

CONVERSATION STARTERS

ENGAGEMENT

What would you like to talk about today?

What is the most important thing for you right now?

My name is and I come from... Would you like to tell me a little bit about you

How was your journey here today?

How are you feeling about being here today?

What matters most to you today?

I like your All Blacks T-Shirt, Did you watch the game on..

How can I help you today?

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BUILDING RAPPORT

How do you feel about your health right now?

What do you enjoy doing in your spare time?

Does your diabetes diagnosis affect your ability to eat and drink?

How much time do you spend thinking about food and how does this impact on you?

It can be frustrating how time consuming managing diabetes can be