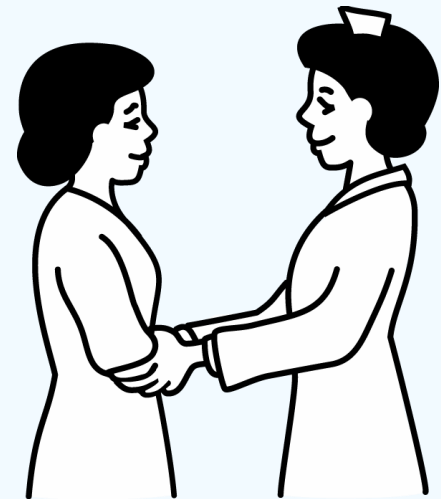

Family Planning Counseling

Session I:



Family Planning Counseling: Objectives

By the end of the training, trainees will be able to:

- Explain how to support informed choice and maintain confidentiality
- Discuss sexual health without embarrassment
- Demonstrate how to help clients discuss and negotiate FP use with partners
- Identify beliefs and attitudes that may interfere with effective counseling
- Describe the four stages of FP counseling and factors that affect FP method choice

Family Planning Counseling: Objectives

(continued)

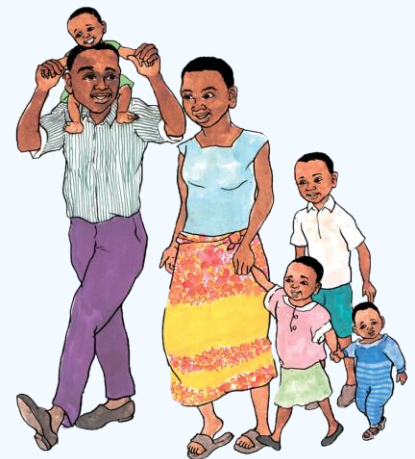
- Demonstrate how to use a counseling tool and other job aids effectively
- Demonstrate effective communication and counseling skills
- Demonstrate competence in providing informed choice FP counseling

Optional: Explain the counseling needs of women who are postpartum and postabortion, men, and young people

- Explain how traditions or beliefs may limit a woman's ability to freely choose and use FP

Personal Goals for FP Counseling

- What motivated you to become a health worker and learn FP counseling?
- What are your goals for counseling community members or clients about FP? What do you hope will happen?
- What community problems will good FP counseling help with?



What is Informed Choice?

All family planning clients have right to informed choice:

- Opportunity to freely choose among options
- and**
- Complete, accurate information that is easy to understand about appropriate, available options

Clients Have a Right to Freely Choose

Whether to:

- Have children, and how many to have
- Use FP or not
- Be tested for STIs/HIV
- Use condoms
- Have sexual partners
- Talk with partner about condoms or FP
- Reveal their HIV status

Maintaining Confidentiality

- Confidentiality is a client's right
- All sessions with FP clients must be kept confidential
- Do not tell anyone what client has told you or show client records to anyone except a health provider
- Assuring clients of confidentiality helps them to relax and share more openly

Components of Effective FP Counseling

- Communication and counseling skills, including skills of giving focused information
- Ability to guide the client through the counseling process
- FP methods information

How Do We Communicate?

Interpersonal communication is:

- **Nonverbal communication:**
Face-to-face exchange of information, ideas or feelings through facial expressions, gestures and body positions
- **Verbal communication:**
Face-to-face exchange of information, ideas or feelings through use of the voice

Effective Non-verbal Communication

- Paying full attention—listening
- Relaxed and accepting body postures facing the client
- Facial expressions that show interest, acceptance and concern (smiling)
- Encouraging gestures (nodding the head)
- Avoiding checking watch or looking away

Help establish a good connection

Effective Verbal Communication

Active Listening:

- Giving verbal encouragement
- Using appropriate tone of voice
- Paraphrasing what the client says
- Reflecting feelings

Paraphrasing and Reflecting Feelings

Purpose:

- Lets client know you are listening
- Checks that you have understood
- Reflects the client's feelings about situation
- Summarizes or clarifies what client says

Express empathy, not sympathy:

- Client: My baby wants to feed very often and it makes me feel so tired.
- Health worker: You are feeling very tired all the time then?
- NOT: I know how you feel. My baby also wanted to feed often and I was so exhausted!

Using Simple, Clear Language

- Use words and explanations that clients can easily understand
- If clients do not understand, they may not:
 - Ask for clarification
 - Make good decisions
 - Follow instructions

Other Key Counseling Skills

- Remaining nonjudgmental and avoiding using judging words
- Discussing sexuality and sexual practices comfortably
- Helping clients prepare to talk with partners about FP
- Asking questions effectively

Purpose of Asking Questions

- Assess client's needs and concerns
- Involve client in conversation
- Help client express feelings and attitudes
- Show interest and concern
- Determine what client already knows
- Identify misinformation or myths to correct

Types of FP Counseling Questions

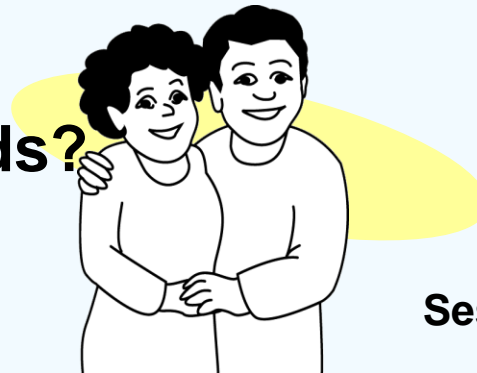
Two types:

- Do you wish to have children in the future?
- How may I help you today?

How can I help you today?



- Are you using a family planning method now?
- Are you worried you might be pregnant?
- Would you like to choose a method?
- Do you have a question or problem about a method?
- Do you have any concerns about sexually transmitted infections (STIs) or HIV/AIDS?
- Other needs?



Tips for Asking Questions Effectively

- Use a tone of voice that shows interest
- Ask one question at a time, wait for answer
- Ask questions that encourage client to express needs
- Avoid leading questions
- Avoid judgmental questions or questions starting with “Why” or “Why didn’t you?”
- Repeat a question in different way if client has not understood
- If asking a delicate question, explain why

Negotiating Family Planning Use

- What are some reasons a woman's partner may give her for not using FP or why he doesn't like FP?"
- How can you help a client prepare to negotiate FP use with a partner?

Counseling is Not ...

- Solving a client's problems
- Telling a client what to do or making decisions for client
- Judging, blaming, or lecturing a client
- Interrogating a client
- Imposing your beliefs
- Pressuring a client to use a specific method
- Lying to or misleading a client