



Communicating in a Credible and Effective Way [Domain 2] Foundational Skills

Competency 3: Use listening and learning skills whenever engaging in a conversation.

Performance Indicators: 11, 12

Competency 4: Use skills for building confidence and giving support whenever engaging in a conversation.

Performance Indicators: 13, 14

Knowledge, Skills and Attitudes (KSA) Displayed	Competent	Needs to improve	Comments
<p>Prepared for the consultation</p> <ul style="list-style-type: none"> Staff aware of engaging in meaningful conversations that ENCOURAGES* the patient and family members. 			
<p>Established rapport</p> <ul style="list-style-type: none"> Introduced self and supervisor. 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 mother.			
<ul style="list-style-type: none"> Asked open ended questions. Used responses and gestures which show interest (smile, nod head, etc.). Reflected back what the mother says. Empathized – expressed they understood how mother feels in a culturally appropriate manner. Avoided words which sound judgmental (good-bad-normal-wrong). 			
C3 PI 12: Demonstrate at least 3 ways to adapt communication style and content when talking with a mother.			
<ul style="list-style-type: none"> Used helpful non-verbal communication (sat down with mother, avoided crossing arms over chest, used or avoided eye contact as culturally appropriate, etc.). Responded to particular barriers the individual mother faced. Used sensitivity and care to address challenges the mother may be facing. Responded to individual mothers’ and families’ needs, preferences and values. 			



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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 understand and consider these views.			
<ul style="list-style-type: none"> 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 support when talking with a mother.			
<ul style="list-style-type: none"> Elicited respectfully what she knows. Recognized and affirmed what was going well for dyad. Gave positive feedback/emotional support to support mothers' confidence and self-efficacy in breastfeeding. Determined what needed improvement. Enabled mother to achieve her goals for breastfeeding. Gave practical help. 			
Ensured mother had sufficient information about breastfeeding <ul style="list-style-type: none"> Covered ALL information on Checklist, sharing evidence-based information accurately. 			
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.



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