

Information for Participants

LLLC organizes online sessions on a regular basis.

Learn about upcoming workshops at:

www.lllc.ca/health-prof/communication-skills-breastfeeding-support-workshop

Add your name to our mailing list by writing to: CommunicationSkills@LLLC.ca.

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.

Once contact is made, a Workshop Facilitator will support the organization or group in coordinating the details. Organizers may choose to use LLLC's online registration or to be invoiced in advance at a flat fee.

Important Details

➔ The program consists of three 2-hour sessions:

1. Creating Rapport
2. Gathering and Sharing Information
3. Connecting the Pieces

➔ Certificates of participation with CERPs recognition will be provided to participants upon successful completion of a test.



LA LECHE LEAGUE
CANADA

www.LLLC.ca

Charitable Registration Number: 11900 3812
RR0002

Communication Skills for Breastfeeding Support

6 L CERPs

recognized by IBLCE

IBLCE verification number:
C2002264

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

To obtain more information or to arrange a Communication Skills for Breastfeeding Support workshop for your group, please contact:

communicationskills@LLLC.ca

For information on upcoming sessions, go to:

www.lllc.ca/health-prof/communication-skills-breastfeeding-support-workshop

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
- ✓ Creating Safer and More Inclusive Spaces
- ✓ 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.

The **Communication Skills for Breastfeeding Support** program was developed to share our expertise with health professionals and peer supporters. We all want to do the best we can for families who are breastfeeding, chestfeeding, and feeding human milk.

Communication Skills for Breastfeeding Support

Workshop Facilitators are specially trained, internationally accredited LLLC Leaders.