

Talking to other people about [fill in the name of your program] doesn't have to be complicated. Simply tell your story, share details about the program, and direct them to more information. The tips in this document will help you do that.

### Tell Others About The National DPP Lifestyle Change Program

Think about friends, family members, coworkers, and other people you know who might be at risk of type 2 diabetes and who might be interested in the National Diabetes Prevention Program (National DPP) lifestyle change program. Examples would be people who are overweight, who have a family history of type 2 diabetes, or who don't eat a healthy diet or get regular physical activity. Find at least 5 or 10 minutes to share your experiences and story with them. For example:

- Grab a cup of coffee, discuss the program during your lunch break or a family event, or chat briefly after a church or social gathering.
- Pick a time when neither of you feels rushed or distracted. For example, avoid discussing the program while the other person is driving, rushing off to pick up a family member, or watching sports on TV.
- Be positive and realistic about the program and your experience. Avoid complaining about anything.
- Be spontaneous if you like to be. This could mean striking up a conversation in a cafeteria line or local coffee shop.
- If you talk about the challenges you faced, make sure to also talk about how you overcame them.
- Focus on your own behavior and why you joined the lifestyle change program.
- If others are already eating well and being physically active, encourage these activities. Promote the lifestyle change program as another way to help them lead a healthy life.
- Talk about local events or places that you frequent. This will confirm your status as a member of the community.



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## Be An Active Listener

When talking with others about the lifestyle change program, make sure to also listen to what they say. What are their concerns or questions?

Ask open-ended questions that can't be answered with a simple word or two. This approach will help you better understand the other person's needs and values in relation to weight loss, diet, physical activity, and type 2 diabetes prevention. Then you can tailor what you say to what's most important to that person.

While the other person is speaking, let them know you're listening and interested by:

- Nodding your head.
- Making eye contact.
- Leaning in.
- Keeping a friendly expression.
- Repeating or rephrasing what they said.

## Manage the Conversation

We all hope that people will be interested in what we say, ask appropriate questions, and receive our messages positively. But what if they don't? Here are some tips for handling common tricky situations:

- You don't have to answer questions that seem too personal. Simply say you'd rather not discuss it.
- Refer all medical questions to program staff. Don't try to answer those.
- For any question you're not sure how to answer, ask program staff.
- Remember, you are living proof that the program works. If someone doubts what you tell them about the program, speak confidently about your own experience.
- Keep the conversation on topic. It's OK to listen to the other person's experiences, but keep the focus on your program.
- If someone doesn't want to hear about the program, don't take it personally.

