

United States Lactation Consultants Association

12/12/2023

Presenter: Patr cia Soriano Guzm n, BSBA, IBCLC, ICCE, PMH-C, PRaM**Session ~ Communication Skills for Lactation Professionals****Objectives: To familiarize learners with the main components of**

- ❖ Parent Support Options
- ❖ Active Listening and Anticipatory Guidance
- ❖ Care Plan Development & Sharing
- ❖ Self-Disclosure & Discernment
- ❖ Demystifying Documentation

References:

Department of Health, NYS (2022 rev). *Creating Breastfeeding Friendly Communities.* Support for Expectant and New Parents.

https://www.health.ny.gov/community/pregnancy/breastfeeding/community_support.htm#BFpractice

Dosman C, Andrews D. (2012). Anticipatory guidance for cognitive and social-emotional development: *Birth to five years.* *Pediatric Child Health*;17 (2):75-80.doi: [10.1093/pch/17.2.75](https://doi.org/10.1093/pch/17.2.75) PMID: 23372397; PMCID: PMC3299350.

GFC Global (2019). **Free Job Success Tutorial.** GFCGlobal.org. <https://edu.gcfglobal.org/en/>

- *Active Listening* - Communication in the Workplace [Video] Retrieved Oct 10, 2022 from <https://youtu.be/rzsVh8YwZEQ>
- *Body Language* - Business Communication [Video] Retrieved Oct 10, 2022 form <https://youtu.be/1sfM-xx7tHIXY>

Karthika S 1 et al., (2020). **Semantic Scholar LATCH Score Chart** A study on role of LATCH scoring in duration of exclusive breastfeeding in a rural tertiary care hospital, Puducherry: a prospective study. *International Journal of Contemporary Pediatrics*, p. 199. <https://doi.org/10.18203/2349-3291.ijcp20195753>

Francis-Sears, A. 1 et al., (2013). **Bren  Brown on Empathy.** RSA Shorts <http://www.thersa.org> [Video]. Retrieved Oct 10, 2022, from <https://youtu.be/1Ewvgu369Jw>

Additional Resources:**CDC Nutrition / Infant & Toddler Nutrition / Breastfeeding**

- o <https://www.cdc.gov/nutrition/InfantandToddlerNutrition/breastfeeding/index.html>

Educational Resources ~ Noodle Soup and INJOY

- o <https://www.noodlesoup.com/free-resources/>
- o <https://injoyhealtheducation.com/educator-resources/>

Healthy Children by the American Academy of Pediatrics

- <https://healthychildren.org/English/Pages/default.aspx>

Pediatric Environmental Health Toolkit (Anticipatory Guidance)

- <https://www.atsdr.cdc.gov/emes/training/page19.html>

The Basics Learning Network

- <https://toolkit.thebasics.org/en/community-toolkit>

Zero to Three Early Development

- <https://www.zerotothree.org/issue-areas/early-development/>

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"Be a rainbow in someone's cloud." ~ Maya Angelou

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