



## Help I Don't Think I'm Making Enough Milk!

**Instructions:** As clerks/techs and educators, how would you respond to these clients? Remember to use the L.O.V.E. model, specifically **L**isten, **O**bserve & Ask **O**pen-Ended Questions, and **V**alidate. **This activity will *not* focus on Educate.**

Client Reports	Staff	Response
“Help! My breasts don’t feel fully drained after a feeding. I’m afraid that my baby is not getting enough milk!”	<b>Clerks/Techs</b>	
	<b>Educators</b>	
“Help! My baby just finished breast/chestfeeding but then drank an entire 2oz bottle of formula. I think my they are still hungry because I’m not making enough milk!”	<b>Clerks/Techs</b>	
	<b>Educators</b>	
“Help! My baby gets fussy so much and cries every night. I don’t think they are getting enough milk!”	<b>Clerks/Techs</b>	
	<b>Educators</b>	