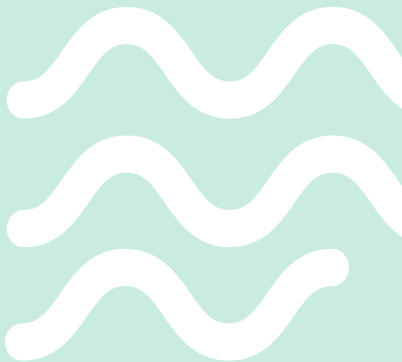




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Client-Provider Tools

CLIENT-PROVIDER TOOLS



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Breakthrough
ACTION
FOR SOCIAL & BEHAVIOR CHANGE



NOTES

While playing, use this space to write down thoughts, decisions or actions to remember.

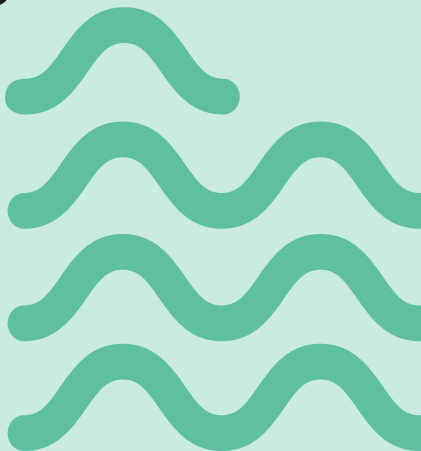


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Client-Provider Tools

ROUND 1

MAMBO



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Instructions

ROUND 1 / MAMBO

This round is about opening up and connecting with your partner.

Each card is numbered; please use the cards in order.

Both partners should answer each question, taking just 1 or 2 minutes each to respond.

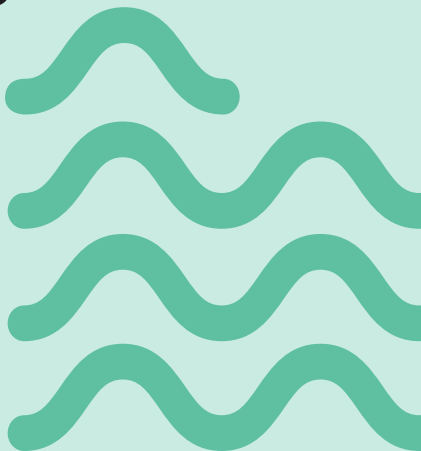


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Client-Provider Tools

ROUND 1

MAMBO



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The Pledge

Each participant must read this aloud to the other participant, as a commitment to an honest and open dialogue

I commit to an open, honest, and respectful dialogue.

I pledge to truly see you and hear you.

I will listen before responding and keep an open mind.

Both participants must read this aloud to one another

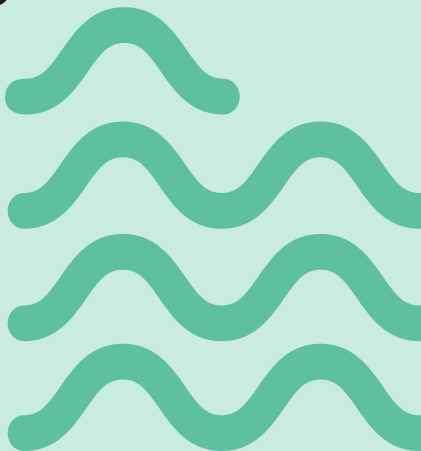


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Client-Provider Tools

ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 1

Get to know your partner.
Where did you grow up?
What kinds of things did you
enjoy doing?

Both participants should answer

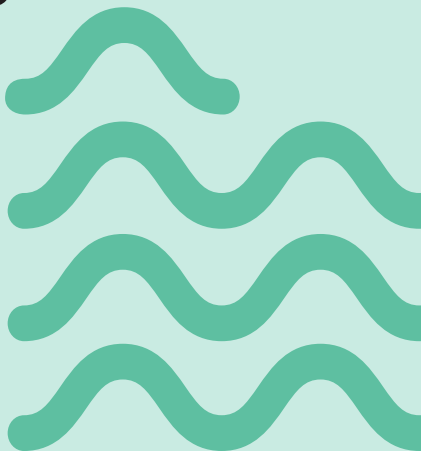


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Client-Provider Tools

ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 2

What do you love most about yourself?

Both participants should answer

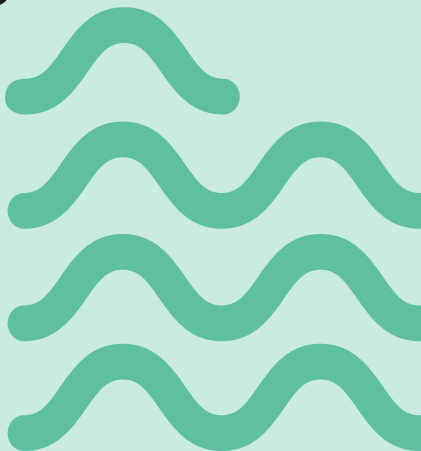


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Client-Provider Tools

ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 3

Name two things you would like to achieve in the next two years. What, if anything, would stop you from achieving them?

Both participants should answer

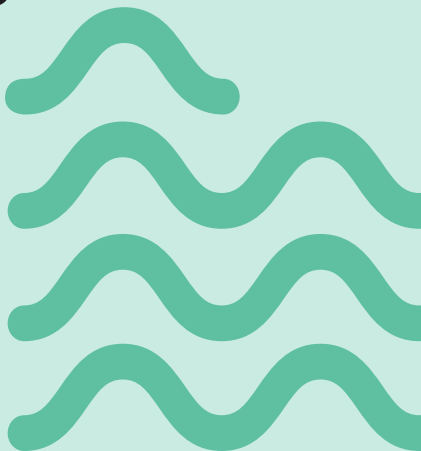


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ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 4

Who in your life inspires you, and why?

Both participants should answer

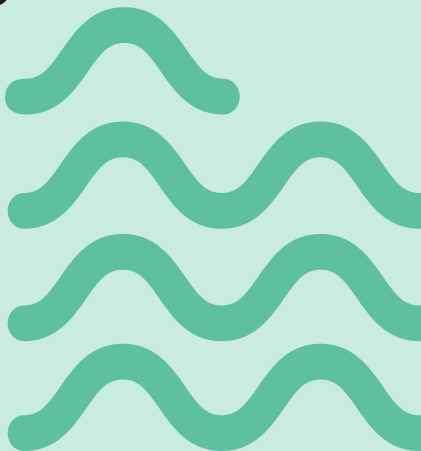


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ROUND 1

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ROUND 1

MAMBO

Question 5

Why did you decide to become a provider?

What challenges do you face as a provider?

The provider should answer

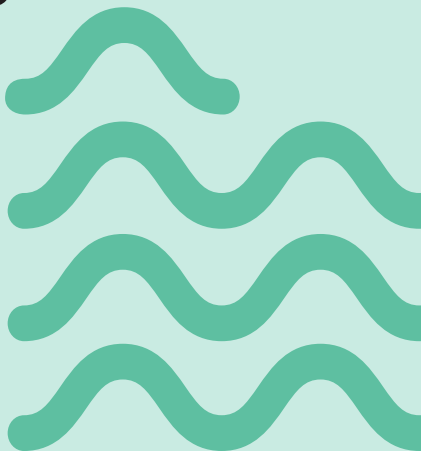


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ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 6

What makes it difficult to come to a consultation about contraception?

The client should answer

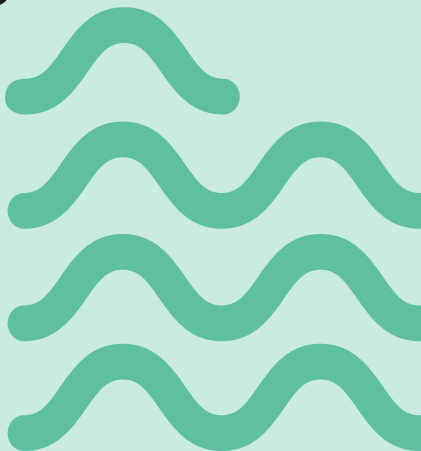


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ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 7

Should there be separate roles
for men and women in the
household?
Why or why not?

Both participants should answer

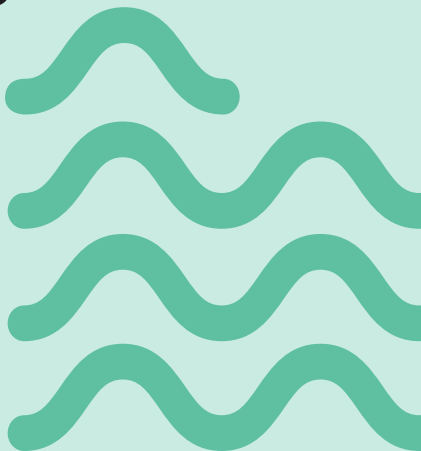


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ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 8

What is a good age or time to have a first child? Is this different for men and women?
Why?

Both participants should answer

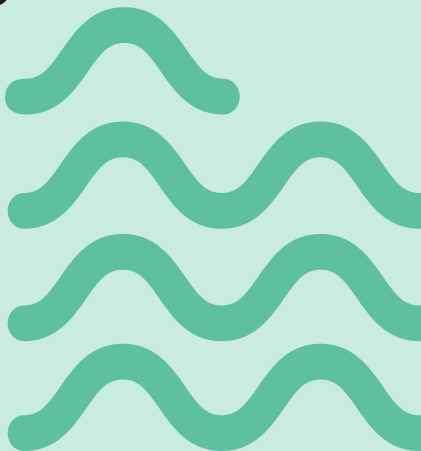


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ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 9

What is the ideal family size?

Both participants should answer

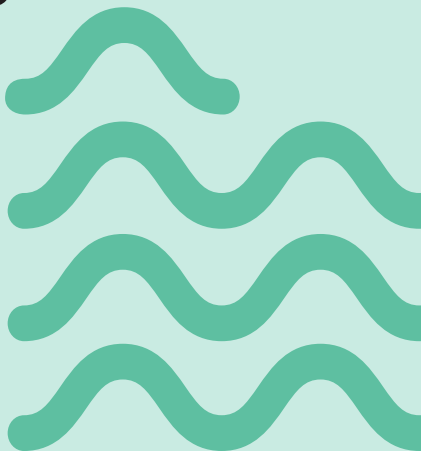


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ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 10

Why might a woman worry about having an unplanned pregnancy?
How is this the same or different for men and women?
Why?

Both participants should answer

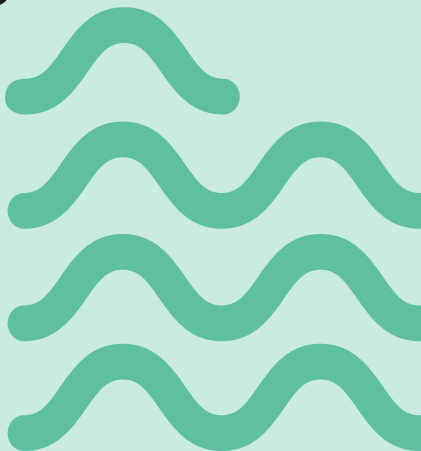


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ROUND 1

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ROUND 1

MAMBO

Question 11

How does religion affect your
personal relationships?
How does it impact your thoughts
about contraception?

Both participants should answer

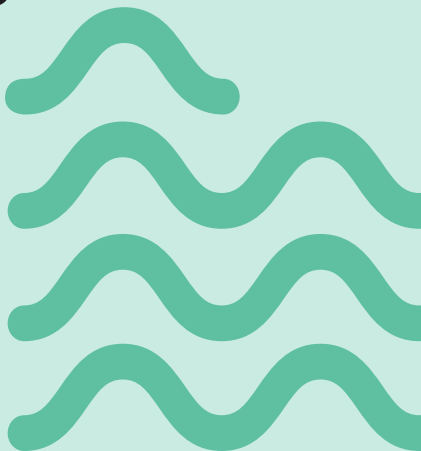


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ROUND 1

MAMBO



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ROUND 1

MAMBO

Question 12

Who first talked to you about
things like relationships and
contraception?

What did you think of their
advice?

Both participants should answer



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Client-Provider Tools

ROUND 2

DISCOVER



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Instructions

ROUND 2 / DISCOVER

In this round, please read the sentence below each question, which tells you who should answer.

Each card is numbered; please use the cards in order. If you think you are missing a card, ask your facilitator.

Spend just 2-3 minutes on each card.



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ROUND 2

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Question 1

What was the best health care
experience you've ever had?
What made it so good?

Both participants should answer



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Client-Provider Tools

ROUND 2

DISCOVER



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Question 2

What was the worst health care
experience you've ever had?
What made it such a bad
experience?

Both participants should answer



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Client-Provider Tools

ROUND 2

DISCOVER



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ACTION
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Question 3

What do your family members
and friends think about
contraception?
Do you agree with them?

Both participants should answer



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ROUND 2

DISCOVER



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ACTION
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Question 4

When can people use
contraception methods (like
condoms, the pill, implants etc.)?
Do people need others' "OK" to
do so?
Explain your answer.

Both participants should answer



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ROUND 2

DISCOVER



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ACTION
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Question 5

If you choose to go to a health center, how much “say” does your partner/husband/wife have in your decision?

Both participants should answer



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Client-Provider Tools

ROUND 2

DISCOVER



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Breakthrough
ACTION
FOR SOCIAL & BEHAVIOR CHANGE





Question 6

If you had questions about
contraception, who would you
ask/where would you go first?
Why?

Only the client should answer



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Client-Provider Tools

ROUND 2

DISCOVER



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ACTION
FOR SOCIAL & BEHAVIOR CHANGE





Question 7

At a healthcare provider's best,
what are his/her goals and duties
to a client during a visit?

Both participants should answer



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Client-Provider Tools

ROUND 2

DISCOVER



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**Breakthrough
ACTION**
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Question 8

What is a client's role during a consultation about contraception?

Both participants should answer



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ROUND 2

DISCOVER



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ACTION
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Question 9

Describe an ideal contraception visit between a provider and a client.

Both participants should answer



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ROUND 2

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Question 10

How should a client feel after their consultation with a provider about contraception?

Both participants should answer



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ROUND 2

DISCOVER



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Question 11

Who should decide whether
a client uses contraception
methods?

Who should decide which
contraception method a client
uses?
Why?

Both participants should answer



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ROUND 2

DISCOVER



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Question 12

What questions do you wish a provider would and would not ask you during a consultation about contraception?
Why?

Only the client should answer



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ROUND 2

DISCOVER



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ACTION
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Question 13

What do you wish a client would
tell you during a consultation
about contraception?
Why?

Only the provider should answer



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ROUND 2

DISCOVER



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Question 14

What should a client do to prepare for a consultation about contraception?

Both participants should answer



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ROUND 2

DISCOVER



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ACTION**
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Question 15

What should a client do if the facility does not have their desired contraception method?
What should the provider do?

Both participants should answer



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Client-Provider Tools

ROUND 3

CONNECT



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Breakthrough
ACTION
FOR SOCIAL & BEHAVIOR CHANGE



Instructions

ROUND 3 / CONNECT

In this round, please read the sentence below each question, which says who should answer.

Spend 4-5 minutes per card.
Each card is numbered; please use the cards in order. If you think the cards are missing, ask your facilitator.

At the beginning of the deck, there are several 'Scenario' cards. Both participants should listen to the situation being described and respond to the questions.



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Client-Provider Tools

ROUND 3

CONNECT



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Breakthrough
ACTION
FOR SOCIAL & BEHAVIOR CHANGE



Scenario 1

Layla, 24, goes to a clinic to get an IUD to prevent pregnancy. The provider tells Layla there are no IUDs available so she should use Depo-Provera (the shot/an injection) instead, because the provider can administer it right away. Layla has tried Depo-Provera before, but she didn't like how it made her feel and does not want to use it again. Layla is nervous, but she decides to tell the provider about her previous experience and see if there are other options for her.

How did Layla feel during and after this experience?

How did the provider feel?

What did Layla and the provider do well?

What do you think helped Layla share her preferences and past experiences?

Both participants should answer



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ROUND 3

CONNECT



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Scenario 2

Amina, 23, goes to a clinic to learn about her contraception options. While in the waiting area, she hears a healthcare provider shouting at a woman in the consultation room, saying she must be a “prostitute” to be using contraception methods before she is married. Amina decides to leave the clinic.

How did Amina feel during and after this experience?
What do you think might happen next for Amina?
What could have gone differently?

Both participants should answer



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ROUND 3

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Scenario 3

Bakari, 32, and his wife Samantha, 29, have three children and do not want to have any more. Samantha has been using oral contraceptive pills to prevent pregnancy and regulate her periods. However, she finds it difficult to remember to take them on time and every day. Bakari and Samantha are curious about what other options they have to prevent pregnancy and go to the health facility together. When they walk into the consultation room, there are only two chairs. The provider sits down and motions for Samantha to sit in the second seat, so Bakari stands off to the side. During their consultation, the provider only speaks to Samantha.

What do you think is going through
Bakari's mind?

What should Bakari say or do?

Both participants should answer



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ROUND 3

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Scenario 4

Justine, 26, woke up feeling sick and fears she is pregnant. Her boyfriend cannot know she is here - he would leave her if he thought she were pregnant, but also says contraception methods make women unfaithful. Finally, a provider greets her. She asks Justine gently when she last had sex and helps her see that she is probably not pregnant due to her menstruation cycle. The provider talks through a few FP methods, emphasizing that the choice is hers to make, and Justine decides not to use a method at this time.

How do you think Justine felt before,
during and after this visit?
Is there anything that should have been
done differently?
Why or why not?

Both participants should answer



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ROUND 3

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Scenario 5

Amiri, 17, decides to experiment with sex for the first time. He asks Koffi, an elder in the neighborhood with whom he gets along very well, for advice on how to go about it. Koffi, after scolding him, tells Amiri's parents, who punish him severely. Amiri ends up having his first sexual intercourse and hears from friends that he could have gotten his partner pregnant. He goes to the health center for advice.

What should the provider who meets with
Amiri do?

What should Amiri do?

How should Amiri feel leaving the health
center today?

Both participants should answer



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ROUND 3

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Question 1

Now that you have read the scenarios and imagined what might be, let's think about what can be.

In this card deck, please read the sentence below each question, which says who should answer.

Discuss a scenario (positive or negative) that you or someone you know has experienced, that involves a person going for a consultation about contraception.

What made this visit go well or not well?

If it was a bad experience, what could have made it better?

Both participants should answer



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ROUND 3

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Question 2

Think about your conversations in Rounds 1 and 2, and 3.

Name three things that might impact a person's decision about whether to use contraception.

Both participants should answer



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ROUND 3

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Question 3

Considering today's conversations, what might need to change about how you approach contraception services?

Both participants should answer



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ROUND 3

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Question 4

What makes it difficult to understand or address clients' contraception needs?

How can they be addressed, and what is your role in addressing them?

The provider should answer



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ROUND 3

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Question 5

How will your experience today impact how you counsel clients in the future?

The provider should answer



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ROUND 3

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Question 6

How will your experience today impact how you prepare for and interact during a consultation about contraception?

The client should answer



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ROUND 3

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Question 7

What is one thing you will take away from your experience here today, and with whom will you share this?

Both participants should answer



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ROUND 3

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Question 8

What is one thing you hope your training partner will take away?

Both participants should answer



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ROUND 3

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Reflect

For Providers: Make a commitment to yourself of what you will do with your increased empathy for your clients.

Complete these sentences: Starting tomorrow, I will.... Within one month, I will... Stuck? Ask a client or your colleagues for help!

For clients: Make a commitment to yourself of what you will do to prepare for a consultation about contraception and what you will do during the consultation.
I will...

For supervisors: Make a commitment to yourself of what you will do to support those you supervise to provide client-centered care and enable clients to make their own informed decisions about family planning use or nonuse.