

## **Information for Organizers**

Groups can organize a workshop at a mutually convenient time and with adaptable schedules. Workshops are currently offered online only.

When a group is interested in arranging a workshop, a contact person should connect with La Leche League Canada by emailing [communicationskills@LLLC.ca](mailto:communicationskills@LLLC.ca).

Once contact is made, a Workshop Facilitator will support the organization or group in coordinating the details.

LLLC also organizes online sessions on a regular basis. Go to [www.lllc.ca/health-prof/communication-skills-breastfeeding-support-workshop](http://www.lllc.ca/health-prof/communication-skills-breastfeeding-support-workshop) to learn about upcoming sessions.

### **Some important details**

- ➔ Total contact time is 5.5 hours, usually three 2-hour sessions with a short break during each session
- ➔ Organizations hosting a workshop for its staff and/or volunteers will be:
  - Supported by the Workshop Facilitator & offered promotional information to use as needed.
  - Given the choice of having participant registration online or being invoiced for a pre-arranged group workshop price delivery.
- ➔ Certificates of participation will be provided to participants upon completion of a test.



To arrange a Communication Skills for Breastfeeding Support workshop for your group, please contact:

[communicationskills@LLLC.ca](mailto:communicationskills@LLLC.ca)

For information on upcoming sessions, go to:

[www.lllc.ca/health-prof/communication-skills-breastfeeding-support-workshop](http://www.lllc.ca/health-prof/communication-skills-breastfeeding-support-workshop)



**LA LECHE LEAGUE  
CANADA**

[www.LLLC.ca](http://www.LLLC.ca)

Charitable Registration Number: 11900 3812  
RR0002

## **Communication Skills for Breastfeeding Support Workshop: now online**

A practical online workshop designed for anyone working with breastfeeding families: IBCLCs, health professionals, peer supporters, and community groups.



## Program Objectives

At the end of the program, participants will be able to:

- understand the importance of good communication skills when interacting with breastfeeding parents and families
- ask questions to gather necessary and helpful information to support breastfeeding
- demonstrate several effective techniques of communication including:
  - active listening
  - showing empathy
  - empowering disempowered families
  - facilitating support groups
- identify situations where additional or different help is needed
- identify the appropriate sources of support in their local communities
- understand their role in the continuum of breastfeeding support

Funding support for initial program development was provided by Ontario Best Start at Health Nexus.

Learn about and practise communication skills which will help you in your work with families who are breastfeeding, chestfeeding, or feeding human milk:

- ✓ Listening Skills
- ✓ Validating and Empowering
- ✓ Identifying Underlying Feelings and Needs
- ✓ Showing Empathy and Providing Emotional Support
- ✓ Summarizing Re-framing
- ✓ Asking Questions
- ✓ Offering Suggestions
- ✓ Education, Helping, and Facilitation Skills Practice

## La Leche League Canada

Why we offer

communication workshops

LLLC is a national organization with a long history of supporting Canadian breastfeeding families.

For over sixty years, we've been listening to Canadian families, responding to their questions about breastfeeding, and empowering them by providing evidence-based and supportive information.

### **Communication Skills for Breastfeeding Support**

Workshop Facilitators are specially trained, internationally accredited LLLC Leaders.

La Leche League has an international Communication Skills Development Program for Leaders. In Canada, we are proud to offer this additional workshop.

**The Communication Skills for Breastfeeding Support** program was developed to share our expertise with health professionals and peer-to-peer breastfeeding support people. We all want to do the best we can for breastfeeding families.