

Are You Really Listening?
 Mindful Three Part Conversation for Childbearing Year Professionals



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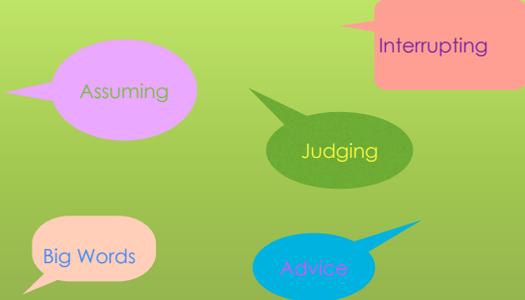
How do you feel when you have been really listened to?



"The goal of deep listening is to hear beyond the words of the other person and yourself, to the essence of what the words and feelings are pointing to. Your mind and heart are joined in union -- you are listening wholeheartedly....When we listen deeply, we let go of any beliefs we have about the other person. We let go of our prejudices and past memories of him or her."
 Joe Bailey

Most people do not listen with the intent to **understand**.
 Most people listen with the intent to **reply**.
 ~ Stephen R. Covey

Are You a Good Listener



mind·ful·ness
 /'mɪn(d)j(ə)lnəs/
 noun

1. the quality or state of being conscious or aware of something. "their mindfulness of the wider cinematic tradition"
2. a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations, used as a therapeutic technique.

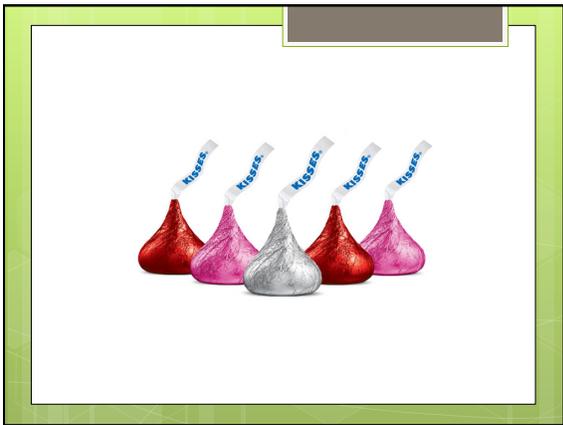
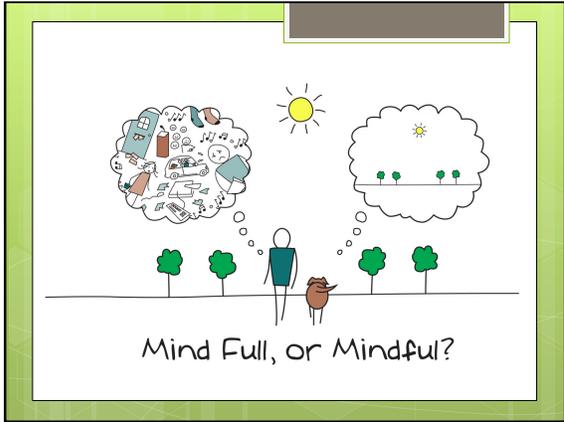
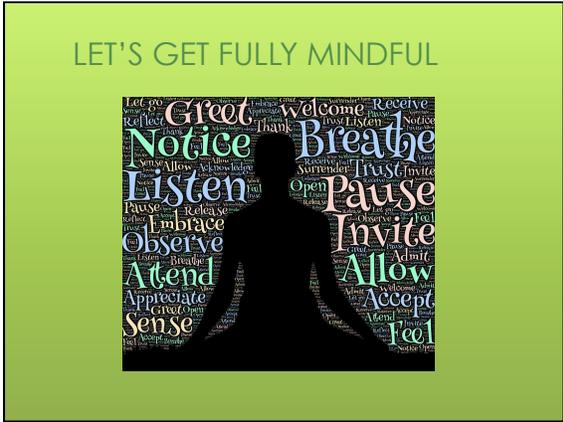
What Is Mindfulness?

Mindfulness

MEANS PAYING ATTENTION IN A PARTICULAR WAY, ON PURPOSE, IN THE PRESENT MOMENT NON-JUDGMENTALLY.

JON KABAT-ZINN





What do you want
MORE of in your
life?

What Is Common?

Stimulus

98% do
re-
brain has learned
over time.

A diagram illustrating a stimulus-response cycle. It starts with a stimulus (four cartoon fish), which leads to a brain scan image showing activity in the brain. Below the brain scan is a photo of two people talking. The text indicates that 98% of the brain has learned over time.

Communication

What you DO is
more important
than what you
say!

Body Language

What is she doing well?



Body Language

What is she NOT doing well?



The Body

OPEN YOUR BODY to face your audience. Body positioning and posture show whether you're in control of yourself, or being tugged around.

Legs crossed at the ankles= folding your hands in your lap= **Poise and confidence**

Sitting up straight= **You are in control of your emotions.** Or sagging to "game" sympathy= **You need help.**

Crossing legs presents a "closed" view of yourself= **Building a fortress around yourself.** Carelessly playing legs in front of you is the opposite= **You're out of control.**

Pay attention!!!



Careful!!! Culturally Body Language Has Different Meanings

- ▶ **Eye Contact**
 - ▶ Arabic - prolonged
 - ▶ Japan, Africa, Latin America, Caribbean rude
- ▶ **Personal Space**
 - ▶ **Touch**
 - ▶ Islamic cultures no cross gender touching.
 - ▶ Some cultures never touch with left hand - Asia.
- ▶ **Cross Legged**
 - ▶ Offensive Turkey, Ghana
- ▶ **Pointing**
 - ▶ Rude in many Asian cultures



Did you see the body mirroring?
Why do we do that?



STUDIES SHOW SURGES OF ACTIVITY IN CERTAIN AREAS OF A MOTHER'S BRAIN, AS WELL AS HER BABY'S BRAIN, IN RESPONSE TO A MUTUAL GAZE

Gaze response in brain of mother

Gaze response in brain of baby



Deep Listening

Deep listening, compassionate listening is not listening with the purpose of analyzing or even uncovering what has happened in the past. You listen first of all in order to give the other person relief, a chance to speak out, to feel that someone finally understands him or her. Deep listening is the kind of listening that helps us to keep compassion alive while the other speaks. ... During this time you have in mind only one idea, one desire: to listen in order to give the other person the chance to speak out and suffer less. This is your only purpose. Other things like analyzing, understanding the past, can be a by-product of this work. But first of all listen with compassion. –
 Thich Nhat Hanh



3 Part Counseling

- #1 Ask Questions
- #2 Affirm Her Feelings
- #3 Educate

Any fool can know. The point is to understand. – Albert Einstein

Step One – Ask Questions

- Open Ended Questions**
- Wide range of responses
- Encourages mother to share her concerns
- Gets you inside her "thinking cap"

Step One – Ask Questions

- Open Ended Questions**
- Does not feel like interrogation
- Often begins with "What" or "How" or "Why"
- Establishes trust

Step One- Ask Questions

- Closed Questions**
- Results in yes or no
- Generally short, non-specific answers
- Doesn't encourage heart felt answers
- Begin with "is, are, was, were"

Closed?

Open?

- Tell me more about how you feel about that?
- Have you gone to prenatal classes?
- Do you want to breastfeed?
- What do you know about breastfeeding?
- Do you think you have enough milk?
- Do you want an epidural?
- What are your ideas about your birth?
- How does breastfeeding feel to you?

Convert Questions to Open Ended

Are you going to work after the baby is born?

Are you planning on having an epidural?

Do you want to breastfeed?

Hint, Hint!!!

Always use client's name

Repeat her name

Pause before responding to show you are listening

Listening is not waiting to talk. – Scott Ginsberg

Ask Questions

Probing – Do you really understand???

Never make assumptions

Always ask for more information

"Deep listening is miraculous for both listener and speaker. When someone receives us with open-hearted, non-judging, intensely interested listening, our spirits expand."
Susan Patton Thole

Ask Questions

Questions to ask yourself

- What do I think she means
- Why might this be important
- What might she be feeling
- What might this really mean to her

Ask Probing Questions

Extending

- Can you tell me more about that?
- When you say you are having pain when you breastfeed, can you explain what you mean?
- You have mentioned you are exhausted, can you tell me what sleeping and napping looks like at your house on a typical day?

Ask Probing Questions

Clarifying

- You say you that your baby does not seem happy with your breastmilk? What does that mean to you?
- You said you can't work and breastfeed, can you tell me why you feel this way?

Ask Probing Questions

Reflecting

- I know how you feel
- You feel like having your mom there after the baby is born is going to create more stress for you than it will be helpful. Is this right?
- Am I correct that you think your baby is still hungry after feeding because she cries?

Ask Probing Questions

Redirecting

- I understand that you are using marijuana to help you chill out. Can you tell me why it is that you are feeling such stress at home?
- What other needs do you feel like you will have when you go home from the hospital?
- What other questions do you have about about returning to work and breastfeeding?

PRACTICE!!!!

- My sister told me breastfeeding hurts and formula is fine.
- My breastmilk is thin.
- I am having twins, so my options are limited.
- My boyfriend does not want me to breastfeed.

Affirm

Most important step!!!!

Shows respect and builds confidence

Helps mother feel safe

Reassures her that her feelings are normal



Sample Affirmations

I have heard other mothers say similar things

I remember feeling that way

It sounds like you really want to be a good mother



PRACTICE!!!!

I am just very scared of the pain.

My mother could not breastfeed and I am afraid I can't either.

I don't want anyone to see me naked.

I want my husband involved.

Educate

- Target information to her concern
- Provide in brief bits
- Offer options

Educate

- Check for understanding
- Offer to help her learn more
- Have repeated conversations

PRACTICE!!!!

- I don't make enough milk. I know it because my wakes up several times a night to breastfeed.
- My boss said he can't afford a new pump room for me at work.

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." Maya Angelou



- Don't judge me
- Respect me
- Talk TO me not AT me
- Treat me like I matter
- Be gentle
- Smile at me

When you counsel, when you counsel
Never judge, never judge
Praise mother and baby, praise mother and baby
Don't command, do suggest

