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## **LTTA Module Scenario Outline**

### **Parts of the Module**

#### **Module Title and Subtitle:**

Effective Communication Techniques with Mothers and Families in the Postpartum Period

### **Overview**

Effective communication is crucial in the postpartum period as mothers navigate emotional, physical, and social changes. This module explores communication techniques that foster trust, empathy, and support, ensuring that mothers feel heard, understood, and valued.

#### **Module Objectives:**

- To provide participants with effective communication techniques tailored to supporting mothers and families in the postpartum period.
- To develop skills in active listening, empathy, and non-judgmental communication.
- To practice these techniques through a realistic scenario-based role-play activity.

## **Module Content Part 1**

**Slide 1: Effective Communication Techniques with Mothers and Families in the Postpartum Period**

**Short Version:**

Effective communication with mothers is about listening with empathy, speaking with kindness, and creating a safe space where they feel heard and understood. By building trust and showing genuine care, we can create meaningful connections that make a real difference in their journey through motherhood.

**Long Version:**

Effective communication with mothers goes beyond words—it's about ensuring they feel truly heard, understood, and supported. Motherhood brings a range of emotions and challenges, and each experience is unique. By using the right communication techniques, we can build trust, strengthen relationships, and provide meaningful support.

1. **Active Listening:** Fully focus on what the mother is saying, avoid interruptions, and acknowledge her feelings through affirmations.
2. **Empathy and Validation:** Recognize emotional struggles and validate feelings instead of immediately offering solutions.
3. **Using Open-Ended Questions:** Encourage deeper conversations rather than simple yes/no responses.
4. **Avoiding Judgment and Offering Gentle Encouragement:** Mothers fear judgment; instead, provide support and encouragement.
5. **Being Present and Available:** Small gestures of presence can have a powerful impact.
6. **Keeping a Positive and Reassuring Tone:** Reduce stress by using comforting and affirming language.
7. **Providing Practical Support:** Actions matter as much as words—offering help with small tasks can ease burdens.

**Reflection Questions:**

1. How can active listening improve a mother's confidence and well-being?
2. In what ways can empathy and validation help without giving unsolicited advice?
3. How do small gestures of presence and reassurance make a difference?

**Slide 2: Introduction to Communication Techniques**

- Objective: To introduce participants to key communication techniques that enhance support for postpartum mothers.
- Key Points:
  - Effective communication builds trust and understanding.
  - It should be empathetic, non-judgmental, and culturally sensitive.
  - Techniques include active listening, using open-ended questions, and validating emotions.

**Slide 3: Role-Playing Activity****Scenario-Based Lesson Plan****Objective:**

- To equip participants with effective communication techniques tailored to postpartum support.
- To practice these techniques in a realistic scenario.

**Lesson Outline:**

1. **Introduction (5 minutes)**

- Discuss the importance of communication in postpartum care.
  - Explain how communication builds trust and encourages participation in care decisions.
2. **Key Communication Techniques (10 minutes)**
- Active Listening
  - Empathy
  - Open-Ended Questions
  - Clarity and Simplicity
  - Non-Verbal Communication
  - Cultural Sensitivity
3. **Scenario Activity: Role-Playing (25 minutes)**
- **Setup:**
    - Divide participants into small groups of 3-4.
    - Assign roles:
      - Mother (Emma, a 3-day postpartum mother experiencing breastfeeding challenges and emotional stress)
      - Family Member (supportive but overwhelmed partner or well-meaning but opinionated grandmother)
      - Healthcare Provider (providing emotional and practical support while mediating family dynamics)
  - **Task:**
    - Healthcare providers use learned techniques to support Emma’s breastfeeding concerns, emotional well-being, and family relationships.
    - Family members role-play realistic emotions and concerns to challenge communication skills.
  - **Time Allocation:**
    - 10 minutes for role-play.
    - 5 minutes per group for debrief and feedback.
4. **Group Debrief and Reflection (5 minutes)**
- Discuss lessons learned and reflect on communication strategies.
  - Encourage participants to share real-life applications of these techniques.

**Slide 4: Advice for Women Who Don’t Want to Neglect Their Partners After Birth**

**Short Version:**

Balancing motherhood and partnership can be challenging. Open communication, small acts of appreciation, and teamwork help maintain a strong relationship during this transition.

**Long Version:**

- Prioritize open communication and express gratitude.
- Set aside time for each other, even in small ways.
- Work as a team in baby care and household responsibilities.
- Show appreciation through small gestures.
- Be patient and support each other through changes.

**Reflection Questions:**

1. How has your relationship with your partner changed since becoming a parent?
2. In what ways do you support each other?

3. What small but meaningful actions can help strengthen your connection?

### **Slide 5: Puerperal Visit Guide**

#### **Comprehensive Guide for a Puerperal Visit:**

1. **Preparing for the Visit:** Schedule at a convenient time, and consider cultural background.
2. **Assessing the Mother's Well-Being:** Ask about physical and emotional health.
3. **Supporting Infant Care:** Address feeding and newborn care concerns.
4. **Strengthening Emotional Support:** Validate feelings and offer encouragement.
5. **Encouraging Family Involvement:** Promote teamwork in baby care.
6. **Providing Practical Assistance:** Help with household tasks or connect with resources.
7. **Follow-Up Support:** Plan for ongoing care and check-ins.

#### **Reflection Questions:**

- What are the key emotional and physical challenges new mothers face?
- How can a supportive environment be created during visits?

### **Slide 6: Forbidden Words in the Visit**

#### **Short Version:**

Words impact emotional well-being. Avoid judgmental, critical, or minimizing phrases, and use supportive, validating language instead.

#### **Long Version:**

- **Avoid Comparisons** (e.g., "Other mothers don't struggle as much.")
- **Don't Question Parenting Choices** (e.g., "Are you sure you should be feeding that way?")
- **Avoid Body-Related Comments** (e.g., "You haven't lost the baby weight yet?")
- **Don't Minimize Feelings** (e.g., "It's just hormones; you'll get over it.")
- **Be Mindful of Unsolicited Advice** (e.g., "You should do this instead.")
- **Don't Rush Recovery** (e.g., "You should be feeling better by now.")

#### **Reflection Questions:**

- How can words impact a mother's confidence?
- What alternative words or phrases can offer encouragement?

This module aims to equip participants with skills to provide meaningful postpartum support through effective communication. By fostering understanding, empathy, and connection, we can positively impact the well-being of new mothers and their families.