
Module 2 : Working in the Community and Home-visiting During Pregnancy

Session 2 : Talking with women in the community (practice)

Day : 1

Time Required : 1 hour

Purpose

To provide an opportunity for ASHAs to practice basic communication skills needed to build a cooperative relationship with women in the community and to experience various situations they may have to face while visiting homes.

Objectives

At the end of the session, ASHAs will be able to :

1. Demonstrate basic communication skills when talking to mothers.
2. Demonstrate how to handle women who are shy, argumentative, inquisitive, or non co-operative.

Materials

- Communication Guide: Reading Material 1 from previous session

Preparation

- Prepare four role-play scenarios, one each for four types of women - shy, argumentative, inquisitive, and non cooperative. Make one copy of each role play scenario to be distributed to the small groups. Alternatively, ask the trainees to make up their own role plays.
- Instruct the trainees to refer to their copies of the Communication Guide which is provided in the Reading Material

Training Methods

Role Play in Small Groups (1 hour)

Instructions to Trainers :

1. Divide the trainees into groups of four each.
2. Give each group a role play scenario (shy, argumentative, inquisitive and non-cooperative).
3. Allow each group ten minutes to think how to present the role play, and to practice.
4. Allow each group another five minutes to present their role play while the trainers and other trainees observe with the help of role play checklist.
5. Follow up each role play with discussion and suggestions (5 minutes).
6. Praise ASHAs for their correct practice and suggestions, and summarize basic communication points (see Content Box below).

Content Box :

Communication Points

ASHA

- ✓ Greets the woman, and is friendly
- ✓ Is sympathetic
- ✓ Exhibits confidence
- ✓ Speaks in a gentle tone
- ✓ Uses simple words in local language
- ✓ Explains her new role
- ✓ Explains why she is visiting today
- ✓ Checks if there are any questions
- ✓ Answers them simply

If the woman is shy, ASHA should

- ✓ Speak of general things to 'warm her up'
- ✓ Encourage the woman to speak
- ✓ Praise the woman to give her confidence
- ✓ Repeat the question

If the woman is argumentative, ASHA should

- ✓ Praise the woman
- ✓ Sympathise with her
- ✓ If the woman is still not receptive, to not push Try next time.

If the woman is inquisitive, ASHA should

- ✓ Answer her questions in simple language
- ✓ Explain that she will be coming again in two months, hence they can continue talking at that time

If the woman is non co-operative, ASHA should

- ✓ Listen to the woman
- ✓ Be friendly
- ✓ Praise her
- ✓ Explain that she is there only to help
- ✓ If the woman is still not receptive, do not push but say that she would like to visit again

Evaluation of the session (while observing the role plays during session)

Objectives	Assessment Method	Output
Demonstrate basic communication skills when talking to mothers.	Observation of role play; use checklist during observation and correct if necessary	Score sheet
Demonstrate how to handle women who are shy, argumentative, inquisitive, or non co-operative	Observation of role play; use checklist during observation or and correct if necessary	Score sheet