



TLC –Session Guide 1

USING OUR SUPERPOWERS TO MOVE THE DIAL



Listening with Empathy and Compassion (un-righting the righting reflex)

Empathy- the power of understanding and imaginatively entering into another person’s feelings.

Compassion – commiseration, mercy, tenderness, heart.

Key Messages:

- People may forget exactly what you **say** but they will never forget how you make them **feel**. Think about how you want parents to feel and keep your focus on feelings throughout your conversation.
- Listening to learn more and reflecting feelings helps us use the power of understanding to move the dial.

Open:

Share a time when you’ve had a conversation with a friend and appreciated their listening ear because they listened without offering a “fix.” What was that like for you?

Moms experiencing breastfeeding problems have many feelings around whatever is happening or not happening. She may be feeling unsure about her ability to breastfeed and she’s probably had a lot of conflicting advice. When we listen to her story with empathy and compassion first, it lets her know we’re supporting her – wherever she’s at in that moment.

Share and Connect



This is a pivotal moment for moving the dial. If we jump into facts too soon, it’s like putting the logs on the campfire before the flame has time to grow.

We have to start with the kindling (empathy and compassion) to keep the embers glowing.

- What do you tell a mom that is having difficulty breastfeeding that makes her feel like a successful parent?
- How do you let moms know you believe they’ll be able to achieve their breastfeeding goals?

Summarize and Act

- What can you do to help staff recognize when they jump to facts too soon?
- What do you think about this statement: “Until people know the emotion-based benefits—personal value—of taking action, they don’t care about how to do it.”
- What will you do to feel more confident in using empathy during your conversations with moms about breastfeeding?



TLC –Session Guide 1
USING OUR SUPERPOWERS TO MOVE THE DIAL

Practice 1. **Start** with empathy or compassion. 2. **Reflect** the feeling and add a positive, affirming statement. 3. **Ask** an open-ended question.

Here are two examples: (Mom says- too tired too breastfeed)

1. *You’re really exhausted, taking care of a new baby can really tire you out, and you want the best for little Carri. Tell me more about what’s been happening with breastfeeding.*
2. *“Wow, feeding every hour must make you feel exhausted and although you’re so tired, little Rudy is really gaining and growing. You’re doing such a good job of feeding him – breastfeeding is really working for Rudy –it’s exactly what he needs right now. Can I share some ideas from other moms about getting more rest?”*

Moms Say:	Staff Say:
<p>Amber has a 10 day old baby. <i>“I’m trying to breastfeed but I’m not making enough milk. “</i></p>	<ol style="list-style-type: none"> 1. <i>It’s important to you that your baby be breastfed...</i> 2. <i>and you’re scared he isn’t getting enough milk.</i> 3. <i>Would you like to talk more about how to know if he’s getting enough?</i>
<p>Jonnell is pregnant and has a toddler. <i>“I’ve tried breastfeeding; it’s just not for me.”</i></p>	
<p>Cambrie has been in the hospital and stops in on her way home with her new baby. <i>“My milk hasn’t come in and I really need some formula.”</i></p>	
<p>Ti has an 8 day old baby. <i>“I have sore nipples; I think I just can’t keep breastfeeding.”</i></p>	
<p>Kathleen is going back to work on Monday. She has a 6 week old baby. <i>“I need a breast pump and formula.”</i></p>	
<p>Fortune is on the phone; her baby is 2 days old. <i>“I’ve had my baby and I’ve stopped breastfeeding. I need an appointment to get formula.”</i></p>	



PUBLIC HEALTH
ALWAYS WORKING FOR A SAFER AND
HEALTHIER WASHINGTON



This institution is an equal opportunity provider.
Washington State WIC Nutrition Program doesn't discriminate.

For persons with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-841-1410 (TDD/TTY 711).

DOH 961-1098
July 2016