

Counseling: Beliefs and Basics
Level 1 Handout: Personal Inventory

	Always	Often	Sometimes	Rarely
Greet participants with a smile and words of welcome.				
Speak about the reasons to breastfeed with pregnant and postpartum participants.				
Share information about the benefits of the "Fully Breastfeeding" food package with pregnant participants.				
Ask pregnant participants, <i>"What have you heard about breastfeeding?"</i> Instead of, <i>"Are you going to breastfeed or formula feed?"</i>				
Refer pregnant women to the peer counselor at initial certification.				
Invite pregnant women to prenatal breastfeeding classes.				
Refer all new breastfeeding women to the peer counselor at their postpartum WIC visit.				
Refer women experiencing problems with breastfeeding to the peer counselor or Designated Breastfeeding Expert (DBE).				
Affirm women who have questions or concerns about breastfeeding.				
Use open-ended questions to learn more about participants' situations.				
Listen for emotions and feelings of participants to validate them and offer support.				
Make eye contact with participants when having a conversation with them.				
Spend more time focusing on the participant than on paperwork or the computer.				
Aware of my facial expressions and body language to be sure the participant knows I am listening and interested.				
Observe facial expressions and body language in participants and respond appropriately.				
Look for positive qualities in my colleagues and participants rather than focusing on things they do that bother me.				
Give people the benefit of the doubt when they are rude or upset.				
Call participants and their children by name.				
Show respect to participants even when they do not share my beliefs or experiences.				