

Practice Counseling Roll Plays: Cut out each Roll Play and use with Baby Behavior Training 3

1. Sarah comes into WIC to enroll her 2-week-old son, Tommy. Tommy looks tired, his eyes glazed. After a few seconds he starts to cry. Sarah seems frustrated and tells you that he cries “all the time.” What information does Sarah need? Which handout(s) could you use to counsel the mom? How would you introduce the handout(s) to her? How would you engage her interest if her baby is crying?
2. Maria comes in to see you with her 2-week-old daughter, Elena, looking exhausted and overwhelmed. She mentions that Elena is waking up “every hour” to feed. She wonders if starting some formula would keep Elena fuller longer at night. In response to your questions, Maria clarifies that Elena is waking up every 2 to 3 hours but she seems to move a lot and make a lot of noise when she is trying to sleep. During the appointment, Elena is asleep in her car seat. What information does Maria need? Which handout(s) would you review with Maria and why?
3. Celia arrives for her appointment with her 4-month-old son, Mark, and her mother, Julie. Celia mentions that Mark is really starting to take interest in solid foods. You discuss why it’s important to wait until her baby is 6-months-old before starting solid foods. Then you overhear Celia’s mom tell her that she’s spoiling that baby by nursing him “all the time” and that she should give some cereal to help him sleep at night. How would you respond to Celia’s mother’s comment? What information does Celia need? Which handout(s) could you use to support the message(s) you are trying to convey to both Celia and her mother?
4. Lisa just found out she is 8 weeks pregnant and is at the clinic to enroll on the WIC program. She doesn’t have a lot of family support and tells you: “I’ve never been around babies.” What would be the best way for Lisa to learn about baby behavior? What messages would you focus on prenatally, and specifically in the early prenatal period? Which handouts might you use to support the message(s) you are trying to convey?
5. During a counseling session, you start to talk about normal infant sleep with Yvonna, a pregnant mom. Yvonna’s friend Viveca is with her and before you start to explain about the different types of infant sleep, Viveca says “My first child slept through the night at one-month-old!” How would you respond? What information does Yvonna need? What handout(s) would you use?
6. Kathy is 8 months pregnant with her second child. She doesn’t want to talk very much and seems tired. She keeps saying: “Oh, I’ve been through all this before with my other kid. I’ve been to lots of breastfeeding classes and have heard it all.” How could you get her interested in one of the baby behavior messages? What information does she need? Which handout would you show her and why?