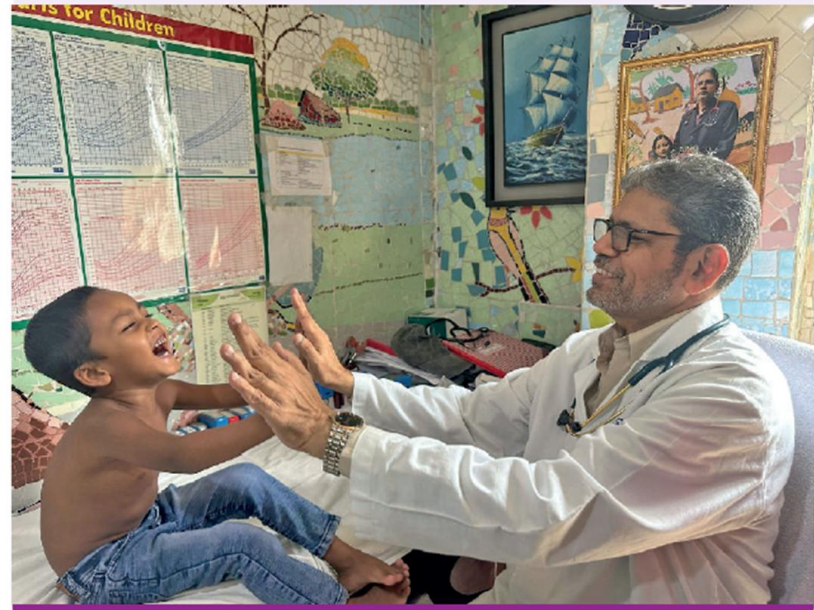


Healing Through Words: The Art of Counseling

Prof ARM Luthful Kabir
AWMC



Indian Born Canadian Poet

“Healing through words” means:

- Improving someone’s emotional or mental state by
- Using language—either spoken or written.



Rupi Kaur, is a globally renowned Indian born Canadian poet, performer, and illustrator, famous for pioneering "Instapoetry" self-published collection milk and honey in 2014, which has sold millions of copies

RUPI KAUR

“শব্দের মাধ্যমে আরোগ্য
লাভ” বা

“লেখা/কথার মাধ্যমে
মানসিক সুস্থতা পাওয়া”

উদাহরণ/দৃষ্টান্ত:

- বন্ধুকে কষ্টের কথা বলা
- ডাইরী লেখা



Counseling: Definition

- A way of communication with people concentrating on their **feelings**
- without hurting or humiliating them
- in order to motivate them for a therapy or medication



Communication

Communication is the act of

- Transferring information, ideas, emotions, or messages
- Between individuals or groups
- Through speech, writing, signals, or behavior



Counseling in Clinical Practice

How to talk to
mothers/patients

Professional
*Etiquette

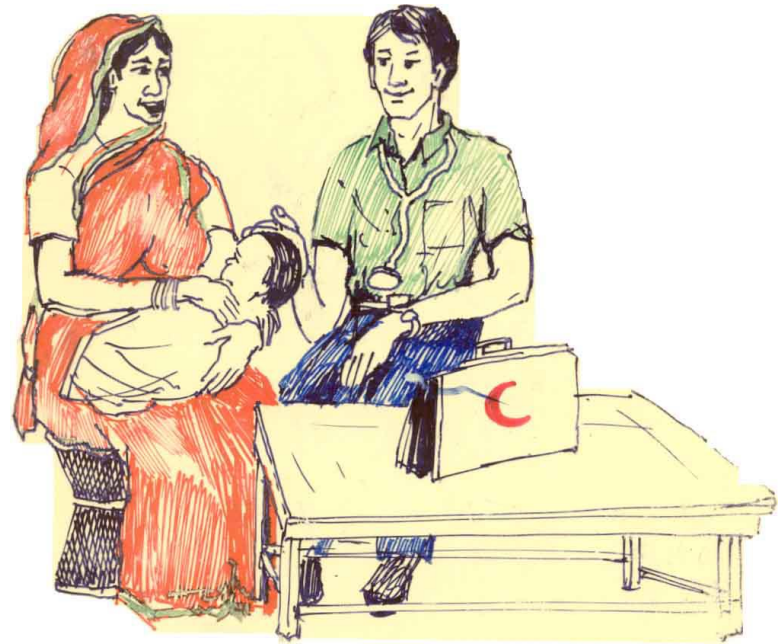
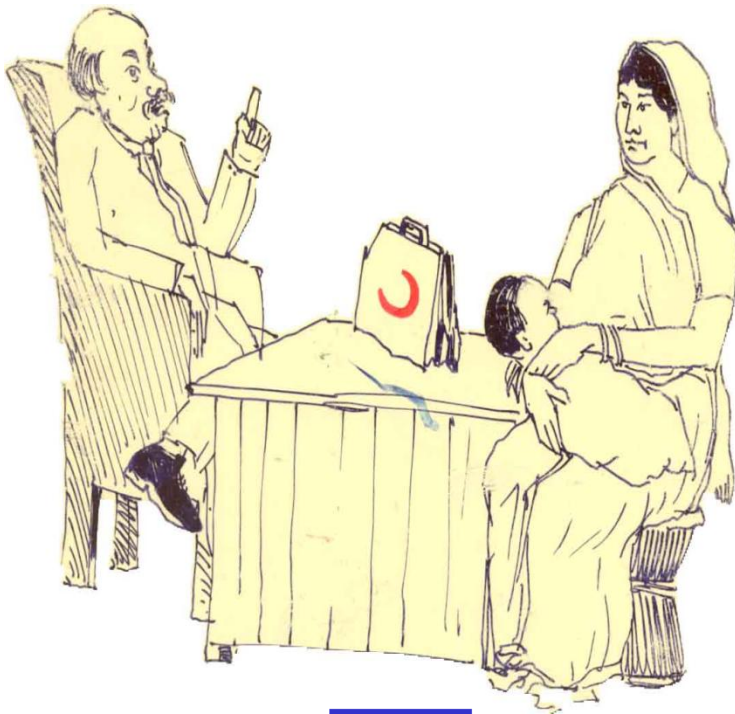
Counselling
about conditions/
diseases

*Code of Polite
Behavior

Counseling in Clinical Practice

**How to talk to
mothers/Patients**

Different Counseling



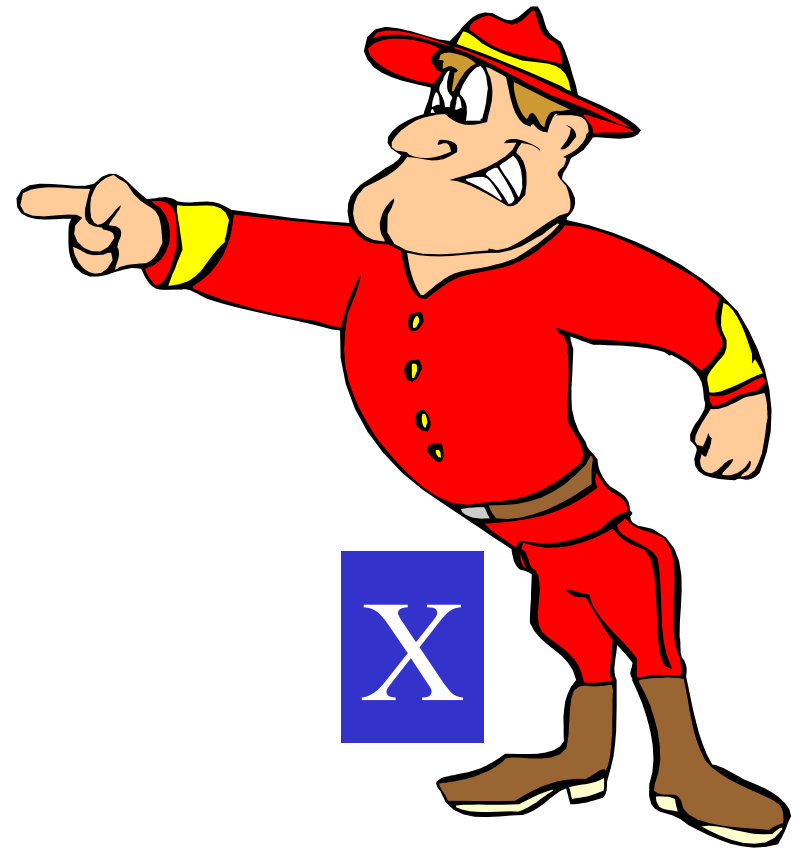
Objectives

At the end of the session the participants will be able to

- Define counseling, its principles
- Enumerate the counseling skills
- Enumerate the elements of communication
- Describe the characteristics of a message
- Use counseling skills in practice in different conditions/ diseases

Principle of counseling

- Patients to talk more
- Concentrating on feelings
- Mistaken belief of the customer is unfolded
- *One must not be critical*
- Mother given 1-2 suggestions
- Mother made confident of taking decision

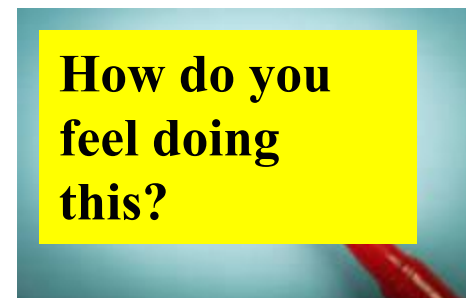


Advising versus Counseling

Advising: Involves providing direct recommendations or opinions to solve a specific technical problem.



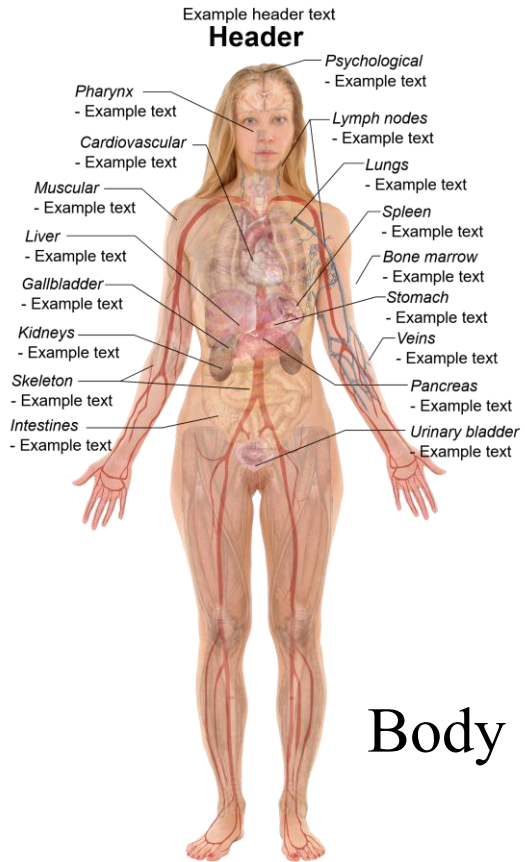
Counseling: Focuses on exploration, helping an individual understand their own feelings or technical, personal, or emotional challenges to find their own solutions.



Advising Vs Counseling

Advising	Counseling
-Ask lot of questions	-Mother allowed to talk more
-We decide the best	-Mother helped to decide
-Lot of advice given at a time	-Few suggestions
-We want patients to have confidence on ourselves	-We want mothers to have confidence on themselves
-We take control of the situation	-Mothers remain in control of the situation
-We work with the patients' body	-We work with mother's feelings

Body vs Mind



Breast feeding

Breastfeeding is crucial for **child survival:**

- It provides perfect nutrition, easily digestible tailored to a baby's needs while
- Delivering antibodies that boost immunity.
- It significantly reduces the risk of infections (ear infections, pneumonia, diarrhea), and
- Lowers risks of chronic illnesses like asthma and obesity



IYCF Program

- To start BF immediately after birth
- Continue EBF for 6 months of life
- CF after 6 months and continue BF up to 2 years of age



Brest feeding in Bangladesh

National Professor M-Q K Talukder

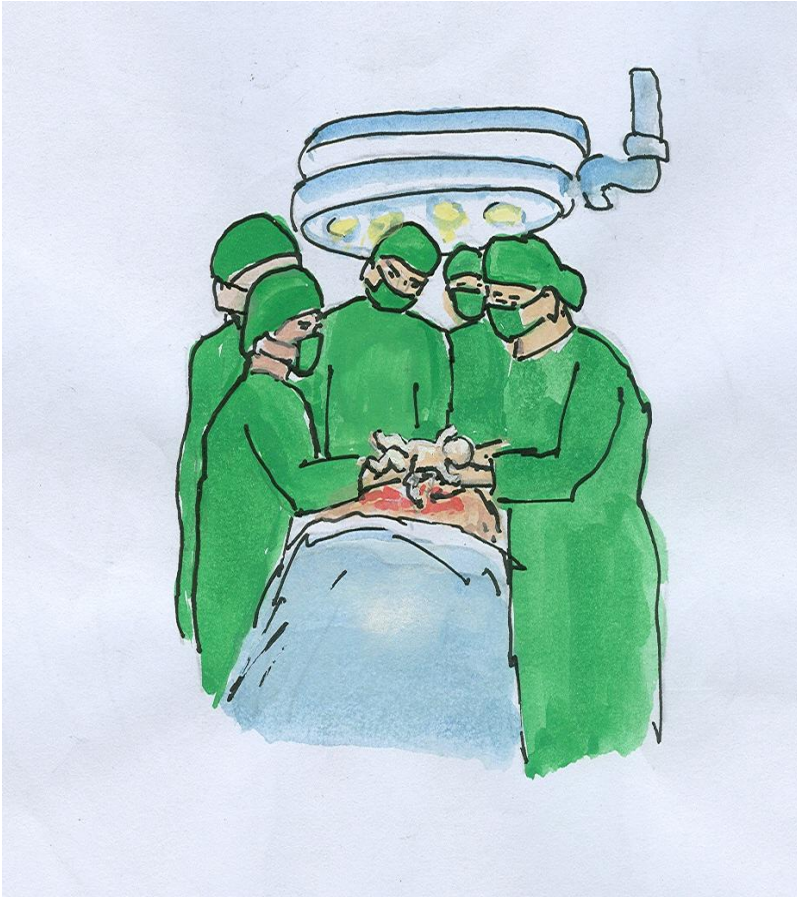



বাংলাদেশ প্রেসক্রিভিং ফাউন্ডেশন

Breast milk is
the best milk,
Breastfeeding is
the best feeding

Professor Dr. M Q K Talukdar
MBBS, DCH, PhD, FRCP
Advisor
Bangladesh Breastfeeding Foundation

Mother wants to bottle feed the child



মা: আমারত সিজারের বাচ্চা,
আমি কি দুধ খাওয়াব ?

ডঃ বাবার নাম কি সিজার?

মা: না, বাবার নাম সিরাজ!

ডঃ তাহলে বলেন সিরাজের বাচ্চা

Bottle feeding



Skills of Counseling

<i>Skills</i>	<i>Purpose</i>
1. Listening skills 2. Learning skills	To be well versed about the mother's problem
3. Building confidence 4. Giving support	Required for making the mother confident to take a decision

Listening and learning skills

- Child-Mother friendly environment
- Introduction and rapport building
- Use non-verbal communication
- Use responses and gestures which show interests
- Ask open question
- Reflecting back
- Empathize
- Avoid words which sounds judging

LLS: Friendly Environment



LLS: Introduction and Rapport building

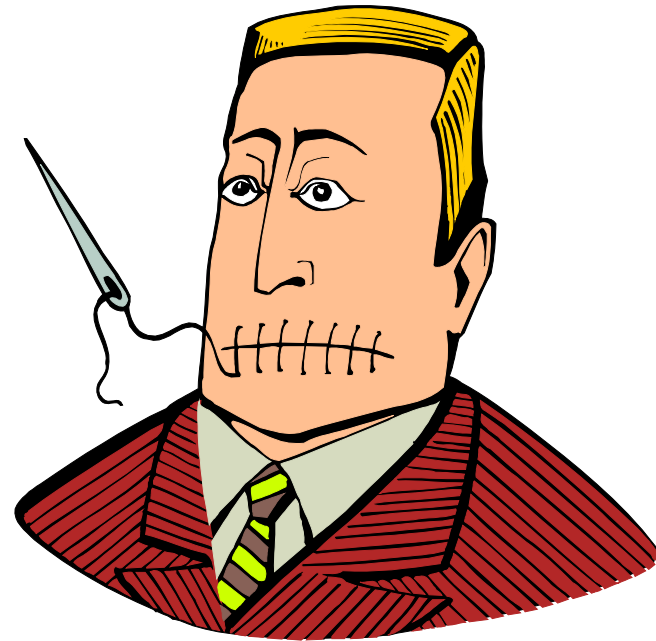


Rapport Building by Medical students



LLS: Non-verbal communication (NVC)

- Posture-head level
- Eye contact
- Take time
- Remove barrier
- Paying attention to all
- Appropriate touch
- Addressing mother with “Ma”



NVC: Head level



NVC: Eye contact



NVC: No eye contact



NVC: Taking Time



NVC: No barrier



NVC: Appropriate Touch



NVC: Not Paying attention



NVC: Paying attention to all



NVC: Addressing with Name/Ma



Gestures showing interest

-Maintaining prolonged eye contact, and displaying open body language such as visible palms



Ask open question



Reflecting Back



Empathize



Empathize means to understand and share the feelings, thoughts, or experiences of another person, often by imagining oneself in their situation

Avoid words which sounds judging



Elements of communication

- | | |
|--|--|
| <ul style="list-style-type: none">•Clear idea on message•Confident•Knowledgeable•Good presentation•Time conscious•Situation conscious | <ul style="list-style-type: none">•Optimum use of media•Respects to listener's opinion•Attention to all•Local language•Feed back |
|--|--|

Characteristics of a message

- | | |
|---|---|
| <ul style="list-style-type: none">• Meaningful• Relevant• Easy language• Informative | <ul style="list-style-type: none">• Clear• Compliance• Concise• Convincing |
|---|---|

Building confidence and giving support

- Accept what a mother thinks
- Recognize and reinforce which a mother doing well (praising mother)
- Give practical help
- Give a little information
- Make one or two suggestions not command

Accept what a customer thinks



**Wishes to bottle-feed
as little milk in first
few days**

- Not agreeing
- Not rejecting



Recognize and reinforce what mother is doing well

- Mother not yet started bottle feeding
- Mother's concern about the baby

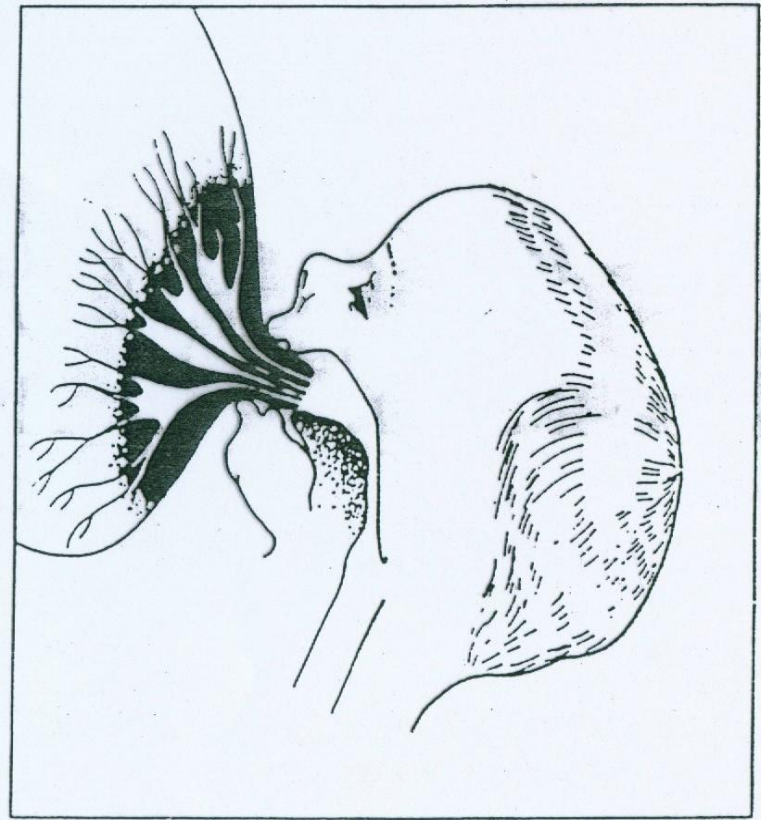
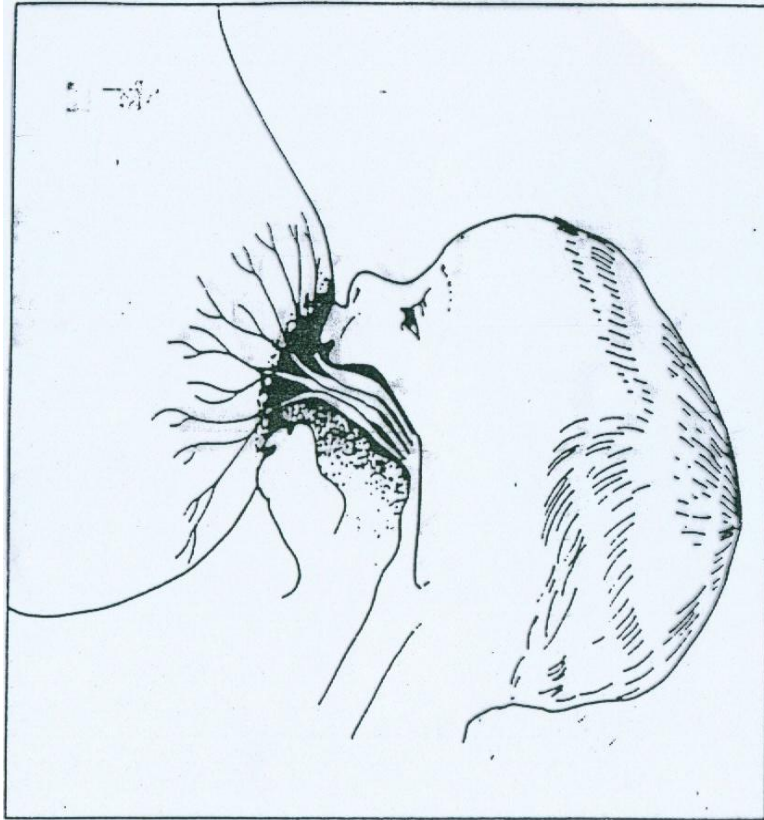
Praising Mother



Give practical help: correcting attachment



Relevant information



Give little information

- Little breast milk in first few days
- Suckling helps a lot in the milk production
(stimulates hypothalamus, release of prolactin, milk production in breasts)
- Bonding with bottle not with mother
- Nipple confusion

Use simple language

- Tell how sucking produces more milk
(sucking stimulates brain to produce a chemical which comes to breast to produce milk in the glands)

Make one or two suggestions

- Frequent suckling
- Exclusive breast feeding for 6 months

Feedback

- What will you tell your husband about our discussion in the health care centre?



Final greetings

Give mother thanks
for her time and
consideration





Pediatric Clinical Clerking and Beyond

**Selim Ahmed
ARM Luthful Kabir**

The quadruple of Physical Examination



Communication and Counseling in Pediatrics

Professional
Etiquette

Professional Etiquette

A. “Professional Etiquette” - WARIB-PPECG	
Wash	Washing of hands
Approach	More observational, get down to the child level, do not tower above them, consider the age and development level, in a comfortable and pleasant environment in order to stimulate playful behavior.
Rapport	Sitting, salutation and offering appropriate toys (e.g. ball/car for boys and doll for girls)
Introduce yourself	Important to introduce himself or herself : doctor, medical student
Briefing	Briefing about what you are going to do
Permission	Taking permission for conducting examination
Position	Determining the position of the child – in the lap, by the side of the mother or in the bed
Exposure	The extent of area to be exposed for doing physical examination
Chaperone	Ensuring a chaperone at the time of examination of an adolescent girl
Gratitude	Final greetings

Professional Etiquette



Physical exam



Wash



Gentle approach



Rapport building



Introducing



Briefing



Permission



Position



Exposure



Chaperone



Final greetings



-Sudden Gift from Sushmita
While on ward round on
Valentine day 2025
-She died after 2 months