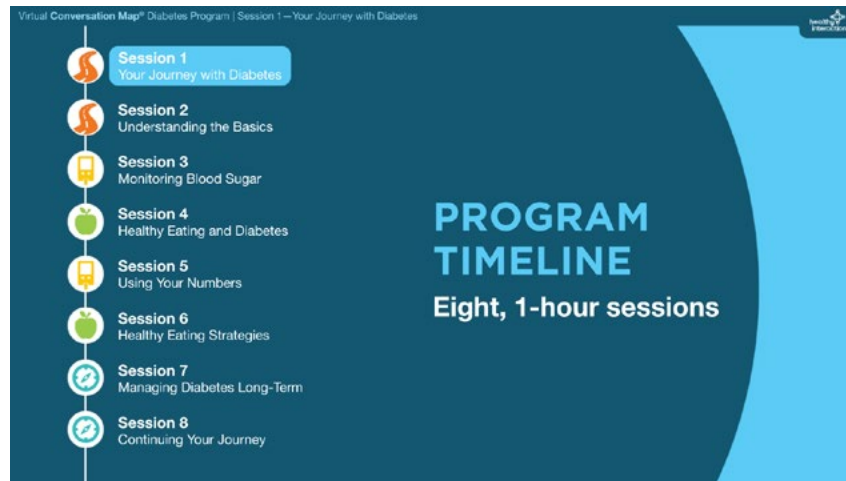
and I am a *<your credentials>*.

I have lived and worked in the *<your location>*
area for *<number>* years.

<Any additional information about yourself you'd like to share.>

I will be facilitating each of our sessions over the next 8 sessions.


Session 1—Your Journey with Diabetes



During our 1-hour session today, and over the course of this 8-session program, we'll be discussing several concepts related to diabetes and the self-management of diabetes.

(continue reading)

Visual Highlight:

Hover  your cursor over the *icons* to the left of the program session to direct participants' attention to each session while it is being described.

Today, we will focus on your journey with diabetes to date. In our next session, we will focus on what diabetes is. During session 3 we will look at monitoring blood sugar. During session 4 we will take our first look at diabetes and food. Then in session 5 we will discuss using your numbers to make changes and manage your diabetes. In session 6 we will look at various healthy eating strategies. Then in sessions 7 and 8 we will talk about managing diabetes over the long-term and productive ways to continue your journey with diabetes.

Facilitator Tip:

The following slide contains instructions for participants on how to use various settings for the virtual meeting during this session. Refer to the following pages of the script depending on the settings you are using:

For Zoom users: Page 5

For Microsoft Team users: Page 6

For WebEx users: Page 7

Facilitator Tip:

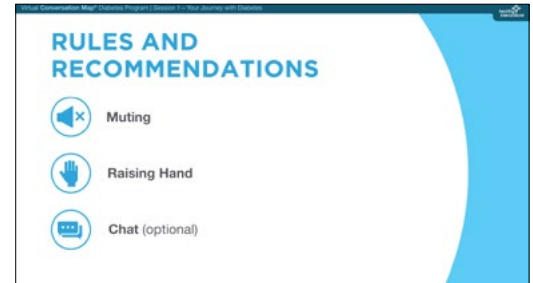
If you have already conducted a pre-session, simply ask:

Does anyone need a refresher on muting and unmuting, raising their hand, (or the chat window)? (stop and discuss)


then continue on with the next slide in the module and page 8 in this guide.

For Zoom Users

Participation in a session like this, done virtually, can sometimes be a little more challenging than if we were all in a room together, so I want to review a few rules and recommendations for participation:



Visual Highlight:

Hover  your cursor over the *icons* to the left to direct participant's attention to the specific rule/recommendation while it is being described.

- (MUTING) If not speaking please remain on mute. You can mute by opening the Participant window, moving your cursor over the area to the right of your name, and clicking on the “Mute” button in that area. You “Unmute” in a similar fashion. (continue reading)
- (RAISING HAND) For some activities I will ask people to “raise their hand” first, and then I will call on those that want to say something. Raising your hand can be done in a similar manner as muting and unmuting yourself. Go to the “More” button to the right of your name in the Participant window and click on “Raise Hand” in that “More” menu. Let’s try this out. **Currently I have everyone muted. I would like you to “raise your hand” and then I will call on you one-by-one to introduce yourself and state where you are calling in from today.** (stop and do)
- (CHAT—Optional) Okay, great! The last thing that I will have you do is open your “Chat” window. This way, if you have a thought or question that you would like to ask or discuss, but you don’t want to interrupt the current conversation or you’d rather volunteer a thought anonymously, you can type in that “Chat” area and I will make sure we talk about that thought or question.

Facilitator Tip:

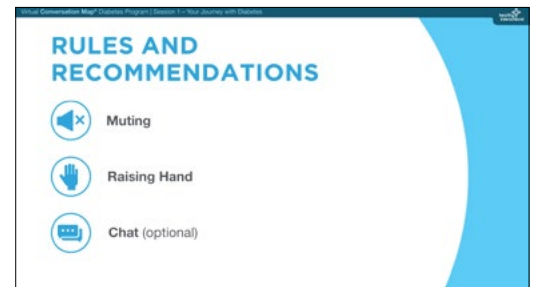
If you have already conducted a pre-session, simply ask:

Does anyone need a refresher on muting and unmuting, raising their hand, (or the chat window)? (stop and discuss)


then continue on with the next slide in the module and page 8 in this guide.

For Microsoft Teams Users

Participation in a session like this, done virtually, can sometimes be a little more challenging than if we were all in a room together, so I want to review a few rules and recommendations for participation:



Visual Highlight:

Hover  your cursor over the *icons* to the left to direct participant's attention to the specific rule/recommendation while it is being described.

- (MUTING) If not speaking please remain on mute. You can mute by locating the options toolbar shown at the bottom of your screen, moving your cursor over the microphone icon in that area and clicking on it. When you mute yourself, you will see that the microphone icon has a line over it. To unmute yourself, click on the same icon again. (continue reading)
- (RAISING HAND) For some activities I will ask people to “raise their hand” first, and then I will call on those that want to say something. Raising your hand can be done in a similar manner as muting and unmuting yourself. Go to the “Hand” button to the right of microphone, click on the 3 dots on your options toolbar, then click on the “Hand” icon. Let’s try this out. **Currently I have everyone muted. I would like you to “raise your hand” and then I will call on you one-by-one to introduce yourself and state where you are calling in from today.** (stop and do)
- (CHAT—Optional) Okay, great! The last thing that I will have you do is open your “Chat” window. To do this you will click on the quote box image just to the right of the 3 dots button on the Options toolbar. This way, if you have a thought or question that you would like to ask or discuss, but you don’t want to interrupt the current conversation or you’d rather volunteer a thought anonymously, you can type in that “Chat” area and I will make sure we talk about that thought or question.

Facilitator Tip:

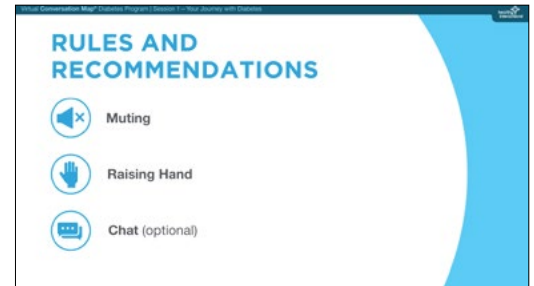
If you have already conducted a pre-session, simply ask:

Does anyone need a refresher on muting and unmuting, raising their hand, (or the chat window)? (stop and discuss)


then continue on with the next slide in the module and page 8 in this guide.

For WebEx Users

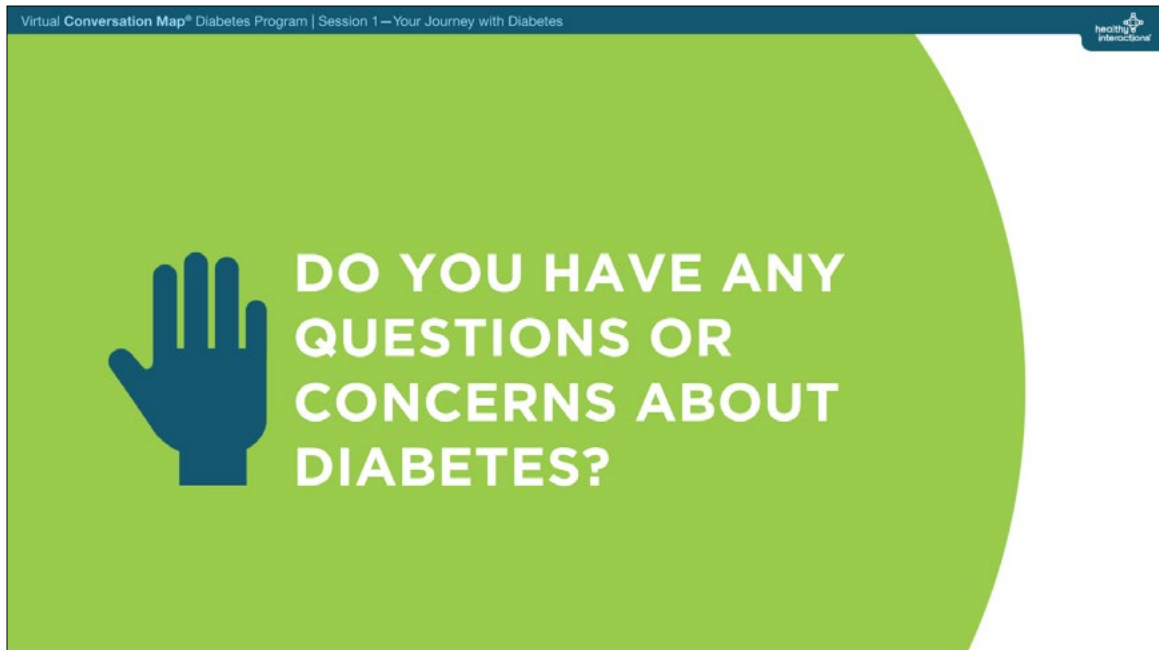
Participation in a session like this, done virtually, can sometimes be a little more challenging than if we were all in a room together, so I want to review a few rules and recommendations for participation:



Visual Highlight:

Hover  your cursor over the *icons* to the left to direct participant's attention to the specific rule/recommendation while it is being described.

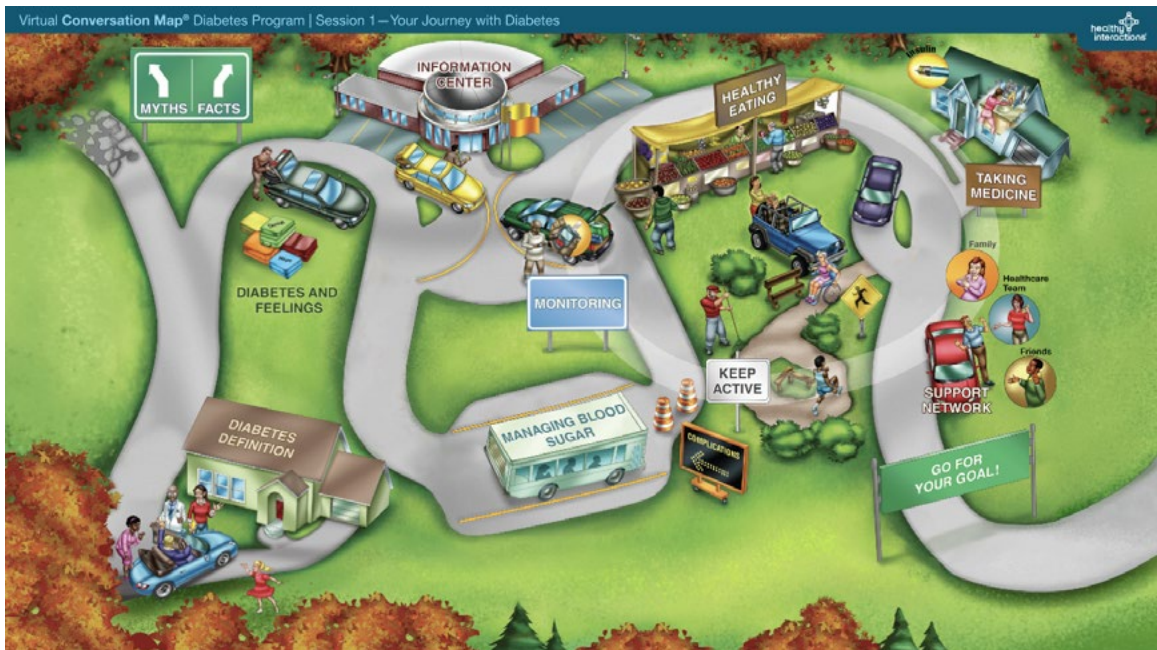
- (MUTING) If not speaking please remain on mute. You can mute by locating the microphone button at the bottom of the meeting window and clicking on it. You'll know it's working when the microphone button turns red. If you want to unmute yourself, click on the microphone button again. Others can hear you when the button turns gray. When you're muted and move away from the call controls, the mute button moves to the center of your screen and fades in color to indicate that you're still muted. (continue reading)
- (RAISING HAND) For some activities I will ask people to "raise their hand" first, and then I will call on those that want to say something. Raising your hand can be done by locating your name on the participant list, and hovering over your name. A Raise Hand icon will appear. Click on the Raise Hand button which will place a small hand icon next to your name in the participant list. Click on the Lower Hand button to withdraw the request. Let's try this out. **Currently I have everyone muted. I would like you to "raise your hand" and then I will call on you one-by-one to introduce yourself and state where you are calling in from today.** (stop and do)
- (CHAT—Optional) Okay, great! The last thing that I will have you do is open your "Chat" window. To do this you will click on the Chat button just to the left of the 3 dot button on the same panel as the microphone button. A "Send to" dropdown list will appear and you just select my name as the recipient of the message. Enter your message in the chat text box, then press Enter on your keyboard. This way, if you have a thought or question that you would like to ask or discuss, but you don't want to interrupt the current conversation or you'd rather volunteer a thought anonymously, you can type in that "Chat" area and I will make sure we talk about that thought or question.



Okay, with that, let's start the conversation with a general question—do you have any questions or concerns about diabetes that you would like to discuss during our session today? Please “raise your hand” and I will call on you to state your question or concern you are interested in talking about. (stop and discuss)

We will discuss many of the questions you have, as well as some other topics, today and over the next 7 sessions.

Session 1—Your Journey with Diabetes




Now let's take a minute to explore the *Conversation Map* visual. How would you describe the picture? What are some of the things you see or notice on the Map visual?

(stop and discuss)

That's great! You have identified many of the areas on the Map visual and things we'll be discussing today. We will do this by stopping along the roadway areas of the Map visual and looking at topics and concepts in more detail when we do.



Visual Highlight:

Hover  your cursor over the *numbers* along the dotted line to direct participants' attention to each topic while it is being described.

Now, let's take a look at the specific topics we will be discussing in this session. Today we will explore:

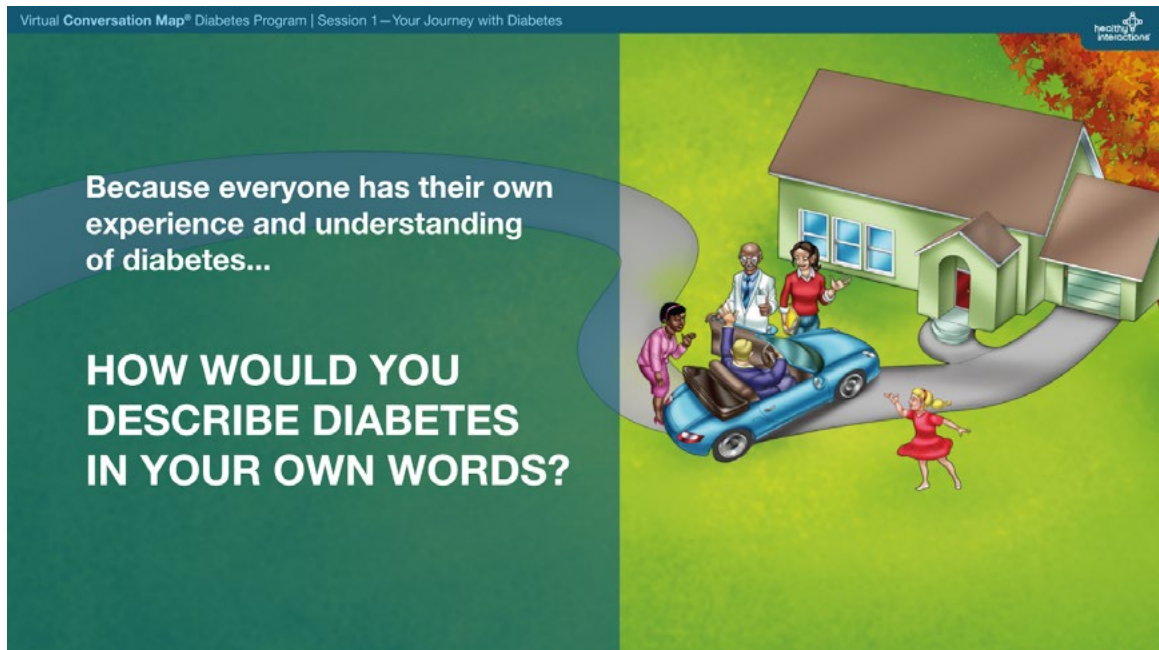
1. What diabetes is
2. Information you need about diabetes
3. Blood sugar and blood sugar targets
4. Feelings about diabetes, and
5. Setting goals [\(continue reading\)](#)

Are there any questions about the topics we will be discussing today? [\(stop and discuss\)](#)

Let's continue by focusing on the scene in the lower-left corner of the Map visual and discuss who's in control when it comes to managing your diabetes.

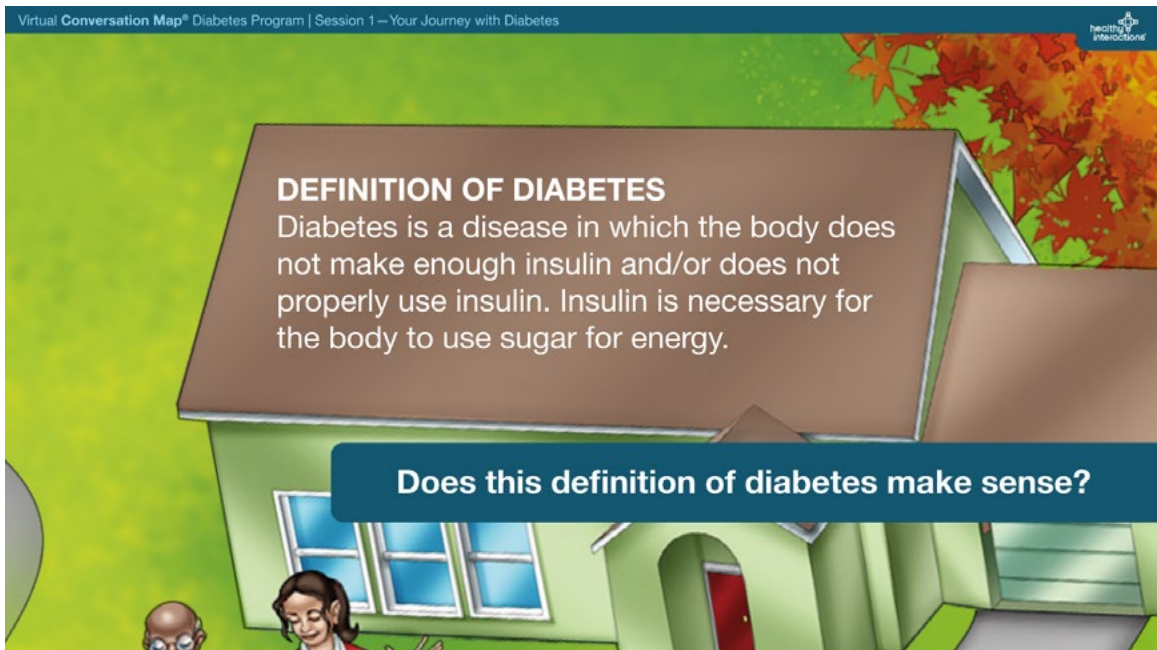


When it comes to managing your diabetes, you're in the driver's seat. Your healthcare team and support network will be there to help you, but managing your blood sugar levels and your diabetes is up to you. You will have a lot of choices to make as you go through each day. The more you know, the more able you will be to make wise choices.



Because each one of you comes to this session with your own experience and understanding of diabetes, how would you describe “what diabetes is” in your own words?

(stop and discuss)



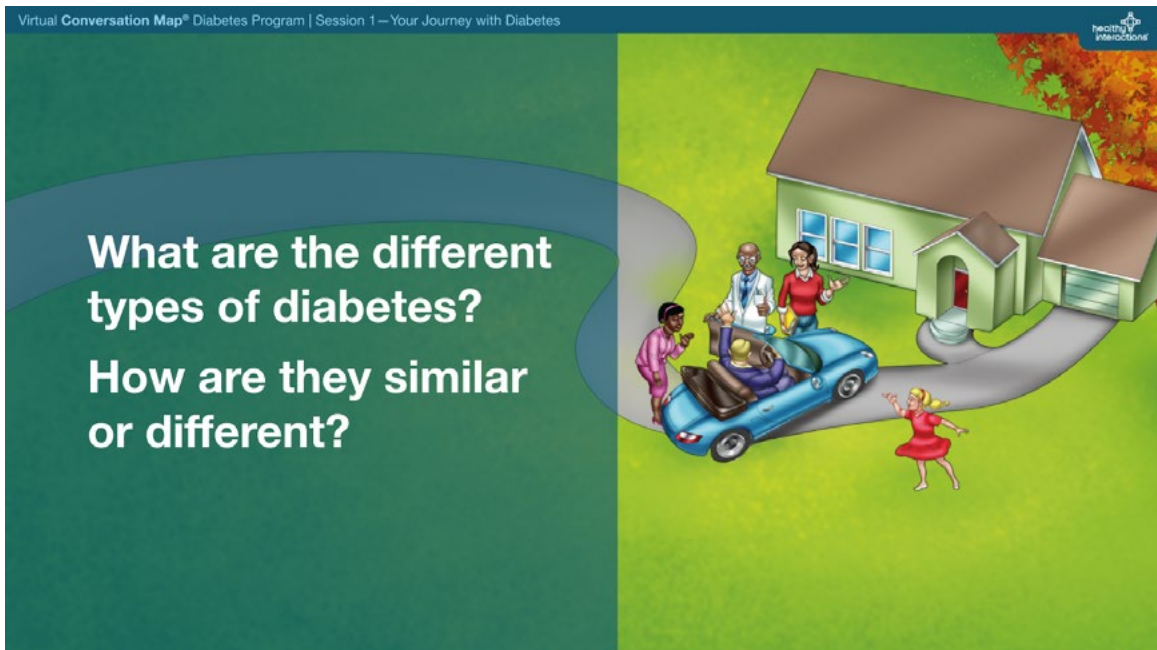
Let's also take a quick look at another definition of diabetes. May I have a volunteer read aloud the information shown on the roof of the house? (stop and do)

Diabetes is a disease in which the body does not make enough insulin and/or does not properly use the insulin. Insulin is necessary for the body to use sugar for energy.

Facilitator Tip:

Pause for a couple of seconds to get someone to step up and volunteer—remember, silence can be golden. However, if you sense that this may be a difficult task for this group to carry out, feel free to take it upon yourself to read the definition aloud.

Does this definition of diabetes make sense, or do you have any questions about it? (stop and discuss)

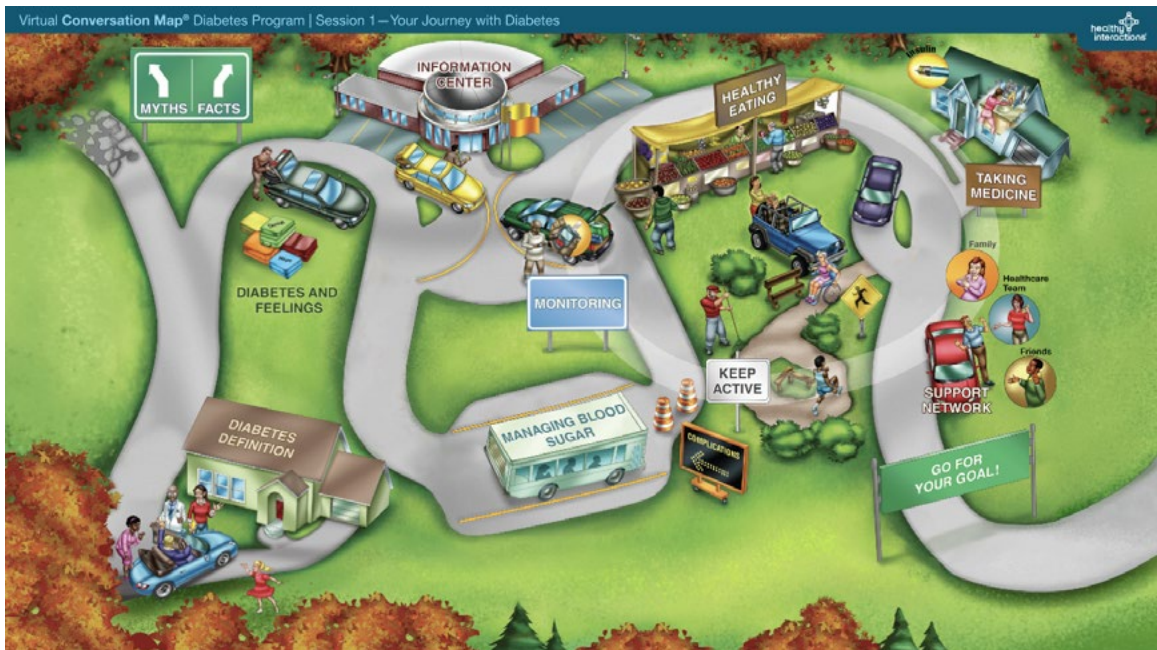


As you might already know, there are different types of diabetes. What are the different types of diabetes, and how are they similar to and different from one another? (stop and discuss)

Facilitator Tip:

If there are any questions/thoughts participants have placed in the *chat box*—that have not yet been responded to—address them at this time.

Session 1—Your Journey with Diabetes



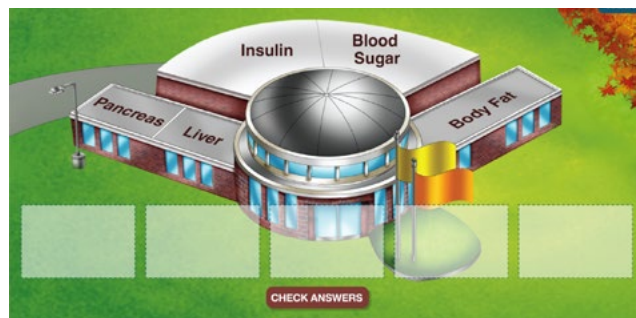
Let's talk some more about what diabetes is, and what other parts of the body are involved in diabetes by stopping along the path at the top of the Map visual where there is a rest area labeled *Information Center*.



This slide contains an activity that requires you to click on a button(s) to complete the activity. Do not move on to the next slide until all buttons have been clicked.


A couple of basic concepts related to understanding and managing your diabetes are blood sugar, also known as blood glucose, and insulin. Let's start this section by taking a look at what these things are, as well as a few others, and how they relate to diabetes.

(continue reading)



Along the bottom of the screen are several *placeholders*. I am going to reveal a card and the information on it one at a time. May I have a volunteer read the information on the card? Then, as a group, let's discuss that information and decide what term on the *Information Center* you believe it best matches. After you decide on each of the cards, we will talk about your answers. (stop and do)

Facilitator Tip:

Click  on each *card placeholder* to reveal the information on that specific card one at a time.

As the group comes to a consensus on where they want each card placed, make a mental note of any erroneous placements or write it down on a separate sheet of paper so you can review their responses **after** all 5 cards have been read and discussed.

When you are ready to reveal the answers, click  on the "Check Answers" button located at the bottom of the screen.

Answers

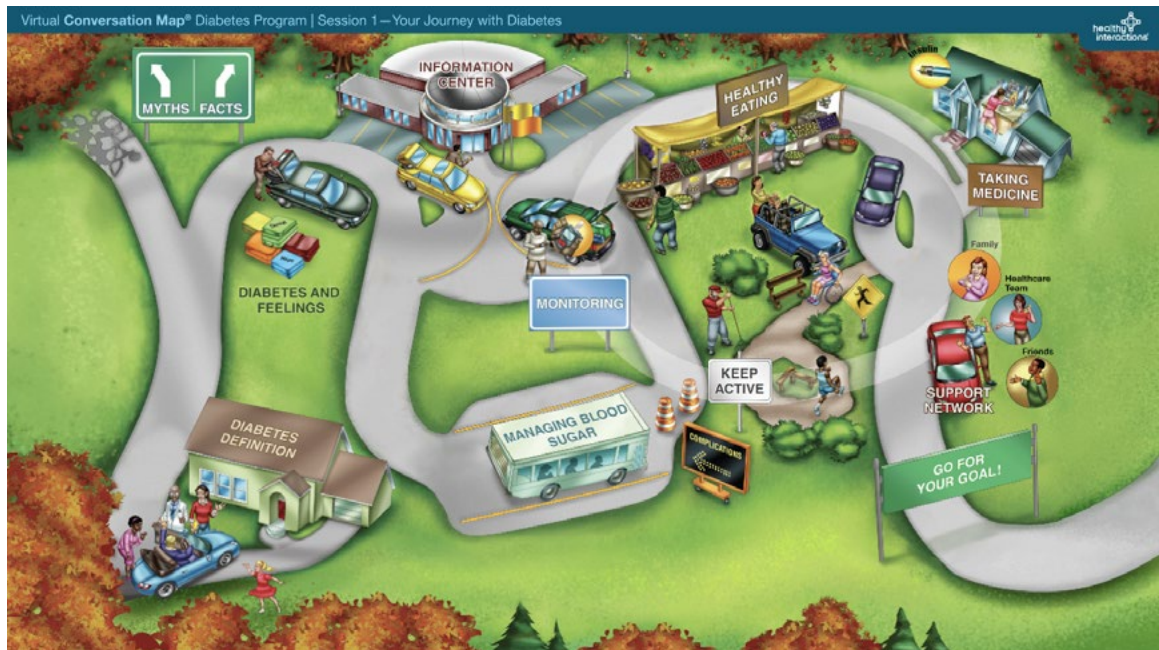
BLOOD SUGAR	BODY FAT	LIVER	INSULIN	PANCREAS
The amount of glucose, or sugar, in your blood.	Excess food and sugar is generally stored as this.	This organ has many jobs, including making sugar.	A hormone that is needed to move sugar from the blood stream into cells to be used for energy	This organ produces insulin and other hormones.

You should now be able to see all of the definitions and which words or terms they match on your screen. Do you have any questions about these terms and their definitions before we continue? (stop and discuss)

Facilitator Tip:

Address any questions/thoughts in the *chat box* that haven't been discussed yet.

Session 1—Your Journey with Diabetes



Next, let's take a closer look at one of the concepts from the *Information Center*—blood sugar. Let's stop near the *bus* at the bottom of the Map visual and talk about keeping your blood sugar on track.

Session 1—Your Journey with Diabetes



The sugar from your blood needs to move into your cells to be used for fuel. Having too much sugar in your blood can make you feel bad and it can cause serious health problems over the long term. These are called the long-term complications of diabetes.



To help lower the risk of long-term complications, it is important to keep your blood sugar within your target range. Before we discuss the recommended range (or targets) for someone **with** diabetes, does anyone know what the fasting blood sugar range is for someone who **doesn't** have diabetes? (stop and discuss)

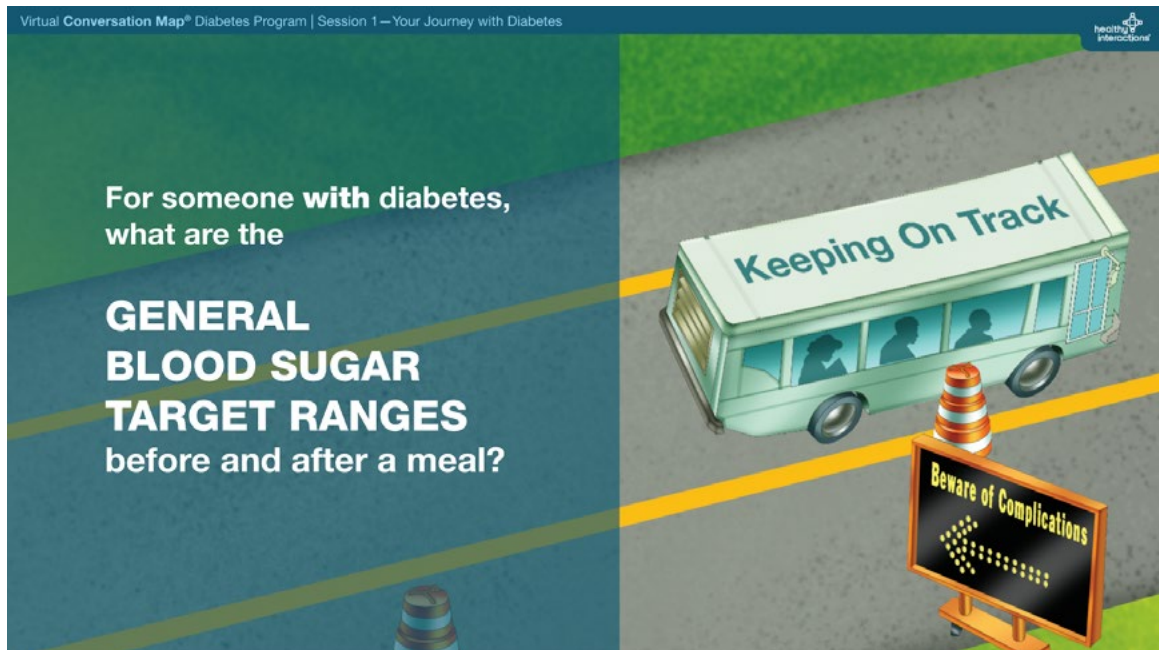
Answer

70–99 mg/dL

What about the post-meal target for someone who **does not** have diabetes? (stop and discuss)

Answer

Less than 140 mg/dL.



Now, can anyone tell me what the general blood sugar target ranges are for someone **with** diabetes before and after a meal? (stop and discuss)

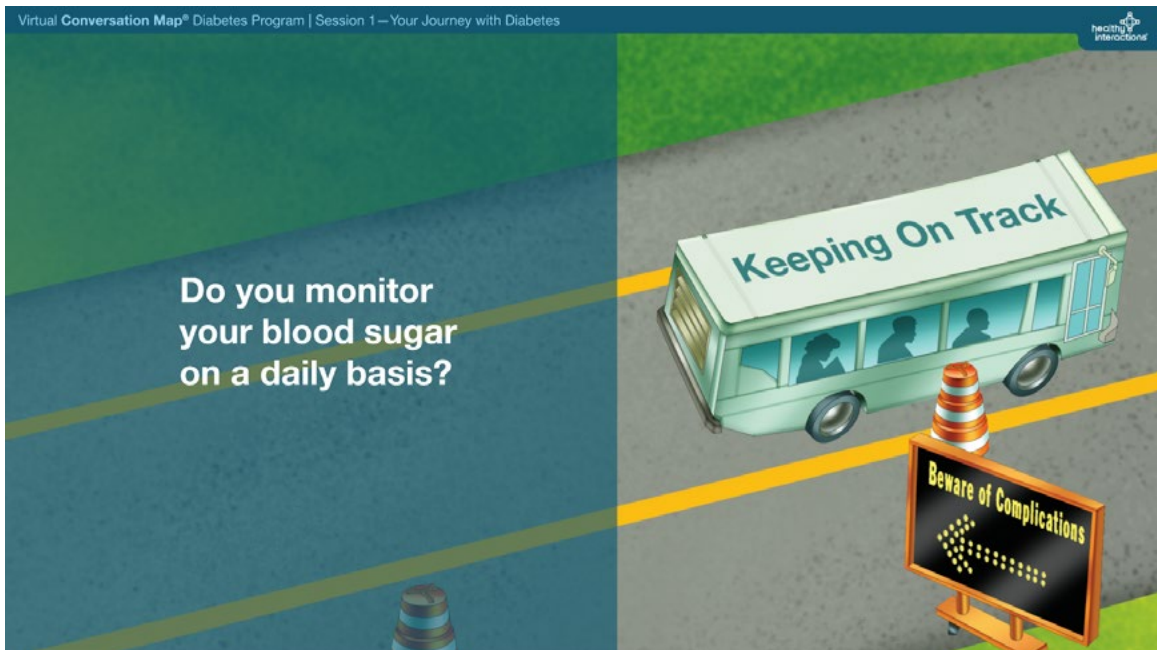
Virtual Conversation Map® Diabetes Program | Session 1—Your Journey with Diabetes

Blood Sugar Target Range

	Without Diabetes	With Type 2 Diabetes	For You
Fasting Blood Sugar Range	70–99 Milligrams Per Deciliter	80–130 Milligrams Per Deciliter	?
Post-Meal Blood Sugar Range	< 140 Milligrams Per Deciliter	< 180 Milligrams Per Deciliter	?

Do you know what your target blood sugar range is before and after meals?

We just discussed the general target blood sugar ranges for adults with and without diabetes. Those targets are now listed on this table. But as was mentioned earlier, diabetes is a very individual disease. You and your healthcare team may have set different blood sugar targets. Does everyone know what his or her target blood sugar goals or range is before and after meals? (stop and discuss)



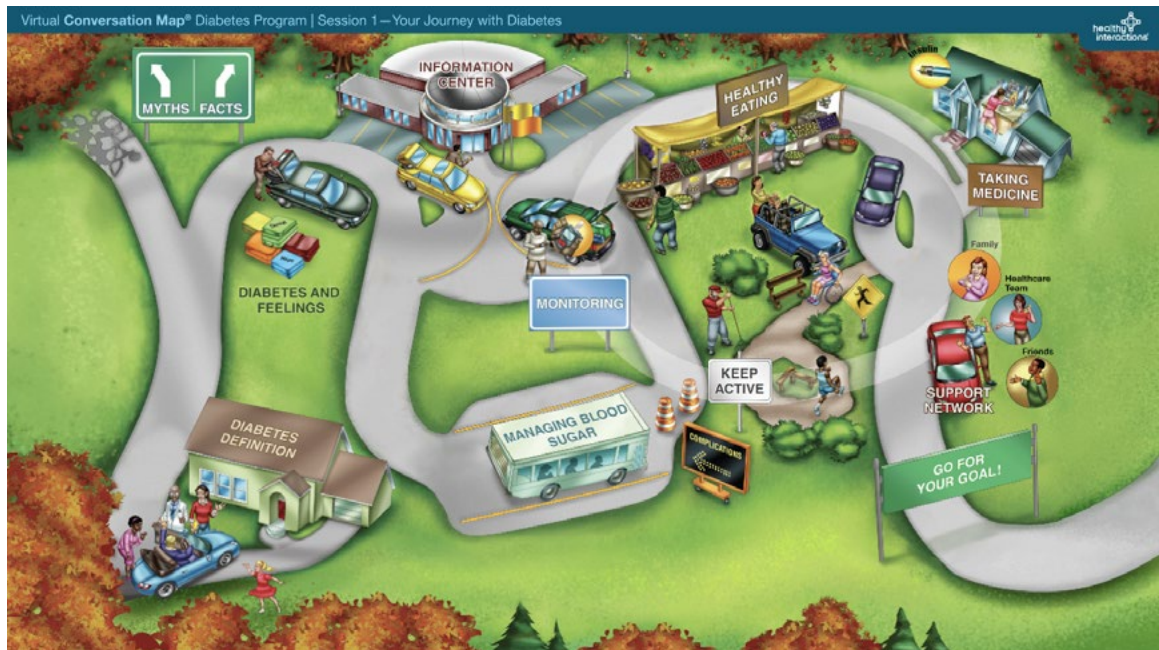
We will discuss high and low blood sugar in more detail throughout this program, but recognizing and being able to treat high and low blood sugar is one of the key elements of diabetes self-management. And, in order to effectively manage your blood sugar, you need to know what it is by regularly monitoring it. How many of you monitor your blood sugar on a daily basis? (stop and discuss)

Facilitator Tip:

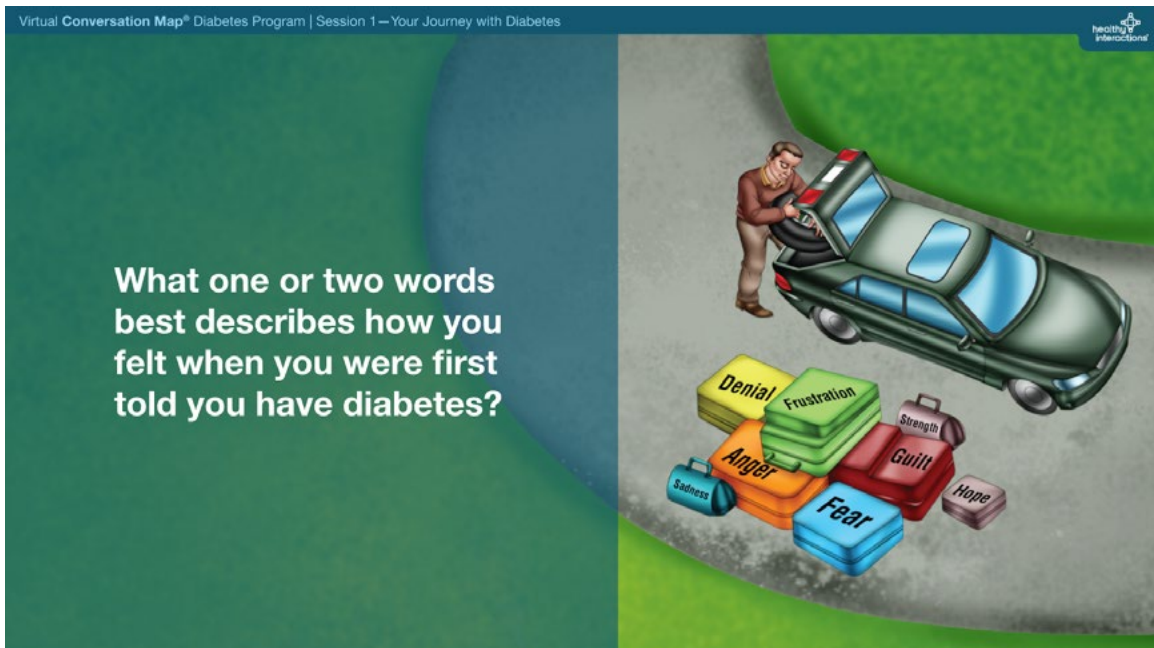
Address any questions/thoughts in the *chat box* that haven't been discussed yet.

The following slides will address feelings about diabetes. If you have already conducted a pre-session and went over those questions with the group relating to the emotional side of managing diabetes, you can skip ahead to slide 23 in the module and page 26 in this guide.

Session 1—Your Journey with Diabetes



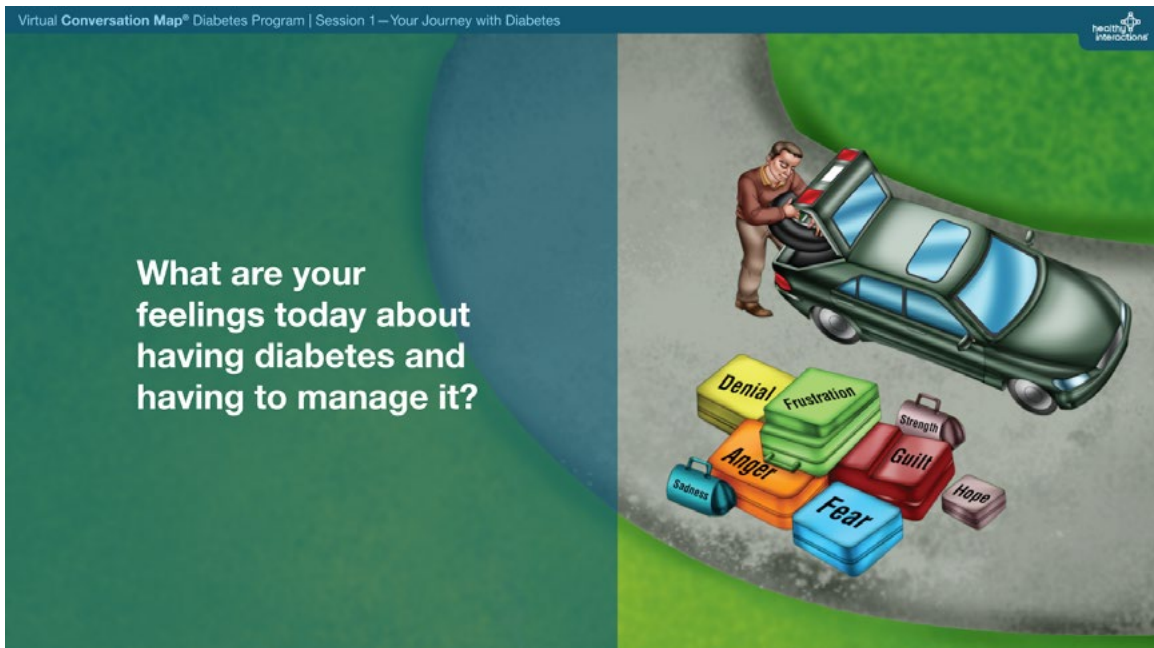
In addition to understanding diabetes, another challenge for people with diabetes can be dealing with the emotional side of the disease. Let's stop at the scene near the upper left of the Map visual where someone is taking some *bags* out of his car.



People with diabetes can experience a lot of different feelings and emotions along their journey. What one or two words best describes how you felt when you were first told you have diabetes? (stop and discuss)

Facilitator Tip:

Ask each participant for their response and record it on a sheet of paper for yourself. The purpose of this conversation is twofold. First, to allow the learners to express their feelings and begin making connections with others in the group. And, to assure them they are not alone. The second aspect is tied to the next question and how they are feeling about their diabetes now/today.



What are your feelings **today** about having diabetes and having to manage it?
(stop and discuss)

Facilitator Tip:

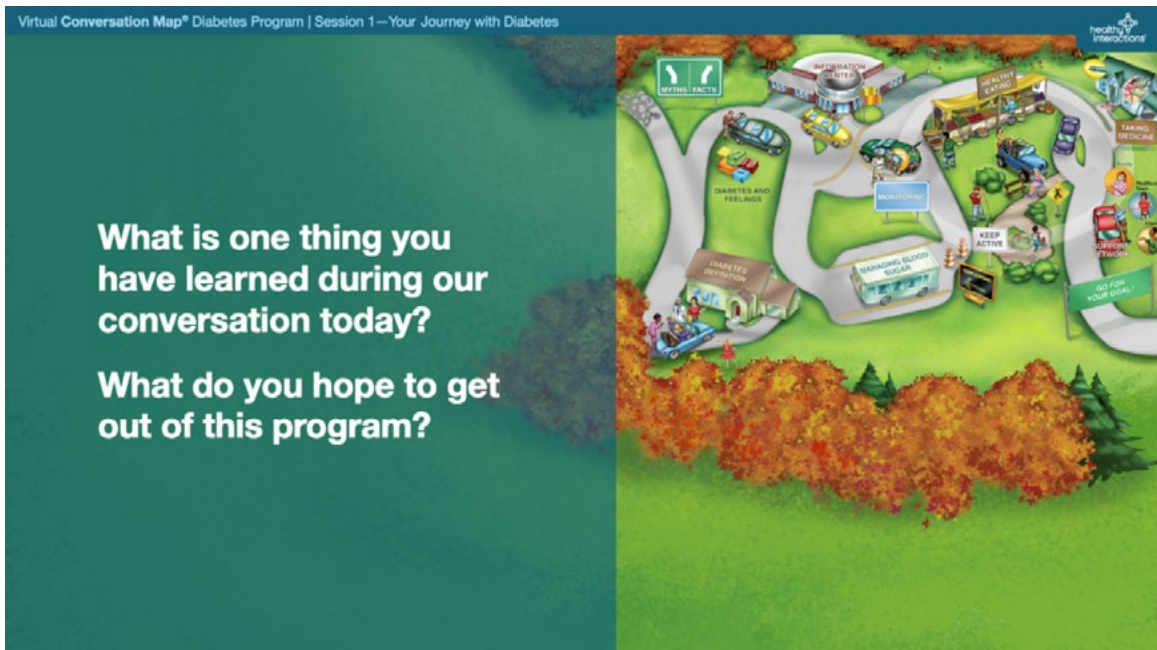
You as a facilitator will want to pay attention to people who have progressed in their feelings (i.e., a person who felt “fearful” to now “confident” in managing their diabetes. Your follow up question to such a participant will then naturally be “What have you done or discovered that has allowed you to go from fearful to confident” This gets the group recognizing the positive and sharing what works to better manage their diabetes.

These feelings are common and expected—it’s important to recognize them and recognize how they might affect the choices you make in caring for your diabetes. The point is not to change your feelings as much as figure out how to positively use them. (continue reading)

You may also have specific feelings related to the different topics we discuss as we continue this program. Feel free to talk about how you feel at any time as we continue our conversation over the next sessions.

Facilitator Tip:

Address any questions/thoughts in the *chat box* that haven’t been discussed yet.

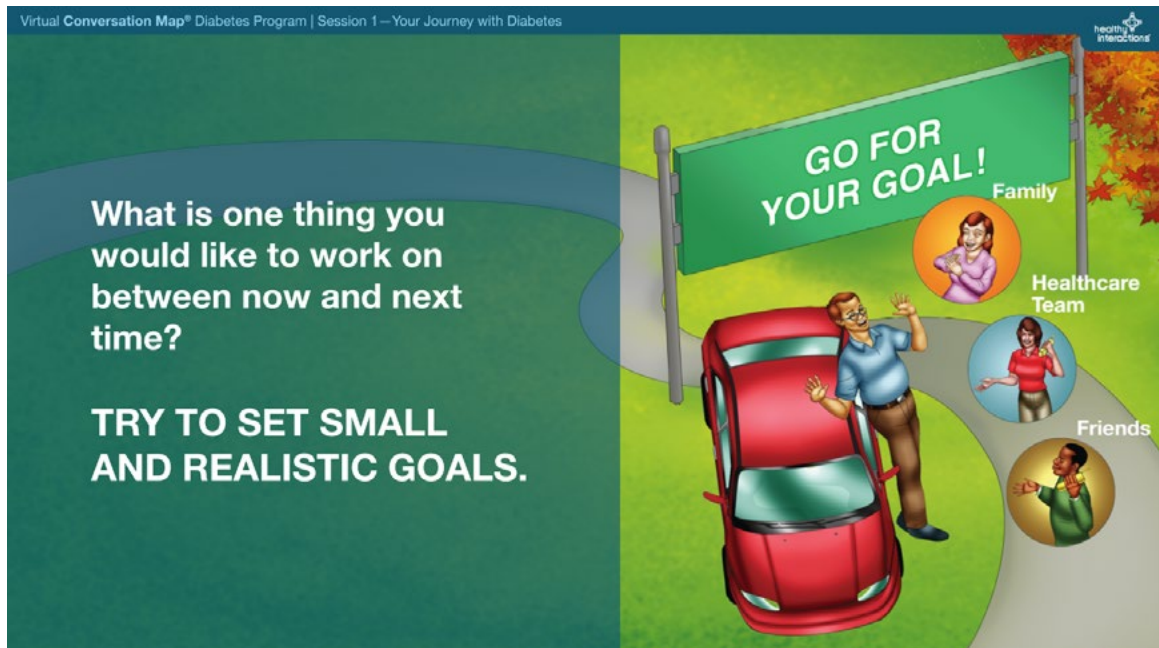


Everyone's journey with diabetes is different, but you've all taken an important step in that journey by agreeing to participate in this program, and by coming to this session to learn more about what you can do to manage your diabetes. (continue reading)

What is one thing you have learned during our conversation today? Let's get a comment from each of you. (stop and discuss)

Before we talk about what comes next, what do you hope to get out of this program? (stop and discuss)

Thank you for sharing what it is you would like to get out of the program. An important aspect of getting what you want out of this program will likely involve setting goals and determining the steps to achieve those goals. Let's park our vehicle at the *Go for Your Goal* sign at the lower right of the Map visual.

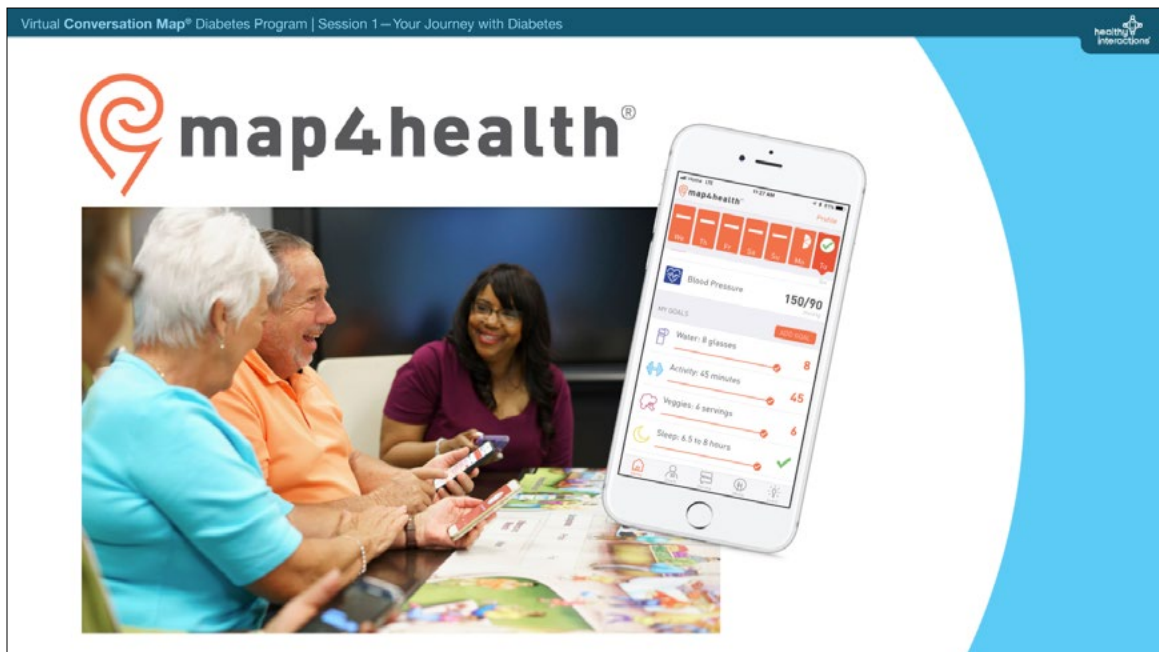


Making small, realistic changes can make a big difference in progressing toward what you want. What is one thing related to your diabetes self-management you would like to work on between now and next time (i.e., your near-term goal(s))? (stop and discuss)

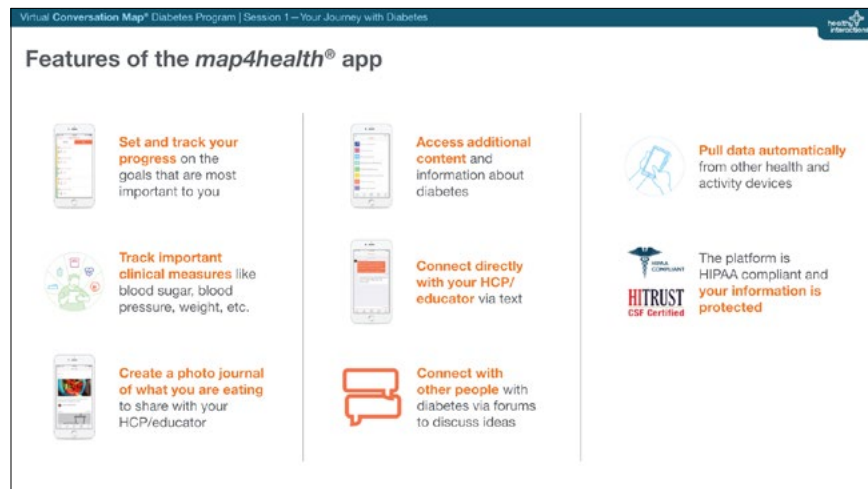
Thank you for sharing—those are some great goals. If you would like to write those down and place them in a location where you can see them everyday, such as your refrigerator or a mirror that might encourage you to stay on track and make progress on that goal.

Facilitator Tip:


If you are using the *map4health*® tool, proceed with the next few slides. If not, proceed to slide 31 in the presentation and page 34 in this guide.



Okay, let me share with you an additional tool that is included in this program, and also what will come next. The *map4health* mobile app or website can be a very helpful tool when it comes to setting and going for your goals. Even if you don't use technology very often, both the app and the website are very easy to use and will help you get even more out of this program.



Visual Highlight:

Hover  your cursor over the specific *image to the left of each description* to direct participants' attention while the feature being described.

Let's look at some of the key features of the *map4health* app.

- You can set and track your progress on the goals that are most important to you.
 - As well as track important clinical measures like blood sugar, blood pressure, and your weight.
 - You can also create a photo journal of what you are eating that can be shared with me for any feedback.
 - You can also access additional content and information about diabetes, or revisit any of the topics we discussed in our sessions.
 - Plus, any time you have a question or need support you can reach out to me via the messaging feature.
 - And you can also connect with other people with diabetes through the forums feature.
- (continue reading)

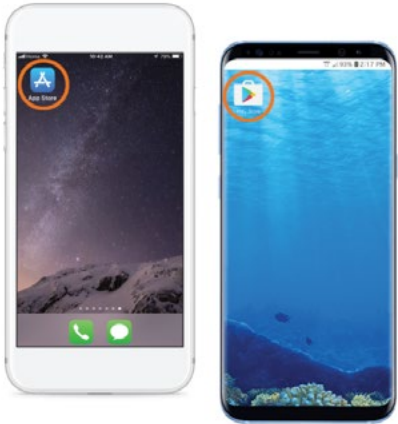
Do you have any questions about the features and benefits of the *map4health* app?
(stop and discuss)

Facilitator Tip:


Address any questions/thoughts in the *chat box* that haven't been discussed yet.


Virtual Conversation Map® Diabetes Program | Session 1—Your Journey with Diabetes

Download instructions for the *map4health*® app




Step 1:
OPEN
the app store

 Apple App Store
(iPhone)

 Google Play Store
(Android)

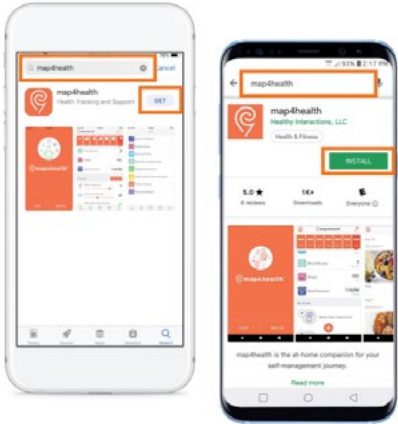
Visual Highlight:

Hover  your cursor over the “Step” number, or each App Store icon, to direct participants’ attention to the corresponding illustration while the instruction is being described.

So, let me help all of you download the app. First, grab your cell phone and open the Apple App Store if you have an iPhone, or the Google Play Store if you have an Android phone.
(stop and do)

Virtual Conversation Map® Diabetes Program | Session 1—Your Journey with Diabetes


Download instructions for the *map4health*® app



Step 2:
SEARCH
for **map4health**

Step 3:
TAP
“GET” or “INSTALL”
Once it is installed,
open the app.


Visual Highlight:

Hover  your cursor over the “Step” number to direct participants’ attention to the corresponding illustration while the instruction is being described.

Then, search for the *map4health* app. Then, tap “get” or “install.” Once the app is downloaded, go ahead and open it. (stop and do)


Virtual Conversation Map® Diabetes Program | Session 1—Your Journey with Diabetes

Download instructions for the *map4health*® app

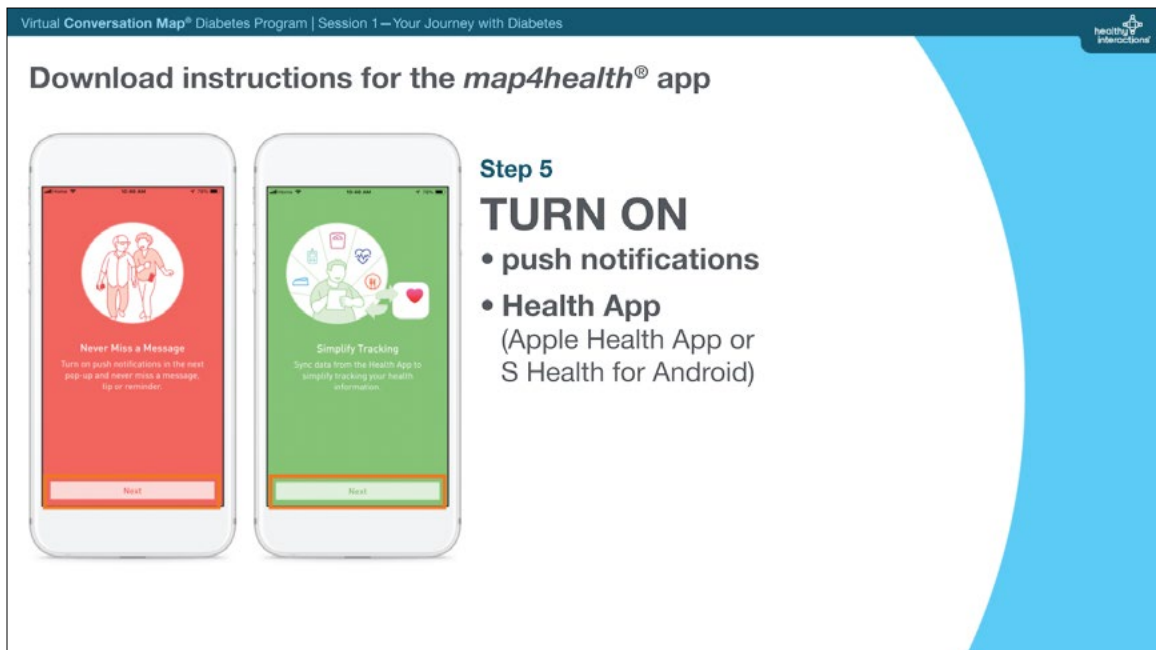


Step 4
ENTER
my coach's code
and tap "submit."


Visual Highlight:

Hover  your cursor over the "Step" number to direct participants' attention to the corresponding illustration while the instruction is being described.

Next, enter my coach's code which is <your code> and it will connect you to me in the app.
(stop and do)



Visual Highlight:

Hover  your cursor over the “Step” number to direct participants’ attention to the corresponding illustration while the instruction is being described.

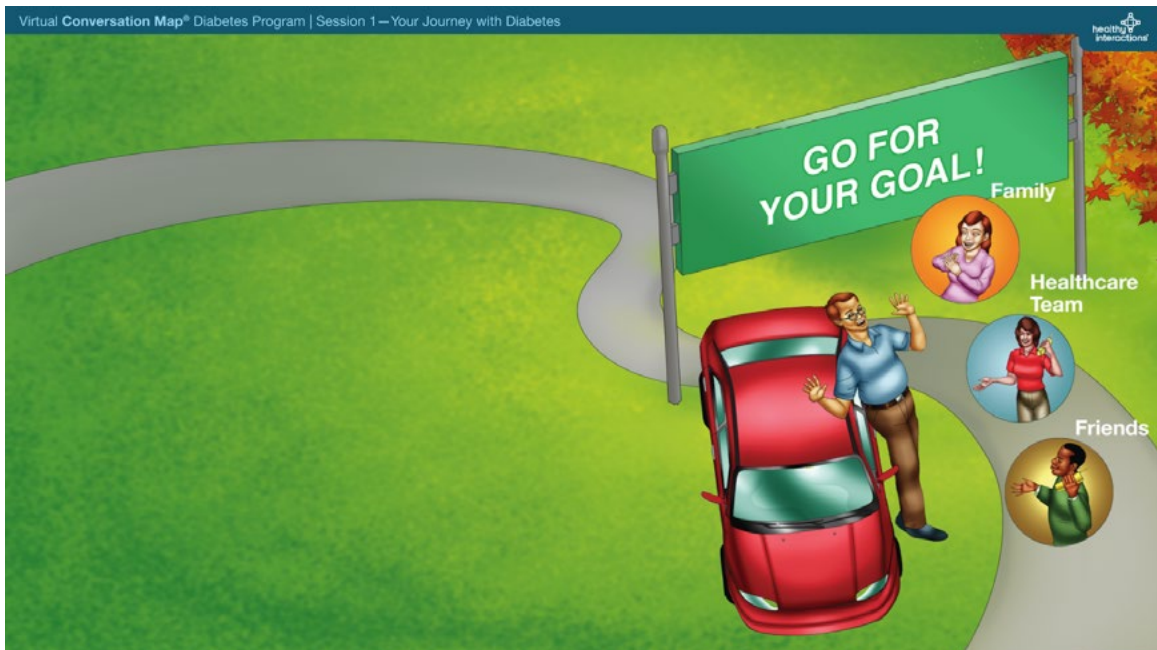
Finally, turn on push notifications and turn on Health App on your phone (Apple Health App for an iPhone or S-Health for an Android phone). (stop and do)

If you would like to record your goal that we just discussed, you can select and record those in your *map4health* app. (continue reading)

Do you have any questions about the *map4health* app, it’s functionality, or how to use it? (stop and discuss)

Facilitator Tip:

Address any questions/thoughts in the *chat box* that haven’t been discussed yet.




To get the most out of this program, it will be helpful to set goals, and to try something different between each session to better self-manage your diabetes.

THANK YOU

VIRTUAL CONVERSATION MAP® DIABETES PROGRAM

- Session 1 — Your Journey with Diabetes ✓
- Session 2 — Understanding the Basics
- Session 3 — Monitoring Blood Sugar
- Session 4 — Healthy Eating and Diabetes
- Session 5 — Using Your Numbers
- Session 6 — Healthy Eating Strategies
- Session 7 — Managing Diabetes Long-Term
- Session 8 — Continuing Your Journey



Thank you very much for your participation today. I look forward to talking with in our next session scheduled for **<identify time and date for the group>**. (continue reading)

Are there any final thoughts or questions before we end our session? (stop and discuss)

Facilitator Tip:

Address any questions/thoughts in the *chat box* that haven't been discussed yet.

Again, thanks very much and I will see you next time.

END SESSION