Part 5: Preview of Mothers’ Questions/Problems and Group Dynamics/Management

The Preview is an opportunity for you to role-play and/or discuss how you might respond to mothers’ comments, concerns, and questions, both one-to-one and at meetings. This portion of the application gives you the chance to practice asking questions and gathering information from the mother, looking up information to share, and also looking to your future co-Leaders for their input. Leaders can also contact their support Leaders, such as the Area Professional Liaison (APL), who can help with medical and legal questions. Leaders are not expected to know everything nor to do it all on their own; the Preview will hopefully give you a feel for the support that is available while providing you with some experience in how Leaders do their job.

Whenever you work on the Preview, it can be helpful to have on hand resources such as The Womanly Art of Breastfeeding, Leader's Handbook, and LLL tear-off sheets. Your support Leader can help you practice using phrases such as “many mothers have found . . .” or “The Womanly Art suggests . . .,” and reinforce how we share rather than teach. When more than one session is used, you can apply what you learned from the previous situation to how you respond to the next.

While instructions on the Preview itself recommend that Applicants do one situation on the phone to simulate an actual call, many Applicants and Leaders find that the Preview can be most beneficial when most of the situations are done as real phone calls with you as “Leader,” and with the Leader as “mother.” Please discuss how it went at the end of each role-play. Many Applicants report that they are glad they used role-play.

Role-play can actually be easier to do over the phone. The situation feels “real” in part because you can’t make eye contact with the “mother” you’re talking to. If you aren’t happy with your response to a particular question or remark, feel free to repeat it after doing more research or talking about your response with your Leader. If you’d like, you can ask other Leaders to give you a call for some of the situations. You can work with one or more than one Leader, depending on what would help you most.

Doing Preview helping situations over the phone will also give you the opportunity to make sure you have materials such as a phone log, pen, and resources handy for future calls from mothers. You’ll also be able to find ways to entertain your child/ren while on the phone--perhaps with a box of quiet toys used just for such occasions. You’ll find a list of ideas in the Leader’s Handbook, page 18. If “the call” comes at an inopportune time, you may have to ask if you can call back later. It does happen that way sometimes, so feel free to take as many sessions as necessary for you to feel confident about this important facet of helping.

Since Leaders these days also often receive questions from mothers by email, many Applicants find it helpful to practice a Preview situation using email.

If you choose to meet in person, it’s also possible to simulate phone calls by sitting with your backs to each other. That way you can role-play without eye contact, and can practice interpreting what the mother means without the benefit of seeing her body language.

You might use the Group Dynamics situations as the basis of discussion, or, if there are other Applicants nearby, you might role-play a mock meeting with only Leaders and Applicants. Leaders can play the parts of "mothers" and the Applicants act as "Group Leaders." If you have such a meeting, you can take responsibility for responding to more than one situation. After a Preview session is completed, while it is fresh in your mind, write to your LAD representative answering the questions from "Preview Evaluation." You can find the questions on the front page of your Leader’s Guide to the Preview. Or, if you prefer, you might take notes to use in a combined evaluation at the completion of the Preview.
In the Mothers’ Questions/Problems, section, please respond to five topics of your choice as well as three situations from the Group Dynamics section. Ask your LAD representative if there are any topics or situations which she wants you to be sure to cover.

On page 19 of the Leader’s Handbook, there is a list of questions describing important information to ask a mother who contacts a Leader. There is a sample Leader’s Log on page 245, which will give you an idea of the information Leaders record when giving phone help. Leaders are covered by LLLI liability insurance, so it is important to keep track of conversations with mothers. You may use this form, or devise one of your own. Your Leader can show you what she uses. You might consider filling out a phone log page for one or more of the Preview situations. Please refer to page 17 in the 2003 Leader’s Handbook, which discusses the importance of keeping a written log. You might want to read an “oldie but goodie” Leaven article on logging, “Your Leader’s Log,” February-March 1999, pages 16-17, online at http://lalecheleague.org/lleaderweb/LV/LVFebMar99p16.html

Now would be a good time to review pages 10-14 of the Leader’s Handbook which discuss the role of the Area Professional Liaison (APL), and how and why we avoid giving medical advice.

The Preview is an effective way for you to practice working as a Leader. The Group Leaders are there to offer support and guidance and reinforce how we offer information rather than advice. We hope you find the Preview practice to be a useful (and fun!) part of your preparation.

Notes:
Welcome to the Preview! This exercise gives you and your Leader(s) an opportunity to practice and assess your readiness to assume basic Leader responsibilities. With your Leader Accreditation Department (LAD) representative and Group Leader(s), decide how you would like to work on the Preview material:

- throughout the application time, as part of your regular meetings with your Leader(s) to discuss topics and practice skills;
- at the end of the application, as a review and formal practice of skills;
- in combination, with some during the application and some at the end.

The Preview topics are divided into two sections: Mothers’ Questions/Problems and Group Dynamics/Management. In all, you should cover at least five topics from Mothers’ Questions/Problems and three from Group Dynamics/Management.

As you prepare for Preview situations, you will find it helpful to review The Womanly Art of Breastfeeding, the Leader’s Handbook, and other pertinent LLL publications. Bring as many notes and written resources as you like.

If you and your Leader(s) decide to use the Preview as a review only . . .

Your LAD representative will choose five topics from Mothers’ Questions/Problems and three situations from Group Dynamics/Management for you to practice. Under each selected topic, choose at least one specific question/problem to prepare. Be sure to let your Leader know which situations you will do so she can be ready to add her perspective as well as to broaden and expand the discussion. As you desire or see a need, add topics and/or questions.

When you are ready, contact your Leader(s) to plan the logistics. Some Applicants enjoy having more than one Leader participate in the Preview, while others feel more comfortable with one Leader. The decision is yours. You may prefer to have more than one Preview meeting to allow time to reflect on the discussion and apply suggestions, as well as to accommodate your family’s needs and schedules. For any of the situations, choose role-play, discussion, or a combination of formats. To simulate an actual helping call, consider role-playing at least one of the situations from Mothers’ Questions/Problems by phone at an unscheduled time and completing a log page on it. Consult the Leader’s Handbook (Chapter 5) for additional suggestions.

Preview Evaluation

Please communicate with the LAD representative as you complete the Preview exercises (throughout the application or towards the end of it), using the following questions as a guide. Before she can proceed with your application, the LAD representative needs to hear from you and the Leader(s) who participated.

- Describe the setting(s) for the Preview. When and where did you meet; who was present; etc.?
- Which situations did you select? Describe the format(s) you used.
- What parts of your Preview work were most valuable?
- Are there any points that need further clarification? Were there any areas of disagreement between the Leader’s suggestions and your understanding of LLL philosophy? If so, please elaborate.

When you have finished all of the Preview work:

- How did the Preview help you to prepare for LLL leadership? Do you feel ready to assume the responsibilities of leadership?
- How well did the Leader Accreditation Department support and guide you in your preparation for leadership? How might we be more helpful to future Applicants?
Mothers’ Questions/Problems

A. SORE NIPPLES
My nipples are cracked and bleeding. I’ve been expressing milk and giving it in bottles until they heal.

My baby is six weeks old, and my nipples are still sore. I’m certain I’m positioning him correctly.

B. NIPPLE CONFUSION
My one-week-old baby received bottles and a pacifier in the hospital. Now he seems hungry all the time, but I can’t get him to nurse.

My baby is two months old. He’s not gaining weight and he arches and screams when I try to nurse him.

C. WEIGHT GAIN/NURSING FREQUENCY/TOO MUCH MILK
I nurse my two-week-old every two hours, but the baby sucks briefly then falls asleep. She has not recovered her birth weight.

My five-week-old baby is nursing all the time. She is gaining well, but I can’t live like this forever.

My six-week-old chokes and sputters when my milk lets down, nurses frantically, and then spits it all up.

My baby’s doctor told me to give my two-month-old a bottle after every feeding so she will gain more weight.

My baby nurses all the time, and it’s causing my nipples to become painfully sore. His weight gain is poor. All this pain for little weight gain!

D. BREAST INFECTION/PLUGGED DUCTS
I have a breast infection. My doctor advises me to wean.

I’ve had three breast infections on the left side in four months. That side often feels hard in one spot, like it isn’t draining.

I have a sore, red area on my breast. My baby is four months old.

E. BIRTH
I’m interested in having a home birth and understand that La Leche League is a good place to learn about it. I’ve heard that lots of LLL members want home births because doctors and hospitals are so uncooperative.

I’m scheduled for a cesarean birth, and I’m wondering how to get nursing off to a good start.

F. HOSPITALIZATION AND PUMPING
My baby was born prematurely, and I’ve been pumping, but I’ve noticed that my supply has decreased.

My baby has jaundice. My doctor says that if the baby’s bilirubin level continues to rise, I may have to stop breastfeeding for 24-48 hours.

My three-month-old is in the hospital and unable to nurse.

I’m in the hospital scheduled for surgery tomorrow. My thirteen-month-old will be unable to nurse for another eighteen hours. I’m already engorged. Where can I get a breast pump?

G. NURSING STRIKE
My three-month-old has been miserable with a cold, and now she won’t nurse at all.
My seven-month-old started to nurse less and less and now refuses.

H. NIGHTTIME NURSING
My six-month-old wakes often at night, and my husband thinks giving her a bottle would solve this problem.

My eighteen-month-old does not eat very much solid food and ends up nursing six or seven times at night. The resulting fatigue is making me angry, and I’m thinking of weaning him.

I. NUTRITION
I seem to have no energy. Taking care of my baby keeps me so busy I don’t have time to prepare meals.

My baby is seven months old and is not interested in solid food. How can I get her to eat?

I’m afraid I’ve eaten something that has harmed my milk.

J. NURSING AND SEPARATION
I’m a single mother and will be returning to work in four weeks. My eight-week-old refuses to take a bottle.

I’ll soon be going back to work. I need to know how to pump, store, and thaw my milk. Also, how much milk does an eight-week-old baby need?

I returned to work two months ago when my baby was three months old, and everything was fine until now. Now she screams when I leave and wants only me when we’re home. My husband is not pleased and blames it on breastfeeding.

My co-workers and employer are pestering me about returning to work, but to tell the truth, I’d really rather stay at home with my baby.

My husband and I enjoyed going places before the baby came, but now we don’t go anywhere alone. We miss that part of our life.

K. WEANING
I’ve nursed my baby for six weeks, and I really don’t like it.

My six-month-old is biting, so I guess it’s time to stop nursing.

My doctor says I’'ll need surgery and advises me to wean my ten-month-old because of the drugs I’ll be given.

My baby is a year old and only nurses four times a day. After much thought I’ve decided that I really want to wean.

I am three months pregnant and my two-and-a-half-year-old is nursing as much as a newborn. I would like to wean, but I realize it would be hard for my child. What should I do?

L. LOVING GUIDANCE
My eighteen-month-old has started biting other children.

My two-year-old is into everything and won’t listen to me. I’m feeling a loss of control as her parent.

Everyone says I’m spoiling my three-year-old.

M. INTEREST IN BECOMING A LEADER
I’ve been looking for LLL ever since we moved here three months ago and couldn’t find you. I attended LLL meetings where I lived before and was just about to apply for leadership when we moved.
I’d like to become a Leader; how do I do that?

**N. BLANK SITUATION**
LAD representative can write in a question/problem common to your Area.

**GROUP DYNAMICS/MANAGEMENT**
1. During Meeting 1, a discussion of the advantages of breastfeeding evolves into an attack on bottle-feeding. One pregnant mother, who is on the verge of tears, says, “I bottle-fed my first baby because of jaundice and I really want to nurse this baby but you’re making me feel like a rotten mother.”

2. During Meeting 2 the discussion centers around the most useful gift you received. After many comments of front carriers, rocking chairs and copies of *The Womanly Art of Breastfeeding*, a pregnant woman states, "My sister-in-law just gave me a getaway weekend for two that we can take when the baby is four months old. I thought that was a wonderful gift.”

3. At Meeting 3 a grandmother asserts that babies need rules right from the start and that she raised her children this way with excellent results. She states that a mother who picks up her baby and nurses him every time he wants to is spoiling him and creating future problems for herself and her child.

4. A mother brings hard candy and soda pop as refreshments for Meeting 4.

5. The Group is large—twenty mothers—and there are several side conversations.

6. A mother at your Series Meeting turns the discussion to the topic of immunization [homeopathy, vegan diet, home schooling]. Several other mothers express their opinions.

7. A mother with a complicated medical problem has been monopolizing the meeting discussion. Other mothers are getting restless and distracted.

8. Tonight there are three toddlers at your meeting, and they’re having a good, noisy time. Their mothers are concentrating on the meeting rather than their children.

9. One mother of an eighteen-month-old is exhausted nursing him three times at night. They share a bed for part of the night. Her husband is unhappy about the situation. She feels desperate for help and is unsure of what to do. During the meeting she hears many strident opinions, ranging from, “This is normal baby behavior; we all learn to live with it,” to “You need to train your baby to sleep.”

10. A brand-new pregnant mother seems shocked when she hears two mothers at the meeting discussing the merits of tandem nursing.

11. A new mother at your Series Meeting starts giving information in a very authoritative way. Her information is, at best, inaccurate.

12. You’ve assumed responsibility for a long-standing Group with a $20.00 balance in the bank. Eight to ten mothers attend monthly with one or two new mothers per month. Only two memberships have been sold in the past year. The introduction and approach to membership must change, but how?

13. A Leader Applicant from another Area has just moved to town and joined your Group. She observes that the Group Library is outdated and not getting much use.

14. You are a lone Leader and exhausted. What can you do?

**BLANK SITUATION**
LAD representative can write in a situation common to your Area.