

Virtual Conversation Map[®] for Diabetes Program

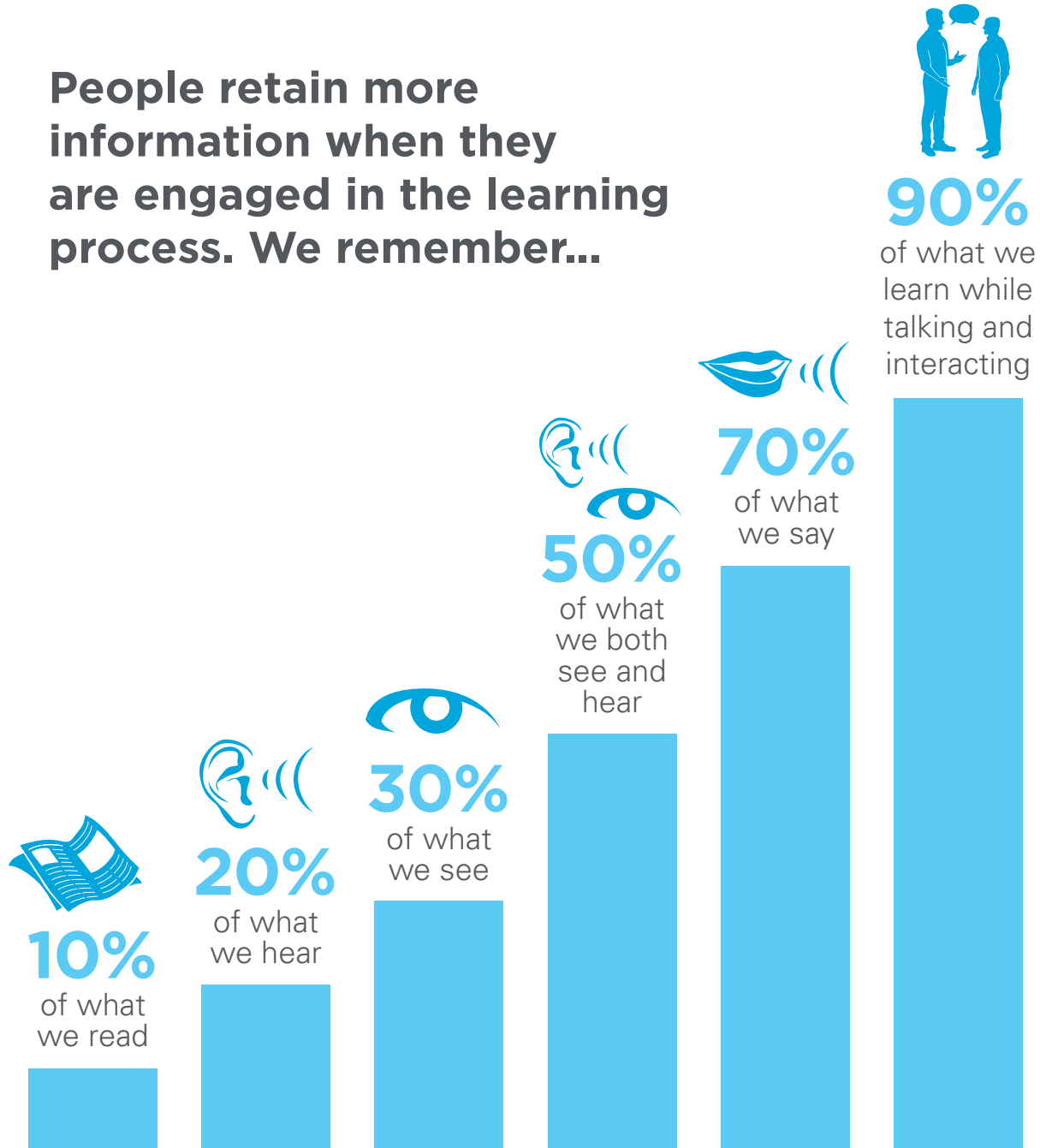
Overview and Pre-Session Guide



An Overview of the **Conversation Map**[®] Methodology

The Map methodology is a highly interactive learning process, and very different from traditional training and education programs. We learn when we are open to learn. We learn best when we are interested and when we are having fun. The Map process creates conditions in which people can easily learn. They are asked questions that require them to think, not just spew forth short responses. The tables are flipped and they become the teachers led by a skilled facilitator asking thought-provoking questions. In doing so, they rapidly come to their own conclusions.

People retain more information when they are engaged in the learning process. We remember...



Source: Johnson & Johnson retention study

The virtual **Conversation Map**[®] methodology involves seven components

1. **Visualization of a Complex System**
2. **Factual Data Connections**
3. **Thought Provoking Questions**
4. **Learning Activities**
5. **Small Group Interaction**
6. **Facilitation**
7. **Action Planning**

The Facilitator's Role

The facilitator's role is to make the learning and discovery easier for all members of the group. Keep in mind the two Golden Rules of successful *Conversation Map*[®] session facilitation:

- The less the facilitator is talking, the better the group discussion is working.
- Try to avoid providing answers. We want to encourage critical thinking and not spoon-feed answers. Wait until the end if a wrong assumption or answer needs to be corrected. Always keep the process moving by asking better questions.

Before the Session

1. **Do a pre-session to familiarize patients with program.**

As a way of helping patients become familiar with the virtual meeting format, we suggest holding a pre-session meeting with your patients prior to session one. During the pre-session you may review with the patients the platform controls (**see item 3 below**), and ask a few preliminary questions to get them used to how the virtual meeting process works. If you decide to do a pre-session, you may use **virtual session module one** and follow **Appendix A** of this overview guide to run that session.

2. **Review the materials.**

Prior to any session, thoroughly review the materials in advance so you are familiar with the module navigation, the session content, the dialogue questions, and the learning activities.

3. **Review the platform controls.**

Make sure you are comfortable with the applicable virtual meeting software you are using and in particular the muting and hand raising functions. Instructions for a few of the more common platforms are provided on the following **pages 8, 9, and 10** of this guide.

4. Interactive session PDFs.

In several places of the facilitator guides, there are highlighted prompts that allow you to fill in your own information and are not meant to be read verbatim (i.e., *your name*). If you wish, prior to printing, you may type in your pertinent information within the Adobe Acrobat program and then print that page for your reference.

5. Create a relaxed, non-threatening environment.

At the start of the Map session, create a comfortable atmosphere. Take a few minutes and review with the group the muting and hand raising functions. With the pre-session in Appendix A and/or session one, there is a specific question asking each person to introduce themselves and an icebreaker question to help them get use to talking through a virtual format.

6. Set the context.

As the session begins make sure that group members understand in general, the learning objectives, what the *Conversation Map*[®] methodology is about, and the day's agenda.

During the Session

Similar to a live in-person group session, remember to:

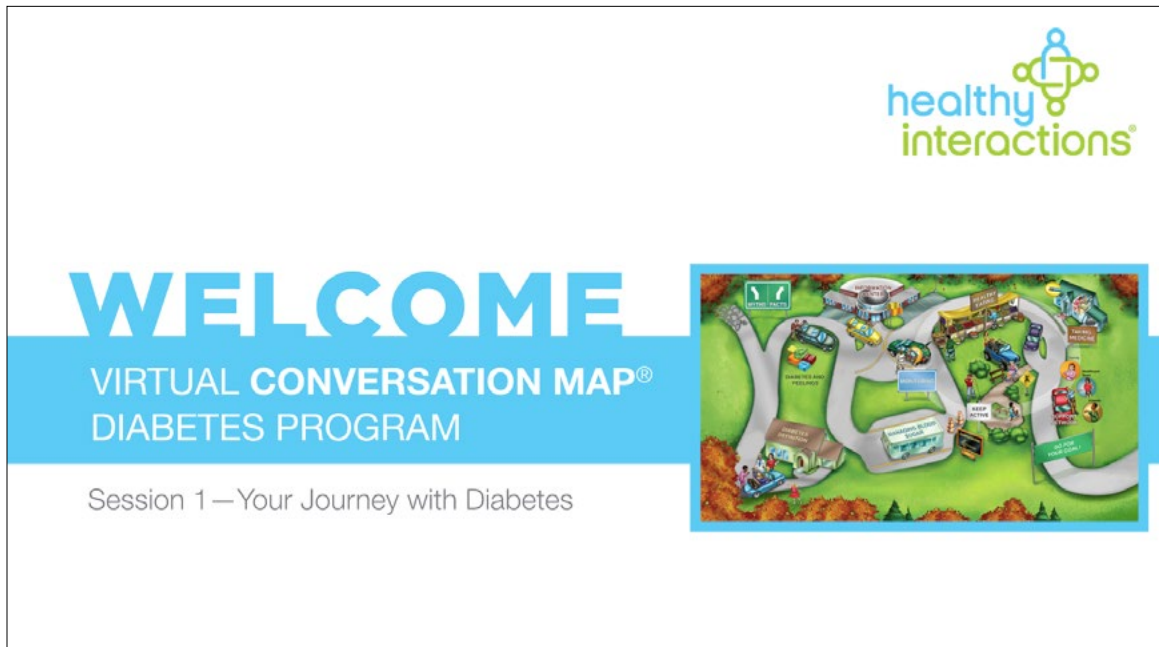
- 1. Ask for volunteers to read.** Pull in the attendees.
- 2. Keep the group focused and on time.** You might want to ask a participant to be your timekeeper.
- 3. Listen actively.** Many patient comments should generate another question.
- 4. Explore comments.** Use the 5 reporter questions, who, why, what, where, when and how.
- 5. Shift the control.** Silent participants and the controlling or talkative participants.
- 6. Avoid teacher/pupil responses.** Remember to ask if anyone else has a thought.
- 7. Silence can be golden.** A great catalyst for starting people to engage.
- 8. Don't provide answers, comments, or opinions—ASK A BETTER QUESTION.**
- 9. Use time-saving opportunities.**
 - Skip redundant questions
 - Periodically paraphrase the next question

After the Session

- 1. Address concerns, answer any “parked” questions.**
- 2. Express appreciation**

Appendix A

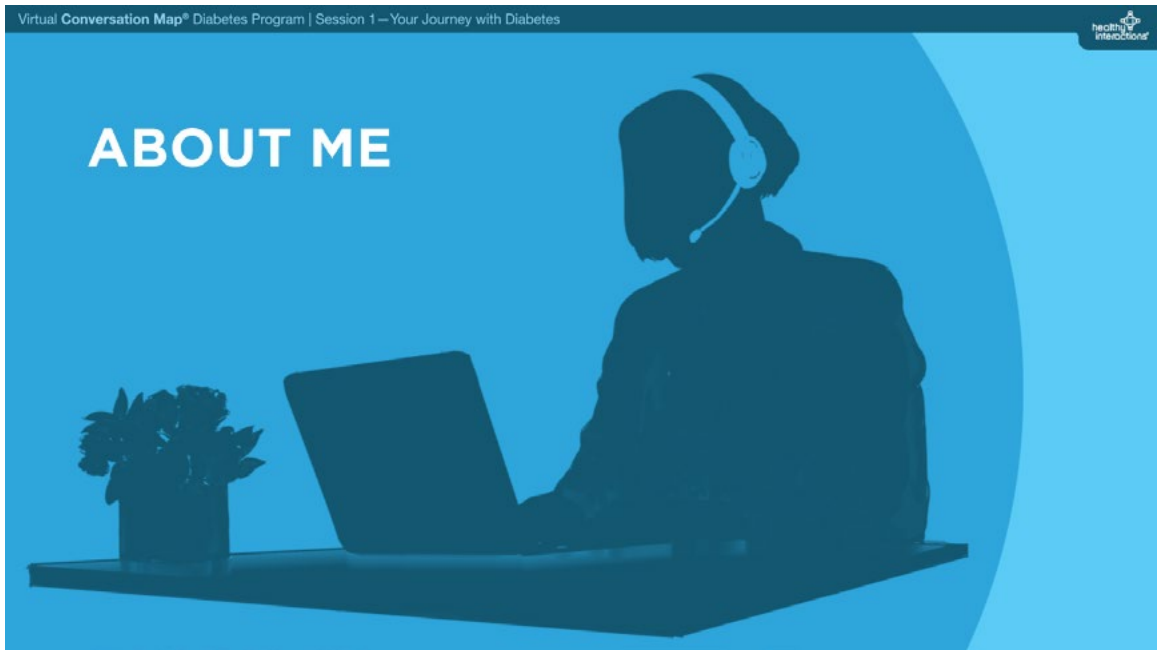
Pre-Session One – Introduction to Virtual Sessions



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.



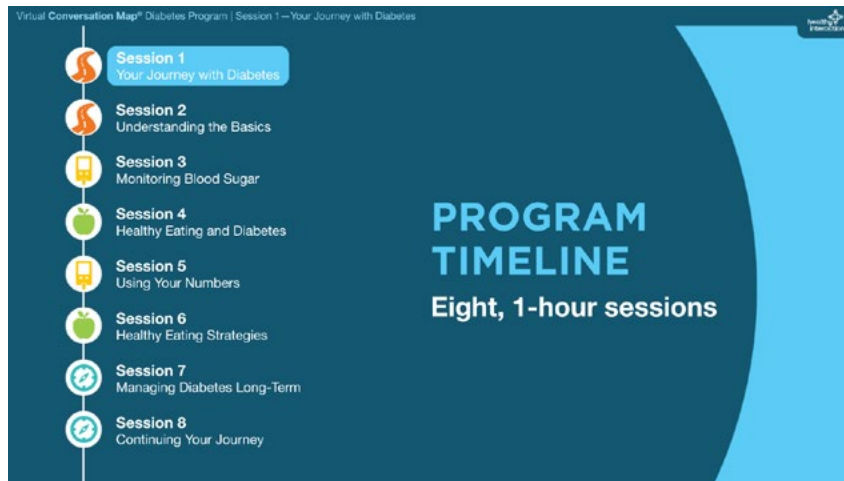
Again, my name is **<your name>**

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.



During our 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 is meant to serve as an introduction to our program and to get to know one another.

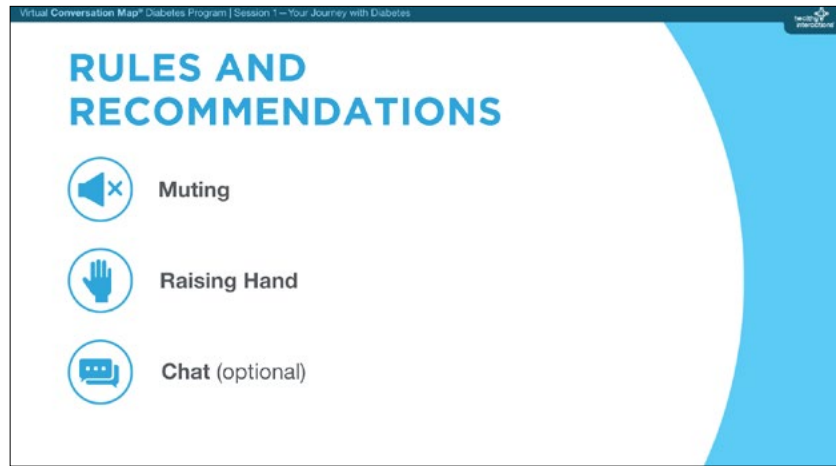
Facilitator Tip:

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 8

For Microsoft Team users: Page 9

For WebEx users: Page 10



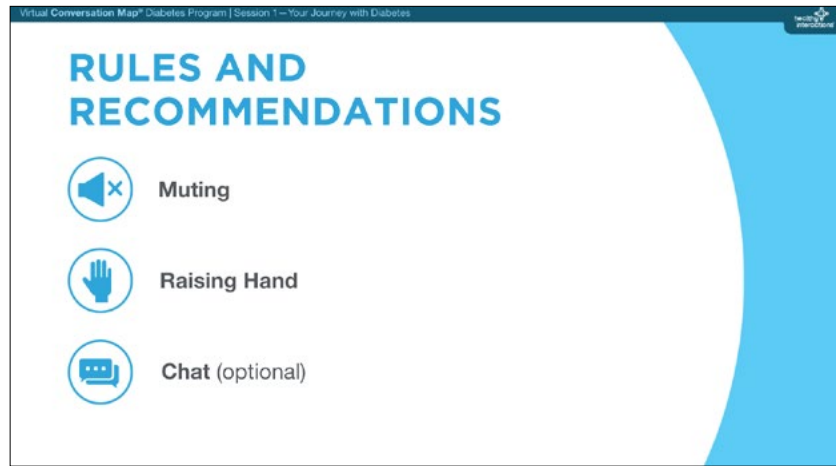
Visual Highlight:

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


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:

- (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 how long you have had diabetes and your favorite... *{vacation spot, movie, TV show, book; first job, first car or other ice breaker question to get people used to talking to one another}* [\(stop and do\)](#)
- (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.



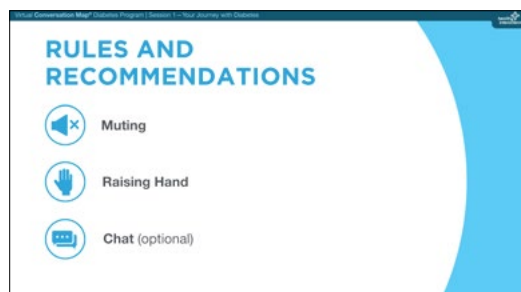
Visual Highlight:

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


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:

- (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 how long you have had diabetes and your favorite... *{vacation spot, movie, TV show, book; first job, first car or other ice breaker question to get people used to talking to one another}*. *(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.



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.

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:

- (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 how long you have had diabetes and your favorite... *{vacation spot, movie, TV show, book; first job, first car or other ice breaker question to get people used to talking to one another}*. [\(stop and do\)](#)
- (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)

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

healthcare interactions

What one or two words best describes how you felt when you were first told you have diabetes?

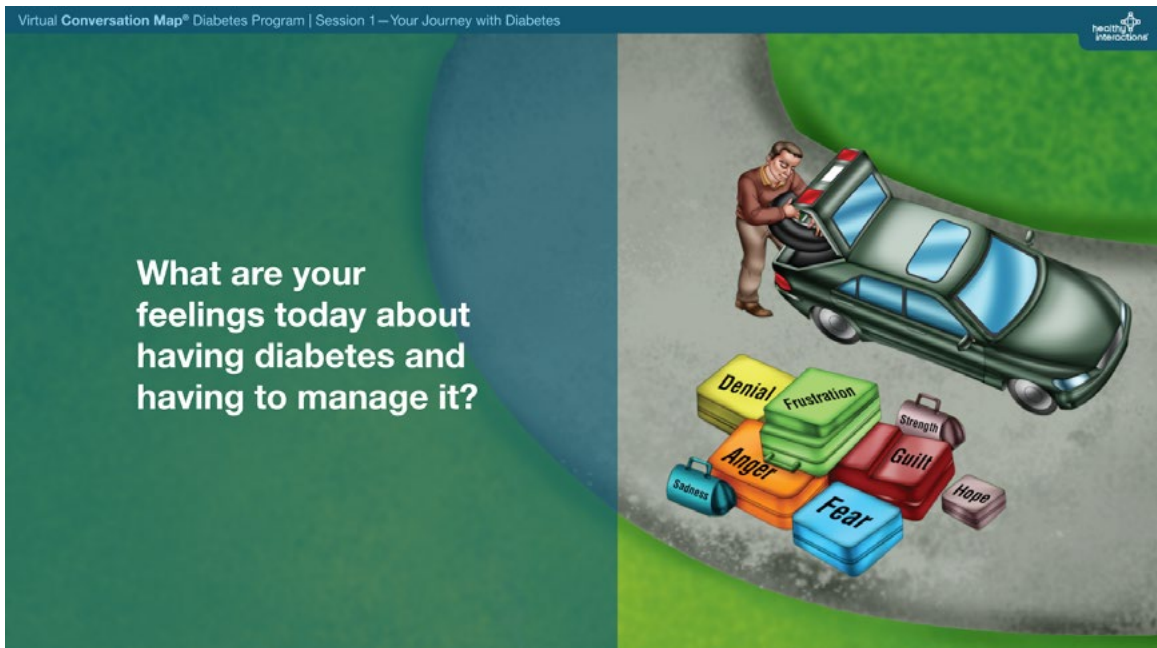


The illustration shows a man in a brown jacket and glasses loading luggage into the trunk of a dark green car. The luggage is arranged in a cluster and labeled with various emotions: Denial (yellow), Frustration (green), Anger (orange), Fear (blue), Sadness (light blue), Strength (red), Guilt (dark red), and Hope (pink). The scene is set on a grey road with green grass on either side.

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:

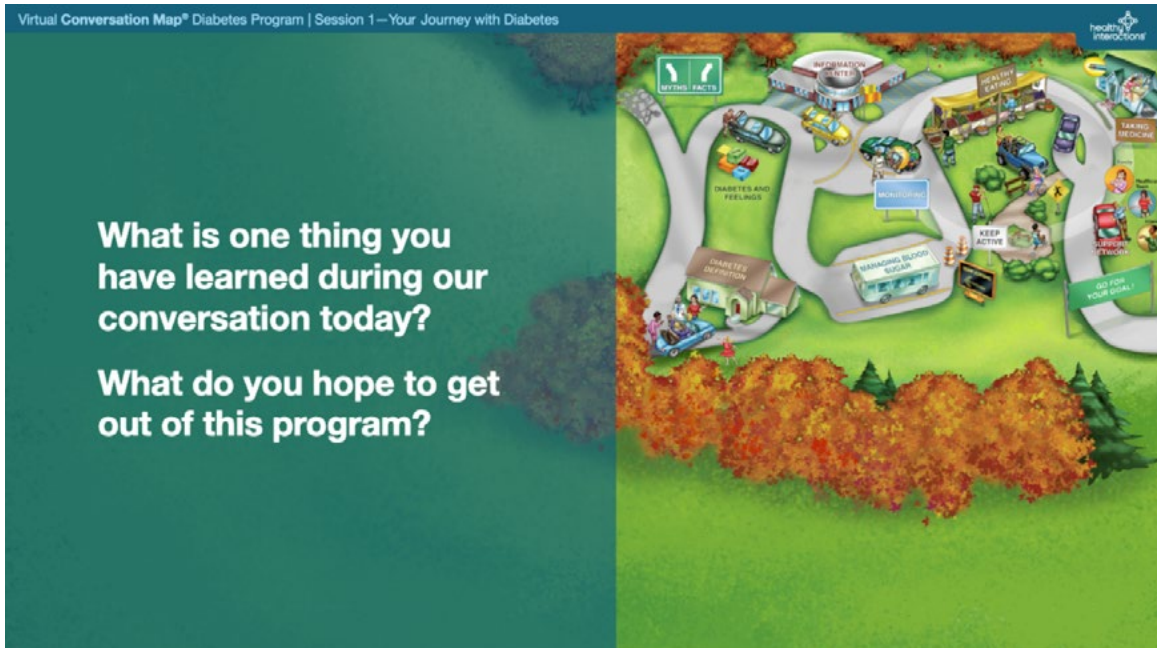
You as a facilitator will want to pay attention to people who have progressed in their feelings (i.e., a person who felt “fearful” to now “confident” in managing their diabetes). Your follow up question to such a participant will then naturally be “What have you done or discovered that has allowed you 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. [\(continue reading\)](#)

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

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. In our next session, we will begin to focus more about your journey with diabetes to date. I look forward to talking with you 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.

REMEMBER: In your next session, when you come to the Rules and Recommendation slide, you merely need to ask:

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

You also will skip the information on pages 23, 24 and 25 concerning the emotional side of managing diabetes.

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

END SESSION