



Movie Review



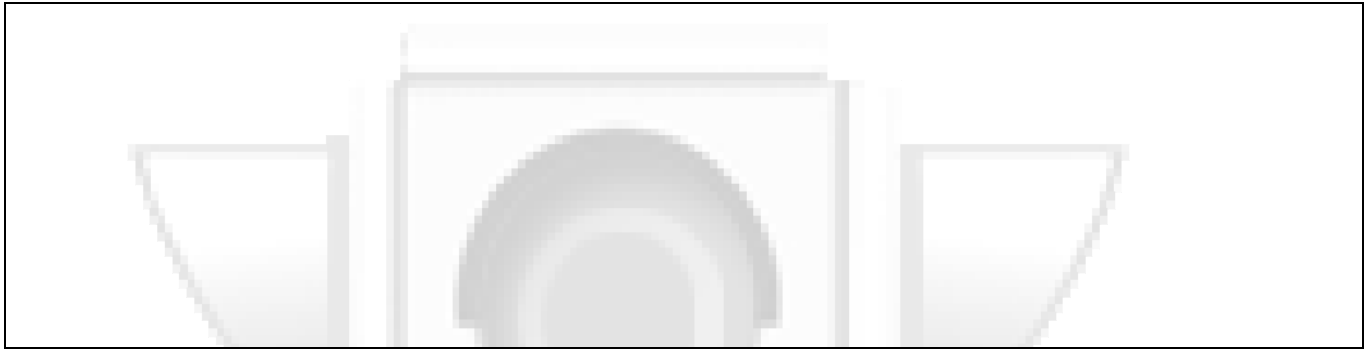
Oscar-worthy:

A large, empty rectangular box with a thin black border, intended for writing a review. The box is slightly recessed, with a grey shadow on the right and bottom edges.

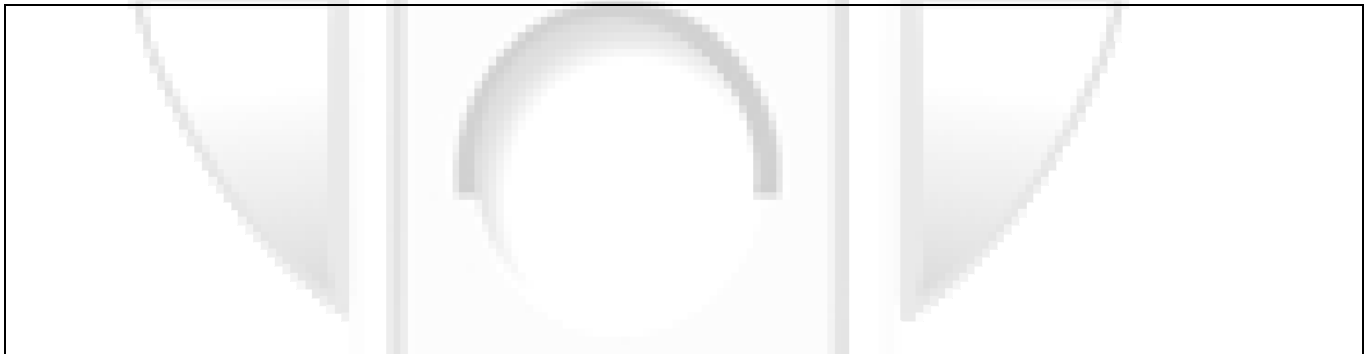
Straight to DVD:

A large, empty rectangular box with a thin black border, identical to the one above, intended for writing a review. It also has a grey shadow on the right and bottom edges.

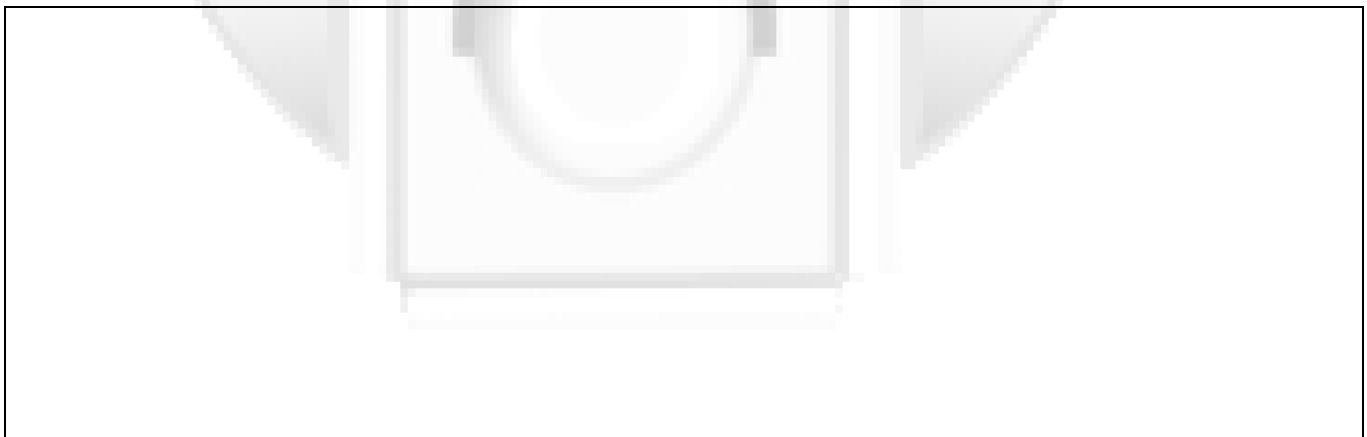
Green lights:



Yellow lights:



Red lights:



Counseling Observation Guide

Staff name:

Date:

Some Skills to Listen and Watch for:	Observations: Specific examples you heard or observed
<ul style="list-style-type: none">▪ Opens the Appointment/ Sets agenda ▪ Affirms participant ▪ Asks Some Open-Ended Questions ▪ Completes most of assessment before educating ▪ Allows time for participant to talk ▪ Summarizes what participant has said ▪ Provides nutrition education on appropriate, client- directed topics using PCE skills and emotion-based language ▪ Works with the participant for next steps/plan ▪ “Spirit” of PCE: shows genuine warmth; respectful; accepting and non- judgmental; avoids “should”, “need to” ▪ Other?	

An approach to providing positive feedback:

- ✓ How do you feel the appointment/visit went?
- ✓ What do you think went well?
- ✓ If you could go back and do it over, what would you do differently?
- ✓ Here are some examples of things I heard you say.....



But My Doctor Says...



We often have clients who are given conflicting feeding information by their physicians, mothers, friends, et cetera.

For example: "But my doctor says to put cereal in the bottle to help him grow better."

When this happens, consider the following steps:

1. Identify both sides of the issue. This helps people to trust you more because you are being open and honest and are acknowledging the advice of an authority figure.

I know that doctors are telling moms to put cereal in the bottle and give it to infants at an early age. And as a mom, I know I would be tempted to follow that advice.

You have told me that your sister says that breastfeeding is not worth the hassle. If I were you, I would be a bit confused as to what to do.

On one hand, you're hearing from WIC that it's best for your baby to hold off on solid foods until around 6 months old, yet on the other hand your mother is telling you to start Baby on cereal right away.

Your doctor, who I know you trust, is telling you something that is different than what other doctors in our area say about weaning. It must be difficult for you to decide what to do.

2. Affirm the mother as the decision maker.

I can tell you're the type of mother that wants the absolute best for her child and will make the best decision for you and your baby.

Fortunately, the decision is up to you. You are Baby's mom, and you know what's right for him/her.

You are doing a great job taking care of this little one, and I know you will make the decision that is right for you and for Baby.

3. Ask permission to share a different perspective.

May I offer another perspective on the cereal-in-the-bottle issue?

Is it OK if I tell you some things that other doctors in our area/health center/county recommend?

Can I give you some different information about breastfeeding that may help you make your decision?

If client gives permission to share, state briefly the alternative position and one emotion and logic-based reason for the alternative position:
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A longer response...

Babies trust moms to protect them from danger, and obesity is a very real danger to children today. By feeding Baby only breast milk or formula until around six months old, you are taking the first important step in keeping Baby from becoming overweight. Your actions during these first months may allow them to eventually keep up with their friends on the play ground, to feel accepted at school *and* keep diabetes out of their life forever. It's the gift that keeps on giving for years to come. Amazing, isn't it?!

OR

Some moms believe that they can catch a few extra minutes of sleep if they give their baby cereal at night—and isn't that every mother's dream? Who knows—it may be true for some babies and moms. Unfortunately, those extra minutes of sleep come at a huge cost to the baby as their digestive systems aren't developed enough for cereal at that vulnerable age. (Talk about other ways to get babies to sleep, etc.)

A shorter response...

Baby trusts you to protect him from danger, and obesity is a real danger these days. By sticking to only breast milk or formula with no cereal until six months of age, you are doing everything you can to protect your baby from obesity and even diabetes.

Some people feel that breastfeeding is a gift a mother gives her baby. But mothers who breastfeed feel that the baby gives *them* the gift. What do you feel?

People have different experiences and opinions about breastfeeding. Fortunately, every mother gets to choose how she wants to feed her baby and what she feels is best for him/her. What do you, as the person who makes the final decision, feel about trying breastfeeding when your miracle arrives?

4. Assess your influence and client opinion to determine next steps.

How are you feeling about this milk-in-the-bottle decision?

How does change your feelings about breastfeeding, if at all?

What are you comfortable with when it comes to talking to your mother about solid foods?

5. Affirm/encourage the client.

I know that whatever you decide to do will be the best decision for you and Baby.

I am confident that you will do what you think is best. If you have any questions, please feel free to call me.

I'm excited to hear about what you decide to do when you come into WIC next time. Just by being here, you are showing your child how much you care about him/her.