

ESSENTIAL SKILLS FOR AN AWW

Introduction

- ❖ The essential skills that an AWW requires can be classified into six sets. These are simple skills requiring only few hours to learn, but they can save thousands of lives.
- ❖ These six sets of skills are given below:

1. Leadership

- Leader is a person who takes the group forward and the other members of the group form a team.
- Sometimes the leaders are born and sometimes they are made.
- Leadership is a continuous process of influencing people's beliefs, behaviours and actions to achieve vision of a working group to manage them effectively.
- Leaders
 - Have confidence, means a feeling of belief and trust in one self.
 - By staying calm and confident, helps the team feel the same and keeps everyone working and moving ahead by motivating them.
 - Have good communication skills, social skills, abilities to establish proper priorities, technical competency & knowledge of basic concepts and ability to think creatively.
 - Are energetic, honest, optimistic, assertive and have the quality of not being influenced by personal feelings or options in representing facts.



2. Communication Skills

- While communicating, never discriminate on the basis of caste and class while communicating with the community
- Talk to them with respect and dignity.
- Give people a chance to share and use it. Do not treat them like empty vessels.
- Do not react fast. Listen, assimilate, analyse and then react
- Never generalise the information. Be very specific about what you want or do not want from them, what you want to change and what you want to continue
- Refer "Communication Skill" flyer for detailed information



3. Decision-Making Skills

Decision making requires basic steps which need to be followed:

- **Define the problem**-Look at the situation carefully and examine it from all perspectives to find out the actual problem
- **Gather information**-collect all the necessary information, seek advice from the appropriate authority and involve the community
- **Think of alternatives**-arrange a community meeting and discuss the situation with people with whom you have worked with to collect information regarding the problem.
- **Choose an alternative** from the various options available
- Put the decision into action

An effective decision

- should not leave any unhappy feeling among group members
- can be translated into reality
- can be lived with
- must involve the group enough for the members to implement the decision

5. Coordination Skills

- As an AWW you are a link between health care services and the community
- Therefore, you are expected to regularly coordinate with various stakeholders and the community
- jointly plan health & nutrition activities to get optimum outcome
- plan Sneha Shivir at the village level and organise VHND
- In the process of coordination, each member plays an important role. As an AWW you need to make sure that you are in touch with all the concerned stakeholders and keep them informed of the progress
- Never hesitate to take help of others while facilitating a meeting/any activity.

4. Negotiation Skills

Steps of successful negotiation involves

- **Ask for the other person's perspective**-In a negotiating situation use questions to find out what the other person's concerns and needs might be. Some examples of likely questions are: What do you need from me on this?
- **State your needs**-It is very important to state not only what you need but also why you need it
- **Prepare options beforehand**
- **Do not argue**-If you disagree with something state your disagreement in a gentle, but assertive, way
- Never try to make the opponent feel low and defeated
- Have unlimited patience



6. Social Mobilization Skills

- Conducting women's group meeting and VHSNC meetings
- Assisting in making village health plans
- Enabling marginalized and vulnerable communities to be able to access health and nutrition services.