

COUNSEL THE MOTHER OR CAREGIVER **ON INFANT AND YOUNG CHILD FEEDING**

COMMUNICATION SKILLS

- Be respectful and understanding
- Listen to the family's concerns and encourage them to ask questions and express their emotions
- Use simple and clear language
- Ensure that the family understands any instructions and give them written information
- If a baby needs to be referred, explain the reason for the referral and how the baby will be referred
- Respect the family's right to privacy and confidentiality
- Respect the family's cultural beliefs and customs, and accommodate the family's needs as much as possible
- Remember that health care providers may feel anger, guilt, sorrow, pain and frustration
- Obtain informed consent before doing any procedures

Listening and Learning skills

- **Use helpful non-verbal behaviour**
- **Ask open-ended questions**
- **Use responses and gestures that show interest**
- **Reflect back what the caregiver says**
- **Avoid judging words**

Confidence Building skills

- **Accept what the caregiver says, how she thinks and feels**
- **Recognise and praise what the caregiver is doing right.**
- **Give practical help**
- **Give relevant information according to the caregiver's needs and check her understanding**
- **Use simple language**
- **Make suggestions rather than giving commands**
- **Reach an agreement with the caregiver about the way forward**

