

As an ASHA, you need to keep the following points in mind while communicating with stakeholders

- Give due respect to all the stakeholders, whether they are from the community or from the health care system.
- While sharing information with the stakeholders, make sure that you prepare with the necessary information, data and evidence. 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.
- Be calm while communicating. Do not show your anxiety.
- Do not use a blaming tone.

You will be surprised by how a simple smile and humility will affect those around you. And, of course, confidence and assertiveness will help get your message through. A point to note - think before you speak.

Written Communication

As an ASHA you would need to write applications and letters to the authorities to improve access to health care services. You also need to document the processes and decisions taken during meetings. Let us first learn how to write simply and effectively. Read the following letter:

Dear Sir,

There are many women in villages in different areas, which is far away from the place where the ANC clinic is organised. Especially in the summer season, the women cannot travel long distances to the clinic and hence cannot get their ANC check-ups done. If the clinic can be conducted in two areas on different dates all women can come there and benefit. I request this on behalf of all the community women.

Thank you

ASHA
Village name

Do you clearly understand what the letter is about?

It is a well-intended effort to bring to the notice of the person concerned the conditions that deprive the village women of the ANC's services and also