

Objectives	Learn	Learn communication skills that are open, engaging, and easy to understand.
	Utilize	Utilize new techniques to establish a trusting relationship by recognizing personal bias and using affirmations to elicit open communication
	Acquire	Acquire skills to discuss breatfeeding goals, barriers, difficult situations and feeding methods to support and encourage the continuation of breastfeeding
	Set	Set SMART goals to evoke self-efficacy and confidence

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The success or failure of breastfeeding......is very much shaped by the support and environment in which she lives.

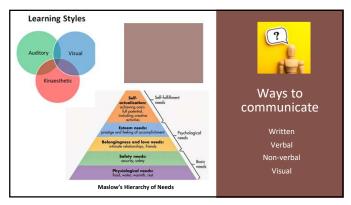
Dr. Nigel Rollins

Poll # 1	
What role do you have in educating around breast/chest feeding? Do you feel your current education provided has an impact on the decision to breastfeed? When do you start a conversation about breastfeeding with clients? Do you show any videos/DVDs during the prenatal period that promote breast/chest feeding? Do you currently have a referral source or provide breastfeeding classes?	
Poll # 2 Poll # 3 Poll # 4	







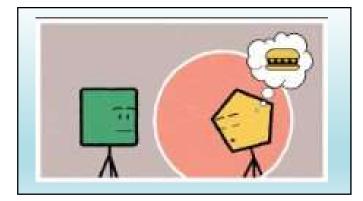




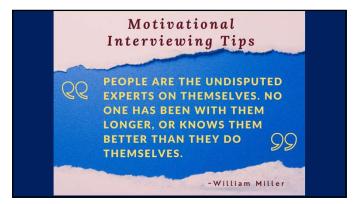


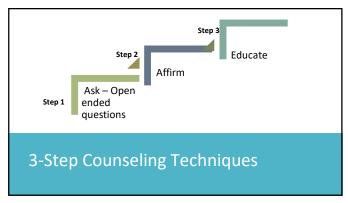














Step 1 - Ask Open-Ended Questions

Using Probes

Extending probes to get more information: Tell me more about....

Clarifying probes to be sure you understand: In other words you're saying...

Reflecting probes to say her words back to her: So you're worried about...

Redirecting probes to change the subject: I'll give you a referral for that. What other breastfeeding issues would you like to discuss?

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Step Two: Affirm Feelings

Mothers are not ready for information until they feel their opinions have been heard

Allows mothers to GLOW by drawing attention to what they are doing well



 $\ensuremath{^{''}}\xspace \text{No}$ one cares how much you know, until they know how much you care"

— Theodore Roosevelt

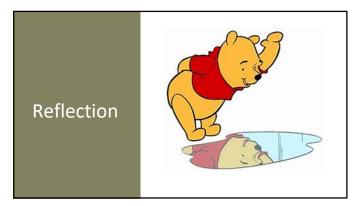
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Ways To Affirm

- ≻Show her she's not alone
- ≻Read between the lines
- ➤ Shine the spotlight
- >Show her how she is a good mother
- > Let her know what she is doing well





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Let's Review

Summarizing

After asking openended questions and getting information and concerns, affirming then you should summarize what you heard to focus in on where education is needed

Step 3: Education

ADULTS LEARN BEST WHEN YOU:

- ➤ Target info to mother's concerns
- ➤ Feed information in small bites
- ➤ Give 2-3 simple options
- ➤ Keep it simple
- ➤ Reinforce the information



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Start With the Heart

Tie messages to what the family values

- Being close to baby
- Being good parents
- Sense of success
- Happiness
- Having their children love them

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Challenging Situations

Mom does not talk much

Dad or mother talks for her

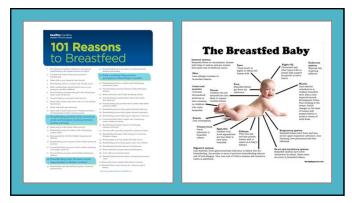
Mom shares private information

Mom feels uncomfortable sharing











Trust your body

Getting the best latch - positioning

what to expect in the hospital and early days at home

Laid Back Breastfeeding Positioning

Normal infant behavior—sleepy, "second night", growth spurts Ways to calm a fussy baby

Knowing when baby is getting enough - outputs

Benefits of breastfeeding/risks of infant formula

Stages of breastmilk – • Colostrum early

- es or preastmilk –
 Colostrum early milk and expected volume
 Transitional milk Transition from colostrum to milk
 Engorgement Phase What to expect

- Other topics to discuss before birth:

 Importance of exclusive breastfeeding
 Riksk of artificial feeding and use of bottles and pacifiers
 How to know when baby is hungry and satisfied
 Importance of rooming-in and skinto-skin
 Having a hoostfeeding
- Having a breastfeeding plan





Case Scenario Review



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Maya Angelou

"Do the best you can until you know better
Then when you know better
Do Better."

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Resources

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mi_strategies_cheat_sheet.pdf (rutgers.edu)

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