

## Communication and counselling checklist

Name of observer:

Date :

Communication and counselling observation checklist		Observation	
		YES	NO
<b>Uses listening and learning skills</b>			
1	Keeps the head level with mother/parent/caregiver?		
2	Pays attention (eye contact)?		
3	Removes barriers (tables and notes)?		
4	Takes time? Allow the mother/parent/caregiver time to talk?		
5	Uses appropriate touch?		
6	Asks open questions?		
7	Uses responses and gestures that showed interest?		
8	Reflects back what the mother/parent/caregiver said?		
9	Empathizes – showing that he or she understood how the mother/parent/caregiver feels?		
10	Avoids using words that sound judging?		
<b>Uses skills for building confidence and giving support</b>			
11	Accepts what the mother/parent/caregiver thinks and feels?		
12	Recognizes and praises what the mother/parent/caregiver and baby are doing well?		
13	Gives practical help?		
14	Gives a little, relevant information?		
15	Uses simple language?		
16	Makes one or two suggestions, not commands?		
What was done well?			
Was communication respectful ?			
Was communication effective?			
Comments			