

Client comment	Practitioner response that might <i>promote</i> discord	Practitioner response that will likely <i>reduce</i> discord
<p>"You're not going to come in here and bug me about not eating enough, are you? The nurses have been nagging me to eat more and I just don't feel like it."</p>	<p>"Actually, I am. Why are you resisting everyone's advice? Don't you know they're just trying to help you get better?"</p>	<p>"Everyone's been pressuring you to eat more and you're really tired of it."</p>
<p>"Don't tell me it's because I drink too much. I've heard that one before and I'm not buying it."</p>	<p>"Yes, alcohol is one thing that raises a person's triglycerides and you did tell me last time that you typically drink four beers a night."</p>	<p>"You think that your triglycerides might be elevated for other reasons. Would it be helpful to talk about those other reasons today?"</p>
<p>"I already paid for this appointment, so you better make it worth my while."</p>	<p>"I'll do my best, but I can't make any promises."</p>	<p>"You are someone who works hard for a living and takes great care to spend your money wisely. You seem worried that I'm not going to be able to help you."</p>
<p>"My last trainer made me work out so hard I threw up and developed shin splints. You're not going to have me pleading for mercy are you?"</p>	<p>"You never know!"</p>	<p>"You're hoping to feel more supported in finding a level of fitness that doesn't result in injury or discomfort. We can definitely work together on that and I hope you'll tell me if you're feeling like I'm pushing too hard."</p>
<p>"I don't know why I have to sit through your lecture every month just to get my food vouchers. You're wasting your time."</p>	<p>"Sorry, that's our policy."</p>	<p>"It sounds like you haven't found our sessions very useful. What could we talk about today that would be more worthwhile?"</p>

FIGURE 10.1. Responding to discord.