

1 Identify
the client's pregnancy intentions

- Do you want to be pregnant in the next 3 months or have a baby in the next year?

2 Explore
pregnancy intentions & birth control experiences and preferences

- How important is it to you to prevent a pregnancy?
- What would be hard about having a baby now?
- Why is now a good time for you to have a baby?
- What experience have you had with birth control?
- What is important to you in a birth control method?
- What does your caregiver/partner/friend think about you using birth control?

3 Assist
with selection of a birth control method

- If it's okay with you, I'd like to review the birth control methods that are available to make sure you have all the information you need to make a decision that is right for you.

4 Review
method use and understanding

- How are you feeling about your decision?
- What other questions or concerns do you have?
- Let's develop a follow-up plan in case you experience side effects.
- Can you repeat back to me how to use the method?

5 Provide
birth control that same day

- You will see the clinician next who will take a medical history and make sure the method you chose is a safe option for you.
- Would you like EC or condoms before you leave today?

KEY QUESTIONS & ACTIONS

CONTRACEPTIVE COUNSELING MODEL **Communication Skills**

COMMUNICATION SKILLS	WHAT DOES THIS MEAN?	THINGS YOU CAN <u>SAY</u>
 <h2>Open-Ended Question</h2>	<p>Open-ended questions encourage the client to direct and focus the conversation on their own needs in relation to the topic being discussed, and encourage them to do most of the talking. They do not invite brief answers and are usually NOT answered with a “yes”, “no” or a specific one word answer.</p>	<ul style="list-style-type: none"> • What are your thoughts about having a baby in the next year? • What have been your experiences with birth control? • How does your partner feel about using birth control? • What would be good about having a baby now? What would be hard about having a baby now?
 <h2>Affirmations</h2>	<p>Affirmations are statements that acknowledge and validate a client’s strengths, efforts, experiences and involves the counselor noticing, recognizing and acknowledging the positive.</p>	<ul style="list-style-type: none"> • Your thoughtfulness is clear in the time you took to think about this. • Finding the right method can be hard, and you are so determined, you’ve really tried to find what is right for you. • You are so aware, it’s good to know when you are unsure about something.
 <h2>Reflective Listening</h2>	<p>Reflective listening is when you repeat back to the client what they have said. This includes both the content, and the feeling and meaning expressed by the client. Reflective statements can capture just content, just emotion or a combination of both.</p>	<ul style="list-style-type: none"> • You seem very clear that you don’t want to be pregnant; your job is going really well and now is not a good time. • Sounds like you want to use a birth control method and are unsure about using a method with hormones. • I hear you saying that your mom really wants you to use birth control and you’re not sure about it.
 <h2>Summarizing</h2>	<p>Summarizing is when you repeat back to a client the key pieces of your counseling session by linking together highlights from your conversation – that can include your clients goals and priorities, reasons why they are important to them, past experiences, concerns and challenges, and any key actions they would like to take.</p>	<ul style="list-style-type: none"> • So let’s recap. You came to the health center for a pregnancy test, which was negative, you don’t want to be pregnant now and are interested in learning about birth control so you can keep from getting pregnant in the future. Does that sound right?
COMMUNICATION SKILLS	WHAT DOES THIS MEAN?	THINGS YOU CAN <u>LISTEN</u> FOR
 <h2>Recognizing & Responding to Change Talk</h2>	<p>Clients will make statements that reveal their desire, ability, reason, need and readiness to use birth control. Recognizing and responding to these statements will support you in staying focused on the client and their goals.</p>	<p>Desire: I want, I would like, I wish, I hope... Ability: I can, I am able to, I could, I would... Reason: I would probably, I might, it would help me, it’s important... Need: I need to, I have to, I must, I’ve got to... Readiness: I want, I am willing, I’m here to...</p>