

ACTIVITY HANDOUT: POSITIVE COUNSELING SKILLS FLASHCARDS (ANSWERS)

[MODULE 5: Supporting Mothers with Disabilities and Mothers of Infants with Disabilities]

| | |
|--|---|
| <p>What are the 3 steps involved in the counselling process?</p> <ul style="list-style-type: none"> • Step 1: Assess – ask, listen and observe • Step 2: Analyze – identify difficulty and, if there is more than one, prioritize difficulties • Step 3: Act: discuss, suggest a small amount of relevant information, agree on doable action | <p>Provide an example of how you would show empathy to a mother who is feeling overwhelmed.</p> <ul style="list-style-type: none"> • Listen to her without interrupting. • Reflect back on what she says. • Acknowledge her feelings without judgment. • Maintain eye contact, offer a comforting touch if appropriate. • Ensure your body language is open and attentive. • Highlight the good job she is doing. • Identifying methods to relieve stress such as relaxation techniques. • Discuss ways to strengthen family and social support. |
| <p>Provide an example of how you would give clear and doable actions to a mother who is malnourished.</p> <ul style="list-style-type: none"> • Assess the mother's household situation and foods that she has available or can afford. • Give a little relevant information at a time. • Prioritize. Make one or two realistic suggestions. • Use simple and clear language. • Use visual aids. • Give her time to ask questions and share concerns. • Provide information on community resources. | <p>Propose a strategy that ensures the mother understands your recommendations about cup feeding.</p> <ul style="list-style-type: none"> • Demonstrate cup feeding step-by-step, explaining each step as you go using clear and simple language. • Provide an opportunity for the mother to practice cup feeding with guidance from you. • Ask her to repeat any instructions of cup feeding back to you. • Give the mother a handout with illustrations that she can refer to. |
| <p>A mother feels guilty because her infant is underweight. Role-play a brief scenario</p> | <p>When counseling a mother, you identify three feeding difficulties and two concerns</p> |

| | |
|---|--|
| <p>using positive counseling skills to reframe her perspective.</p> <ul style="list-style-type: none"> • Listen carefully to the mother's concerns. • Give her time to talk. • Accept what the mother thinks and feels. Let her talk through her concerns. • Avoid judging words and scolding gestures. • Empathize – show that you understand how she/he feels. • Recognize and praise what the mother and child are doing right. | <p>about the mother's health. What should you do next?</p> <ul style="list-style-type: none"> • If one or more feeding difficulties are present or the condition or health of the child or mother is poor, prioritize the difficulties. |
| <p>A mother of a newborn expresses that she feels unsure about breastfeeding. Role-play a brief scenario demonstrating active listening.</p> <ul style="list-style-type: none"> • Use helpful non-verbal communication. • Use responses and gestures that show interest (nod, lean forward slightly, use verbal affirmation like "I see" or "I understand".) • Maintain eye contact. • Reflect back what the mother/caregiver says. • Empathize – show that you understand how she feels. • Keep your head at the same level as the mother. • Reduce physical barriers (tables and notes). • Summarize the key points shared with you. | <p>A mother has difficulty understanding her infant's feeding schedule. Role-play a brief scenario using clear communication to explain it.</p> <ul style="list-style-type: none"> • Give a little relevant information at a time. • Use simple language that the mother will understand. Be clear and concise. • Make one or two suggestions, • Use visuals or give written instructions if appropriate. • Answer the mother's questions. |
| <p>Propose a strategy that you can use in counseling that helps the mother build confidence.</p> <ul style="list-style-type: none"> • Listen carefully to the mother's concerns. • Accept what a mother thinks and feels. Let her talk through her concerns before | <p>Propose a strategy that you can use in counseling that gives support to mothers.</p> <ul style="list-style-type: none"> • Give practical help. • Give a little relevant information at a time. • Use simple language. Be clear and concise. • Make one or two suggestions, not commands. |

| | |
|--|---|
| <p>correcting any wrong ideas or misinformation. This helps establish confidence.</p> <ul style="list-style-type: none"> Recognize and praise what a mother and child are doing right. | <ul style="list-style-type: none"> Allow time to listen to mother's concerns. Be mindful of considerations for mothers with mental health concerns. |
| <p>A mother feels guilty for not being able to breastfeed. Which of these statements does <u>not</u> show positive counseling skills?</p> <p>A) There are many ways to ensure your baby is healthy and happy.</p> <p>B) Let's look at all the positive things you are doing for your baby.</p> <p>C) Follow the advice I'm giving you and you'll be able to breastfeed.</p> <p>D) It seems like you're struggling. How can I help?</p> | |
| <p>A mother tells you that her husband lost his job. Which of these statements best shows empathy?</p> <p>A) I know exactly how you feel.</p> <p>B) That sounds really challenging. How can I support you?</p> <p>C) Don't worry so much.</p> <p>D) I have been through worse situations.</p> | |
| <p>A mother is struggling with breastfeeding. Which of these responses best shows supportive feedback?</p> <p>A) Let's work on small steps to improve.</p> <p>B) You need to do better than this.</p> <p>C) Most mothers manage. It's not that hard.</p> <p>D) Why is it so hard for you?</p> | |



A mother asks you about how often she should breastfeed. Which of these statements best uses **clear communication**?

A) Feed your baby 8 to 12 times each day.

B) Feed your baby when they cry.

C) Feed your baby frequently.

D) Here's a schedule for you to follow.

A mother shares that her baby cries a lot and keeps her up most nights. Which of these statements best demonstrates **active listening**?

A) I hear what you're saying, and it sounds really challenging.

B) You should try to relax.

C) I know exactly how you feel.

D) Can we please hurry up? I have more infants to see.