

Communication for Lactation Consultants

Goal

Integrate active listening and empowering words and phrases into therapeutic conversations and help clients to deal with outside criticism.

Objectives

- Recognize examples of “judging” words/phrases and their impact on maternal confidence and effective conversations.
- Classify examples of the professional’s responses as agreeing, disagreeing or accepting and how those responses affect the next steps of the conversation.
- Given several sentences in the form of a command, re-write the statements in the form of a suggestion.
- Briefly describe the key to building the mother’s confidence.
- Recognize examples of mistakes in active listening.
- Integrate principles of adult education and give relevant information using suitable language.
- Discuss strategies the mother can use if friends and family criticize her.
- Recognize definitions and examples for at least 5 terms related to communication.

Materials Required to Complete Course

- Pretest
- Audiocasts
- Reading short articles
- Completing short written and electronic learning exercises
- Doing brief journaling

Credits

This learning program is approved for 5.0 L-CERPs and 5.0 contact hours.

- Breastfeeding Outlook is approved by the California Board of Registered Nursing, provider # CEP15628.
- Breastfeeding Outlook is accredited as a long-term provider by the International Board of Lactation Consultant Examiners.

Requirements for Obtaining Credits

- Complete all required assignments in the course.
- Complete Post-test with 100% accuracy.
- Complete the course evaluation.

Expiration

- You will have one year from the date of purchase to complete your program and earn credits.

Disclaimers

The author discloses that she has no significant financial interests in any product or class of products discussed directly or indirectly in this learning program (including research support). This learning program has no commercial or non-commercial support. A detailed disclosure statement is found here

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