

Counselling Skills

Listening and learning

1. Use helpful non-verbal communication
 - * Keep your head level with mother or caregiver
 - * Pay attention (eye contact)
 - * Remove physical barriers (tables and notes)
 - * Take time, and allow the mother or caregiver time to talk
 - * Use appropriate touch.
2. Ask open questions (Allows mother or caregiver to give detailed information.)
3. Use responses and gestures that show interest.
4. Reflect back what the mother or caregiver says.
5. Show that you understand how mother or caregiver feels (showing empathy).
6. Avoid using words that sound judging.

Building confidence and giving support

1. Accept what a mother or caregiver thinks and feels. (To establish confidence, let the mother or caregiver talk through her or his concerns before correcting information.)
2. Recognize and praise what a mother or caregiver and baby are doing right.
3. Give practical help.
4. Give a little, relevant information.
5. Use simple language.
6. Make one or two suggestions, not commands.

