Nutritional Symptomatology II  
Session 2

Review

Session 1 recap:
- Become familiar with LAF, NSP purpose and content
- Complete your own LAF & NSP to experience it.
- Find 1 client who agrees to fill out forms

Agenda
1. How to perform a professional nutritional assessment, take a health history and report, incorporating professional counseling skills.
2. Potential Turn-offs
3. Role-playing: Practice conducting an initial consultation
4. Objective assessments
5. Intro to Skin symptomatology

The Initial Consultation Experience
- Key Goals
  - Obtain more details on the health history of client
  - Gain a clear understanding of what the client wants, how much the client is willing to invest (time & money)
  - Remind the client what your role is and is not.
  - You do not ‘treat’, ‘diagnose’ or ‘cure’ diseases. Instead, you provide recommendations that support the body’s natural processes with the nutrients it uses to build, repair and cleanse itself.

First Impressions Matter!
Putting Your Client at Ease
- **Prepare the environment:** Produce a comfortable atmosphere.
- **Dress appropriately:** Professional, business casual.
- **Establish a rapport and gain confidence:** Tip: Find something to agree on/compliment immediately!
- **Introduce yourself:** Establish your credibility by explaining what your credentials mean.
- **Communicate:** in a professional manner

Exercise: Turn-Offs for New Clients
- (What NOT to do as a nutritional consultant)
First Impressions cont’d...

- **Assume a totally non-judgmental attitude.** Assume nothing about the client. If unsure, ask.

- **Listen more than you talk during the initial consultation:** Do not “put words into the client’s mouth”; direct the conversation.

Taking an Effective Client History: Initial Visit/Consultation

- **Make it individualistic and personal.**
  - What is their motivation for change and quantify on a scale of 1 to 10. (How badly do they want it?)
  - Determine short-term vs. long-term goals.

- Go through LAF/Health History and Food Log in detail, ask more questions. Make sure you have all the info you need.

Taking an Effective Client History continued...

- Listen, listen and listen some more – this allows for client participation.
- Be professional – always. No gossip!
- Employ knowledge, compassion, understanding and empathy.
- Remember the mind-body-spirit connection.
- Request copies of blood work and allergy testing and ask for the results from the client’s most recent physical exam.

Taking an Effective Client History continued...

- Recognize when the client’s needs are beyond your scope of expertise and be prepared to provide referrals as necessary.
- Concentrate on the client’s main concern—always address the client’s main health concern/complaint first!

Student Activity: Role-Playing

Divide into pairs and practise taking case histories on each other—(Develop a fictitious persona)

- Practitioner: Introduce yourself and explain your role in this consultation
- Ask your client the first few questions

- Client: take on a personality type and health concern
- Both: Pay attention to what words your partner uses in communication.

What problems/issues did you encounter?
Were any rules broken?
Idea on how to address those challenges?

Subjective vs Objective Assessment

- Remember: This course provides subjective methods of assessing nutritional imbalance by means of acquiring and analysing mainly qualitative data.
- The data will be as reported by the client, or observed by You.
  - Comprehensive Health History/LAF
  - Health Appraisal Questionnaire/NSP
  - 7-Day Food Log
  - Subsequent forms, if needed, e.g. Office Policy
Disadvantages of Subjective Assessments

• No way to prove the clients’ symptoms are real (just “I feel…”)

• No way to measure severity of symptoms due to different pain tolerances, etc.

• Perception of symptoms may change from day to day

Using Objective Assessments as Part of Your Nutritional Assessment

Objective assessments (‘tests’) provide the nutritionist with quantitative data about the client

Examples of Objective Assessments

- Body weight
- Waist/Hip ratio
- Blood pressure
- Salivary pH
- Body composition testing (e.g. body fat/lean muscle mass, water levels/hydration, cellular health)
- Live Blood Cell Analysis

Why Use Objective Assessments

➢ numerical data is familiar to the medical profession so provides ease of communication with doctors/RNs
➢ provides client with numbers and number-based goals to track progress.
➢ adds credibility to the subjective “I feel…(fat, achy, tired, etc.)”

Observing the Client

• Take notice while listening to them:
  — Health of skin on face and hands (dry? oily? inflamed?)
  — Health of hair* (dry? oily? Prematurely grey?)

Attitude and Personality:
- Do they sound nervous? Are they interested? Shy? Extroverted?

➢ Ask permission to examine their nails
  • Write down key features (colour, shape, lines, chips, ridges, etc.)
  • Refer to Nail chart in text as a guide only
  • Exercise #2: examine another student’s nails

Next :

- become familiar with body systems and recommendations in workbook

- Recommendations to support optimal health and encourage the body’s natural healing processes.