

Counseling Observation Guide

Agency _____

Staff Name _____ Language _____

Some Skills to Listen and Watch for:	Observations: Specific examples you heard or observed
<ul style="list-style-type: none"> ▪ Opens the Appointment/ Sets agenda ▪ Affirms participant ▪ Asks Some Open-Ended Questions ▪ Completes most of assessment before educating ▪ Allows time for participant to talk ▪ Summarizes what participant has said ▪ Works with the participant for next steps/plan ▪ “Spirit” of PCS: shows genuine warmth; respectful; accepting and non-judgmental; avoids “should”, “need to” ▪ Other?: 	This area is intentionally left blank for observations

An approach to providing positive feedback:

- ✓ How do you feel the appointment/visit went?
- ✓ What do you think went well?
- ✓ What might you do differently next time?
- ✓ Here are some examples of things I heard you say.....
- ✓ Use as an opportunity to affirm skills staff are already using

Getting Down to the Details of Counseling Observations

- ▶ What are the specific counseling skills I could listen for?
- ▶ What are some examples of what each one might sound like in a real WIC visit?

Counseling Skill	Examples
<u>Opens appointment/set agenda</u> : Certifier starts off appointment by greeting the participant, telling participant his/her name, setting the agenda and taking steps to build rapport with participant.	Hi – My name is Sally. Today we are going to check Joey’s height, weight and iron and then go over some health questions. Is that all right with you? Right off the bat, what are any questions or concerns that you have that you want to make sure we talk about today?
<u>Affirms participant</u> : Certifier seizes appropriate opportunities to make (genuine) affirming statements. (probably the single most important skill to master!)	That’s wonderful that you recognize that! You’re already a step ahead of the game! You have lots of great questions! What a great idea! Look how well he’s growing with your breast milk!
<u>Uses open-ended questions</u> : Certifier uses open-ended, non-judgmental questions to engage participant.	So how’s your pregnancy going? How’s she adjusting to that? How do you feel about how her weight is now? What are some of Araceli’s favorite foods?
<u>Completes the assessment before educating</u> : Certifier waits to offer advice/education until he/she has completed the majority of assessment	You are concerned that Brittany is still on the bottle. What are some things you’ve already tried around weaning? So your mother says that what you are eating is making baby fussy when he breastfeeds – what else have family or friends said about your breastfeeding Roshana?
<u>Allows time for participant to talk</u> : The “talk time” is balanced between the certifier and the participant	[CPA does not dominate the conversation. The participant does 50% or more of the talking during the visit.]
<u>Summarizes</u> : Certifier summarizes what has been said and asks for feedback to see if she has correctly identified participant’s concerns.	So Linn, you would like to breastfeed Pri until she is 6 months old, although you are worried that you don’t have enough milk and your mother is pressuring you to give formula. Did I miss anything?
<u>Works with participant for next steps</u> : Certifier works with the participant to determine next steps, plan (if ready), or next nutrition education opportunity.	It sounds like you would really like your family to eat more vegetables, and you are looking for new ideas. We have a Fabulous Veggies class in 2 months that has lots of great ideas from other moms – would that be something you’d be interested in going to?
“Spirit” of PCS: warmth, respect, acceptance, non-judgmental	[CPA accepts participant for who they are and what their interpretation of the world may be, even if she doesn’t agree with it; avoids saying “you should, you need to”; shows genuine warmth]