
Key nutrition issues

Session 3 : Building confidence, giving support and checking understanding

Day : 1

Time : 1 hour 30 minutes

Purpose

To reinforce the importance of giving support to mothers, and of clear communication in order to ensure positive infant feeding practices

Objectives

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

1. Explain the importance of providing support to mothers while promoting breastfeeding
2. Demonstrate at least 3 communication techniques that result in increased understanding while talking to mothers about infant feeding practices

Materials

- Flip chart papers or black board
- Markers or chalk
- IMCI Case management chart
- Communication checklist from HBNCC module

Preparation

- Refer participants to Communication Checklist
- Ensure participants have flipcharts for role play practice

Training methods :

Presentation and Discussion (45 min)

Importance of providing support to mothers with the aim of improved breastfeeding and infant feeding practices

Instruction for trainers:

1. This session will focus on the importance for a mother to have confidence in herself. This confidence ensures success in feeding her child, both during the first 6 months of exclusive breastfeeding, and in adopting positive infant feeding practices at 6 months and beyond. This especially applies to a new mother who can easily lose her confidence, often under pressure from the mother-in-law or other relatives. This can result in succumbing to pressure from family and friends for starting top feed for the baby. **If the ASHA is able to help her to build confidence in herself, she will be able to resist such pressures.**
2. Ask participants what they can do to support mothers to adopt the best breastfeeding practices? Listen to their answers, and if there is anything missing out of the points given below, advise them.
 - ✓ *Create trust with the mother through your behavior so that she starts listening to you*
 - ✓ *Provide clear information*

- ✓ *Provide support and encouragement in order to boost her self-esteem. Almost all women can breastfeed successfully if they get proper support; those that can't are often very sick.*
 - ✓ *Be patient. Some mothers need a lot of support and attention to gain self-confidence*
3. Explain that these skills will develop slowly and the more they practice, the more they will learn.
 4. Have the trainees look at the Communication Checklist, and review the techniques to be used to make the mother comfortable, to encourage her, etc.

Creating a Caring Environment	Yes	No	Comment
Skill: Building Rapport			
Greeting			
Make woman relaxed by smiling, eye contact, body language			
Soft tone, explain the purpose of the visit, ask how mother and baby are, show empathy			
Gathering Information for Care Plan			
Skill: Questioning and Listening			
Use appropriate questions and listen actively			
• Encourage dialogue: <i>open-ended questions</i>			
• Show that you are listening (head nodding, eye contact, acknowledging sounds, such as yes...hmm)			
• Do not interrupt			
• Seek more information: <i>probing questions</i>			
• Avoid jumping in with premature diagnosis			
• Reflect the mother's feelings			
• Acknowledging (make clients feel noticed and normal)			
• Paraphrase what the mother says			
Counseling Effectively			
Skill: Counseling and Sharing Information			
• Ask client's understanding of illness or situation			
• Discuss and try to correct any misconception or rumours			
• Use simple and easy-to-understand language			
• Check if there are any questions or concerns			
• Present the care plan (what the client needs to do) in short sentences and in clear blocks of information			
• Use visual aids when appropriate			
• Ask the client to repeat what she needs to do			
• Ask if she agrees and will try to do what is being discussed			
• Summarize and repeat key information			
• Arrange follow-up if indicated			

5. Explain that because building self-confidence is so important for successful breastfeeding and infant feeding, we will now focus specifically on some of the techniques or actions they can use for building confidence in mothers.

✓ **Accept what she thinks and feels: *Acknowledging and reflecting feelings***

For example:

Mother says – “I give him water because days are warmer now”.

Acceptance by worker - “When it is so hot, you do feel that sometimes baby needs water”.

Although you let her know you understand why she gives the baby water, you can later explain that when she breastfeeds ‘on demand’ that is all the fluid the baby needs. If the baby passes urine at least 6 times in 24 hours, it is getting enough fluid even in warm weather. If not, advise the mother to breastfeed more frequently.

✓ **Recognise and praise. *Praise positive actions she does for the baby***

For example:

Mother says - “My child is 15 months old and still breastfeeding. She also takes dalia, tea, bread etc”.

Praise by worker: “It is good that you are still breastfeeding your child and also giving her complementary foods.”

By praising the good things done by a mother as an example in front of others, you encourage her as well as inspiring others. After this the mother will more readily accept your suggestions.

✓ **Practical help given at the appropriate time increases confidence of a mother**

For example:

Mother says- “No, I have not breastfed him yet, my breasts are empty and it is too painful to sit up”.

Practical help by worker - “Let me make you comfortable” and you provide a pillow or chair for her
Demonstrates listening and acknowledging.

In this situation, the mother needs your help rather than your advice. You can also help in cleaning and holding the baby, or in giving food.

✓ **Give information which is of immediate relevance: *Present the care plan (what the client needs to do) in short sentences and in clear blocks of information.***

For example:

To the new mother who wants to give prelacteal feed to the baby:

Relevant information by worker – “At this age the baby needs only colostrum”.

Make sure mother remembers / learns what you have said or helped

For example:-

After giving information to a new mother about colostrum, you may ask

“What first feed will you give to your baby “. *Checking mothers understanding*

If she says “only colostrum”, *praise* her.

If she says something different, *reinforce* again the importance of feeding colostrum without being critical, judgmental or aggressive.

✓ **Use simple language**

For example:

“Exclusive breastfeeding should be done for the first 6 months”.

Instead, ASHA can use simple language - “the baby does not need anything other than breastmilk till it is 6 months old”.

✓ **Give suggestions instead of commands**

For example, to the mother of a premature baby who cannot suckle directly from the breast:

“Express your milk and feed your baby by cup”

Instead ASHA can suggest: “Because the baby is too small to suckle directly from the breast, I will show you how to express your milk. You can then feed the baby by cup or paladay. Many mothers in the same situation do this successfully and in a few days, once the baby gains more strength, she will be able to suckle directly from the breast.”

With practice and experience it will be easier for you to decide, when and how to counsel the mother.

Building confidence of the mother is the key to successful breastfeeding and infant feeding

Role play exercise (40 min) Building confidence and self esteem

Instructions to trainers:

1. Divide the participants into groups of 3 each.
2. Have two participants practice a role play with the 3rd participant just observes, using the checklist.
3. Trainees should switch roles so that all have experience acting as the ‘ASHA’. This means there will be at least 3 role plays enacted. Choose from the following topics:
 - early breastfeeding: ‘not enough milk’, or engorgement
 - 3 month old ‘baby not getting enough milk’
 - 6 month old baby to start ‘complementary feeding’
 - 12 month old
4. Use the flipcharts to reinforce learning when indicated, but focus on the communication skills that build self-confidence.
5. After each role play, each small group should have a brief discussion; each participant must say what was done well and what needs improvement. Have the person using the checklist point out areas which may have been missed or which need more attention.
6. Trainers must circulate in the room, giving supportive suggestions as required, and praising good work.

Summary (5 min)

- Have an ASHA state 3 ways to build a mother’s self-confidence

Evaluation of the session

Objectives	Assessment Method
Explain the importance of providing support to mothers while promoting breastfeeding	Questions and answers
Demonstrate at least 3 communication techniques that result in increased understanding while talking to mothers about infant feeding practices	Role plays in class