

| Utt. # | P or C | Content of Utterance | Final codes |
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| 1 | P | Hi Janie. Thanks for coming in today. | NC |
| 2 | C | Oh, no problem. | |
| 3 | P | How are you doing? | Q |
| 4 | C | Oh, I'm great. How are you? | |
| 5 | P | Good, good. Thank you for asking. I understand your doctor sent you in to talk to me about maybe making some changes in your diet and a little bit in your exercise. Can you tell me a little more about that? | Q |
| 6 | C | Well, you know, that's really all I know. My doctor said I was going to have to talk to someone about this and you know, to be honest, I can't remember why I have to talk to you. | |
| 7 | P | Ok. Let me go back to when you were in the doctor's office and refresh your memory a little bit. You went in for some routine tests of your cholesterol and your heart functioning and the doctor found a few things that were looking like they were going to be problems for you and suggested that you make some changes in exercise and diet. So that's why he said maybe you would want to come in to talk to me. | GI |
| 8 | C | That's right. | |
| 9 | P | So can you tell me a little bit more about what your diet is like and what you're thinking about? | Q |
| 10 | C | Well, um, I know they told me I had to make drastic changes to my diet because I'm eating too much fat and you know, too many calories in the wrong places and I just don't really don't know how to go about changing it. It seems like I'd have to look at everything I eat and I just sort of eat when I'm hungry and when there's something available. You know, in the morning, I have something at the house and lunch and dinner I normally go out to eat with my friends, you know, since my husband died it's hard to just cook for one person. It's just so much thinking about everything. Do people really think that much about how much they eat? | |
| 11 | P | Don't you think it's worth it? | Persuade |
| 12 | C | No. No, I think my risks of health weren't bad. I'm in pretty good shape. | |
| 13 | P | It's not worth it for you. You're just not going to do it. | CR |
| 14 | C | Well, I thought about doing it and if there was a way that it could be easier, I might actually do it but right now, all of these charts and my gosh, how many fruits and vegetables do you have to eat in one day? The stuff that I eat a lot of, like the grains, that you're not supposed to eat anything. It's just, who eats like this? | |

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| 15 | P | I hear what you're saying. It's very difficult to figure this out. It is a lot of stuff. It is a lot. | CR |
| 16 | C | Can't they just make it easier? | |
| 17 | P | Well, I don't know, let's talk about that. Maybe you and I together can figure out something that's going to work for you. | Seek |
| 18 | C | I have been exercising more too. That, I am willing to do. I go for walks with my friend, Cheryl. In the evening, we walk around the neighborhood together. It's kind of nice, we get to see everybody and it's not so bad. | |
| 19 | P | Yeah, great. That's one way that you've found to work around this and get some exercise in. That's wonderful. | AF |
| 20 | C | Can't I just do that? Do I have to do both? | |
| 21 | P | Well, I'm not here to tell you what you have to do at all. Your doctor made a suggestion and it's really up to you what you decide to do. I'm just here as a resource for you and if you'd like to work with me, to make some small changes, we can do that. Can you see any small changes that might be workable for you? | Emphasize Q |
| 22 | C | Well, sometimes we go to Arby's and that kind of thing for lunch and I didn't realize how much fat was in those fries. | |
| 23 | P | Yeah, it's kind of crazy to go to Arby's and eat. That's a lot of fat. | Confront |
| 24 | C | Well, you know, it's a small town and there aren't a lot of choices. Arby's is where everyone goes. But anyway, I could maybe not get the big fries and get the smaller fries. | |
| 25 | P | Well, that's a step, that's definitely a step in the right direction. Have you thought about having salads there? | AF Persuade |
| 26 | C | No. I'm not going to get a salad. | |
| 27 | P | No, don't like salads. | SR |
| 28 | C | I like my cheeseburger and I like my fries and I like my milkshake but I think I'm willing to get the smaller fries and maybe a coke. | |
| 29 | P | Well, Janie I think getting the smaller fries is a step in the right direction but I really don't think that's enough. I think you really have to put more effort into this. | Confront |
| 30 | C | See, where am I supposed to eat? Do you know what the salad at Arby's look like – they look like crap! I'm not going to eat a salad at Arby's! | |
| 31 | P | There's no other place you can eat? | Confront |
| 32 | C | Well, there's that Panera place with sandwiches and soup and stuff. | |
| 33 | P | Do you like that place? | Q |
| 34 | C | Well, they're quite a bit more expensive. | |
| 35 | P | Yeah, so cost is going to be an issue. | CR |
| 36 | C | Umhm. | |
| 37 | P | And do you like to cook? | Q |
| 38 | C | No. Since my husband died, he was the one I really cooked for and | |

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| | | now it's just me and it's so much work. You know my legs don't work the way they used to in the kitchen and it's just a lot of running around for me and, I don't know. | |
| 39 | P | A lot of effort. | SR |
| 40 | C | I guess I'm just kind of lazy. | |
| 41 | P | So there's a lot of effort that goes into that. But you also have genuine problems. Like you said, your legs aren't as sturdy as they used to be and you do have health concerns in that direction too. | CR |
| 42 | C | It's not so easy. | |
| 43 | P | It's definitely not. Changing diet and exercise is one of the hardest things people can do. Let's try to brainstorm a little bit more. You don't want to give up Arby's, you kind of like your Arby's but you are willing to cut down on the fries. | GI SR |
| 44 | C | And the milkshake. | |
| 45 | P | You are willing to cut out the milkshake too. Good job. Sorry, I forgot about that. The salads at Arby's are terrible, the sandwich place is very, very expensive and you don't like to cook. But you are exercising. | SR |
| 46 | C | Every day. | |
| 47 | P | Every day – great, that's excellent. Do you mind if I mention a couple of other things that have worked for people in your situation? | AF Seek |
| 48 | C | That would be good. | |
| 49 | P | You know, some people can cut out the fries altogether, and they just take carrot sticks with them. | GI |
| 50 | C | Carrot sticks to Arby's? | |
| 51 | P | Carrot sticks are not as good as French fries, I agree with you, but it just depends on how much fat you want to cut out of your diet. | GI |
| 52 | C | Well, if I brought carrot sticks to Arby's, there's no point in even going to Arby's. | |
| 53 | P | Because you're there for the fries. | CR |
| 54 | C | Well, they're pretty damn good. | |
| 55 | P | They are good. They are really good. So maybe you could have half an order of fries and carrot sticks and order something else. | Persuade |
| 56 | C | I wonder why I even go to Arby's. | |
| 57 | P | Why do you say that? | Q |
| 58 | C | Well, it's really not good for me. I wonder if I should be going somewhere else. I am on a fixed income, you know, maybe I should try and cook more at home. Are there easy meals to cook at home that are healthy for me? | |
| 59 | P | Yeah. I think if you and I did a little bit of research we could probably find some meals that could help. We could set you up with a dietician here. | Seek GI |

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| 60 | C | My doctor said there's a cookbook. | |
| 61 | P | Yep, there is. There is an excellent cookbook, it's "Eating for a Healthy Heart" and we could give that to you, if you'd like to. It's up to you. It might be helpful. | GI Emphasize |
| 62 | C | I might look at it. | |
| 63 | P | Ok, great. I'll get you a copy of that. Would you mind if I told you a couple of the things that are in there? | Seek |
| 64 | C | In the cookbook? | |
| 65 | P | Yeah, in the cookbook. | GI |
| 66 | C | Alright. | |
| 67 | P | There are some really simple recipes for fresh salad dressings that use olive oil instead of mayonnaise. There are also some really easy vegetable dishes to make that don't take any time at all and hardly any preparation to make. And there are some good suggestions for sandwiches that you could take to work that don't have mayonnaise and beef. They have turkey and low-fat dressings on them. | GI |
| 68 | C | I like turkey. | |
| 69 | P | Ok, great. Well turkey is a way to start. It sounds like you are thinking a little bit more about this and it might actually work for you. | CR |
| 70 | C | Well, I have to tell you that you made me feel a little bit better about it. It's so overwhelming to go through it all by myself. Things are harder now that it's just me and you've made me feel like it's not just me doing this, that you're willing to help me a little bit. | |
| 71 | P | Well I am certainly willing to help and it also sounds like you are committed to doing it so let's see what we can find together that will work for you and we'll take it from there. How's that? | Seek |
| 72 | C | Great. Thanks a lot. | |
| 73 | P | Thank you for coming in. | NC |

Global Rating:

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| CCT | 3 |
| SST | 3 |
| PAR | 3 |
| EMP | 4 |