



Ask how they are and what they need

Simply ask "how are you feeling?"



How are you feeling?

Don't put feelings onto them like, "You must be exhausted" or "I bet you're so in love with your baby."



Ask what would be helpful

Some new parents might want a break from the baby or some might need practical help.



Would you like me to make something to eat, or would you prefer I held the baby while you do it?



Be a good listener

Ask open questions



Instead of asking them

"Did you go to the baby group?"
ask
"How did you get on at the baby group?"

Reflect back what you hear and observe



Reflecting back what they've said encourages people to keep opening up.

You don't have to fill all the silence

A moment of calm can help.



Be aware of your body language

Try to make eye contact and notice theirs.



Celebrate strengths

Point out positive interactions they have with their baby

e.g. say how the baby is soothed by their parent picking them up.



Congratulate them

Whether it's getting dressed or taking the baby to the car for the first time, all wins should be celebrated.



Focus on the positives, not the negatives

e.g. if they're late for lunch, celebrate the fact that they made it out of the house with a newborn, not the time!



Share with them the bravest thing anyone can do is ask for help



And remember - being good is good enough!