The **LEARN** Model

A relational communication tool to guide supportive conversations with parents

L — Listen first

- Use active listening skills
- Observe body language & non-verbal cues
- Allow the parent to lead conversation
- Consider parent readiness for solutions

How has your day/week been going?

How are you doing?

E — Establish the parent's priorities

- Determine what the parent wants from you
- Establish what is important to the parent

What's important to you right now?

What can I help you with?

A — Acknowledge and explore

- Acknowledge what the parent tells you
- Ask questions to explore the parent's perspective
- Identify enablers and barriers

Thanks for telling me about…

Can you tell me more about…?

R — Reflect back and reassure

- Reflect back to confirm understanding
- Show empathy
- Focus on strengths
- Reassure parent of support

I hear what you're saying about…

I'm here to support you…

You're doing a great job with…

N — Navigate strategies together

- Ensure guidance is sensitive to parent's context
- Build parent confidence & capacity
- Create a flexible plan together
- Provide opportunity for follow up

Would you like to follow up…?

Would you like to try…

Enhance LEARN with:

- Cultural Safety
- Evidence-Informed Practice
- Informed Feeding Decisions
- Patient Empowerment
- Patient and Family Centred Care
- Reflective Practice
- Strengths-Based Approach
- Trauma Informed Care

Use **open-ended** questions for **insight** and **context** and **close-ended** questions for **clarification** and **verification**.

LEARN does not need to be used in order—follow the parent's lead.

Alberta Health Services

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