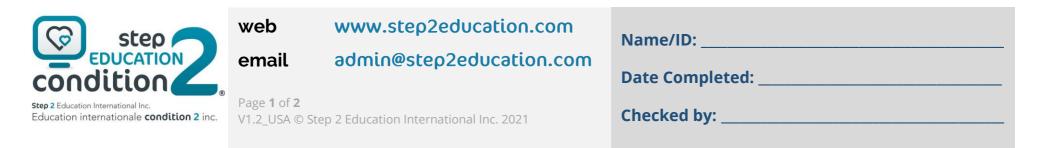
## Communicating in a Credible and Effective Way

Competency 3: Use listening and learning skills whenever engaging in a	<b>Competency 4</b> : Use skills for building confidence and giving support
conversation.	whenever engaging in a conversation.
Performance Indicators: 11, 12	Performance Indicators: 13, 14

Knowledge, Skills and Attitudes (KSA) Displayed	Competent	Needs to improve	Comments
Prepared for the consultation			
<ul> <li>Staff aware of engaging in meaningful conversations that ENCOURAGES* the patient and family members.</li> </ul>			
Established rapport			
<ul> <li>Introduced self and supervisor.</li> </ul>			
Explained reason for communication.			
Asked permission to continue.			
C3 PI 11: Demonstrate at least 3 aspects of listening and learning skills when	talking with a m	other.	
Asked open ended questions.			
• Used responses and gestures which show interest (smile, nod head, etc.).			
Reflected back what the mother says.			
<ul> <li>Empathized – expressed they understood how mother feels in a culturally</li> </ul>			
appropriate manner.			
<ul> <li>Avoided words which sound judgmental (good-bad-normal-wrong).</li> </ul>			
C3 Pl 12: Demonstrate at least 3 ways to adapt communication style and con	ntent when talkin	g with a mother.	
• Used helpful non-verbal communication (sat down with mother, avoided crossing	g		
arms over chest, used or avoided eye contact as culturally appropriate, etc.).			
<ul> <li>Responded to particular barriers the individual mother faced.</li> </ul>			
<ul> <li>Used sensitivity and care to address challenges the mother may be facing.</li> </ul>			
• Responded to individual mothers' and families' needs, preferences and values.			



## Communicating in a Credible and Effective Way

## [Domain 2] Foundational Skills

Knowledge, Skills and Attitudes (KSA) Displayed	Competent	Needs to improve	Comments
C4 PI 13: Demonstrate at least 2 ways to encourage a mother to share her views	, taking time	to understa	nd and consider these views.
• Gave time to mother to explain her concerns to get clear picture of what to emphasize.			
Acknowledged what she thinks and feels.			
• Addressed her concerns with factual information provided in a sensitive and respectful manner.			
• Assisted her to identify workable solutions responsive to specific concerns and circumstances.			
C4 PI 14: Demonstrate at least 3 aspects of building confidence and giving suppo	ort when talk	ing with a m	other.
<ul> <li>Elicited respectfully what she knows.</li> <li>Recognized and affirmed what was going well for dyad.</li> <li>Gave positive feedback/emotional support to support mothers' confidence and self-efficacy in breastfeeding.</li> <li>Determined what needed improvement.</li> <li>Enabled mother to achieve her goals for breastfeeding.</li> <li>Gave practical help.</li> </ul>			
<ul> <li>Ensured mother had sufficient information about breastfeeding</li> <li>Covered ALL information on Checklist, sharing evidence-based information accurately.</li> </ul>			
Completed documentation as appropriate			

Adapted from the Baby-Friendly USA, Inc. "Guidelines and Evaluation Criteria for Facilities Seeking Baby-Friendly Designation, Sixth Edition" and the WHO competency verification toolkit, ensuring competency of direct care providers to implement the baby-friendly hospital initiative Web annex A Competency verification form (sorted by domain and competency). \*ENCOURAGES = Empathize, Non-judgmental, Confirm, Open-ended questions, Use competent skills, Responsive care, Affirm, Give evidence-based information, Empower, and Support.



web

email

## www.step2education.com

admin@step2education.com

 Step 2 Education International Inc.
 Page 2 of 2

 Education internationale condition 2 inc.
 V1.2\_USA © Step 2 Education International Inc. 2021

Name/ID:
Date Completed:
Checked by: