

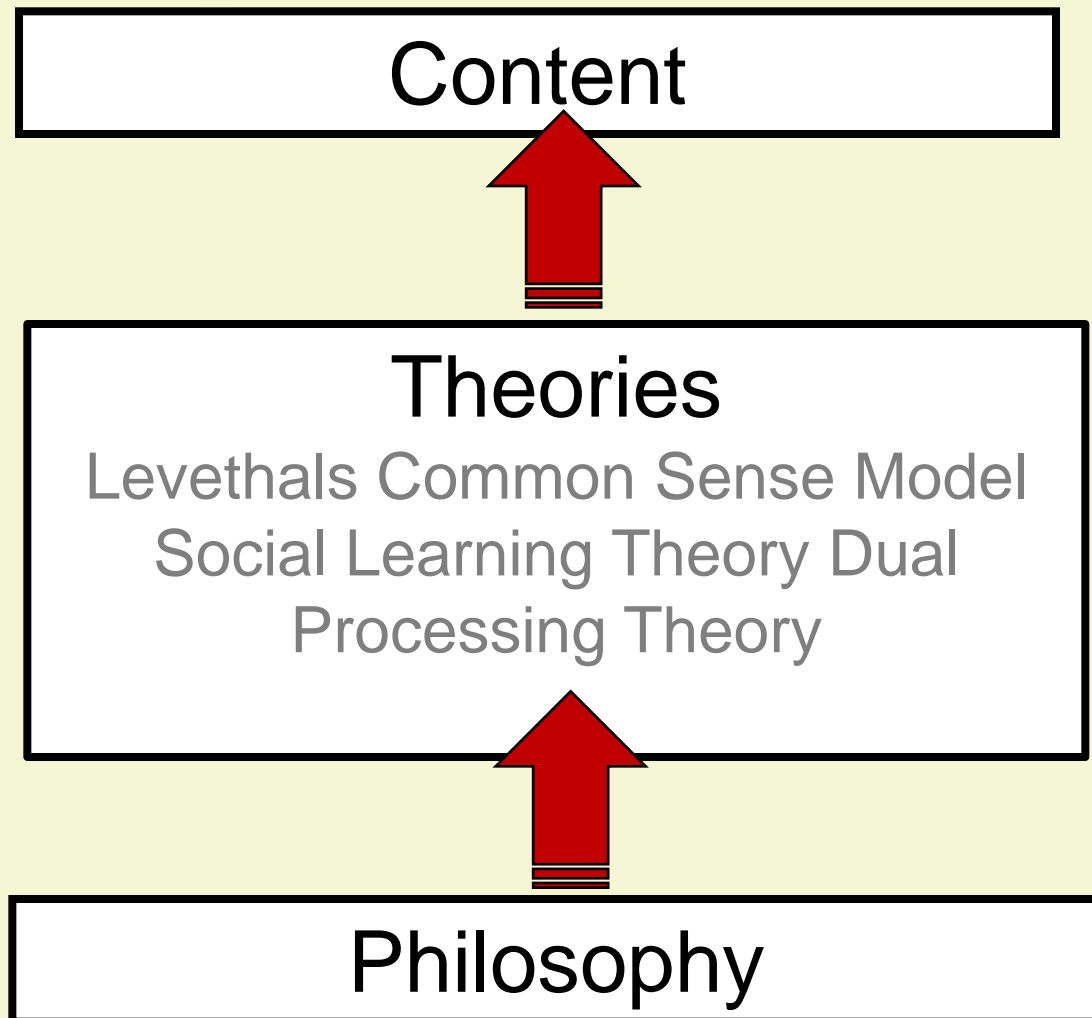


diabeteswa

Freedom from Diabetes

**ADEA WA State Conference 2014**  
**Jenny Duff CDE**

# Development of the DESMOND Program



# Philosophy Statements

1. People are ultimately responsible for their own self management
2. People want to maximise their quality of life
3. The barriers to self management are in the person's world
4. The consequences of diabetes are experienced by the person with diabetes

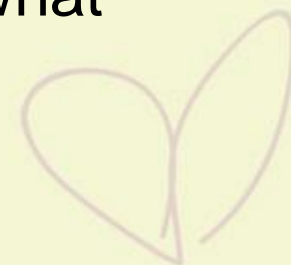


# Educator Behaviour




Positive educator behaviour is essential to positive client outcomes

What you **do not say and do** is as important as what you **say and do**



# What is educator behaviour?

Positive	Negative
<ul style="list-style-type: none"> <li>•Appropriate body language (eye contact)</li> <li>•Smiling</li> <li>•Not Interrupting</li> <li>•Supportive silence</li> <li>•Non judgmental</li> <li>•Using names and drawing on knowledge from the group</li> <li>•Positive language</li> <li>•Listening to comments</li> <li>•Using open questions</li> <li>•Appropriate tone of voice</li> </ul>	<ul style="list-style-type: none"> <li>•Sitting behind a desk</li> <li>•Negative tone</li> <li>•Body language, closed arms, no eye contact, frowning.</li> <li>•Interrupting</li> <li>•Judgmental comments</li> <li>•Not smiling</li> <li>•Correcting responses</li> <li>•Not using names</li> <li>•Ignoring responses</li> </ul> 

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# What people say about DESMOND

This is just what  
I needed..

I have learned so  
much and feel so  
positive now..

I left the session  
feeling I can manage  
my diabetes without  
a worry..



# For more information

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