

LESSON SIX: LISTENING WELL

When clients come to your pregnancy care centre, the first step is to listen well and build rapport. Excellent listening skills that communicate you care about and understand clients are imperative. Before you provide information and guidance, clients need to be able to fully express their thoughts and feelings. PCC will provide training in both active and interpretative listening skills.



OPTIONS INFORMATION – OFFERING CHOICE

Pregnancy care centres exist to provide a safe environment for a woman to make a pregnancy decision that is fully informed, evidence-based, consistent with her belief system, and free from external influence. Centres respect a woman's right to make her own decision and seek to provide her with medically accurate information on all three options: abortion, adoption, and parenting.

It is important to understand the difference between providing medical advice and providing medically accurate information. Only qualified healthcare professionals are licensed to provide medical advice. However, client support workers are well-positioned to provide general medical information.

