

Title of Activity: Mind What You Say: Using Mindfulness and Three Part Lactation Counseling For Breastfeeding Success by Laurel Wilson, IBCLC, BSc, CLE, CCCE, CLD

Identified Gap(s): Mindfulness and body language skills are not being taught in conjunction with basic counseling skills.

Description of current state: Many peer counselors and lactation professionals are taught basic counseling skills without any knowledge of body language or mindfulness skills which does not contribute to deep listening or the ability to fully understand the depth of the clients issue and need.

Description of desired/achievable state: Attendees will be able to use proper listening skill, appropriate body language, and mindfulness while employing Three Part Listening Skills to better understand and address the needs of their patients.

Gap to be addressed by this activity (select one): x Knowledge x Skill Practice Other

Objective: List two qualities of deep listening.

Lecture, power point

Outline:

1. What is Deep Listening?
 - a. Qualities
2. How do you know when you are not listening?
3. Listening Skills
4. Body Language
 - a. Cultural Issues
 - b. Images to judge
5. Bias and Its Impact on Listening
6. The Brain and Listening
 - a. Mirror Neurons
 - b. Neural Altruism
 - c. Pregnancy and Mom's Brain
7. Mindfulness and Understanding
 - a. Definition of Mindfulness
 - b. Practicing Mindfulness

Objective: Identify and define all three parts of Three Part Listening.

Lecture , power point, skills practice

Outline:

1. Three Part Counseling
 - a. Ask, Affirm, Educate

- b. Asking – Open Ended Vs. Closed Questions
- c. Converting Questions
- d. Padding, Using Client's Name, Pausing

Objective: Define all four types of questions for Three Part Counseling - Extending, Clarifying, Reflecting, Redirecting.

Lecture , power point, skills practice

Outline:

2. Probing Questions –Extending, Clarifying, Reflecting, Redirecting
3. Affirming
4. Educating
5. Review and Practice

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