

# Correcting Misinformation

During a group session, participants may offer comments that are misleading, off topic, or incorrect. It is important to maintain the safety of all in the room and also insure that the correct information is provided.

## Technique 1 - Ask the group:

- Keep your response neutral: Watch your body language and voice to insure you remain accepting and non-judgmental.
- Accept the comment: Acknowledge that you have heard other moms say that.
- Direct to the group: Ask the group what they have heard about the topic.
- Get group input: Allow 2 or 3 members to comment before providing info.
- Share the correct information: “The latest research shows...” “You may be surprised to know...”
- Ask for group feedback: Ask what the group thinks of what you offered.

Facilitation Strategies



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## Technique 2 – Affirm, Add, and Move on:

- Affirm (yes): Accept what the participant offers
- Add (facts): Add information that is appropriate to the situation in a way that is clear, concise, and supports the material being presented.
- Move on (thanks-weave to next topic): Thank them for sharing and make the transition to the next topic by verbally linking what was said to what is coming next.

## Example:

Facilitator: “What are your breastfeeding experiences?”

Participant: “I couldn’t breastfeed because I was on medication.”

Facilitator: (Affirm) “Yes, in some cases that is true.”

(Add) “Latest research shows that you can breastfeed with many medications.”

(Move on) “Thanks for sharing that!”

## Your ideas:

