

Healthy kids, strong parents,
WIC works wonders!

Introducing Our New Nutrition Consultants!

Cheryl Alto

I was raised in the Willamette Valley, Corvallis to be exact. Growing up, my family would go on sabbaticals which allowed me to live in Washington DC and Stockholm, Sweden. My work experience includes 8+ years of working at the Child Development and Rehabilitation Center/OHSU and Shriners Hospital for Children. I worked on feeding teams at both workplaces. Wanting a more community-based nutrition experience, I consulted with Early Head Start for 7 years and the past 3 years were spent starting my own consulting business, training and doing home visiting with families. I LOVE working in public health; it feels like 'home'. I look forward to learning more and connecting with others across the state.

Beth Lanham

I am a new Nutrition Consultant with the State office. I just moved to Oregon in May from sunny, hot Phoenix, AZ. In Arizona I worked for nearly 15 years with the Maricopa County WIC Program as Regional Operations Manager and helped to manage a caseload of over 86,000. I am originally from Minnesota where almost my entire family still lives. I enjoy hiking, mountain biking, camping, and cooking and I am really looking forward to exploring all parts of the beautiful State of Oregon!



Pictured from left to right: Cheryl Alto and Beth Lanham

The Spirit of Oregon WIC Listens!



We heard a lot about the spirit of Oregon WIC Listens at this year's statewide meeting. In this issue of WIC link, we will explore an important aspect of this spirit - the way we communicate. Many of us often don't realize how much our non-verbal behavior affects our communication.

A hundred percent of what is communicated is done in these 3 ways:

☞ Words	7%
☞ Tone	38%
☞ Non-Verbal Behavior	<u>55%</u>
	100%

Thus, the non-verbal aspect of communication is a significant part of whether we communicate well. Make sure your body, tone and words are in sync; otherwise you lose the power of your message.

Read more about non-verbal communication on the next page...

The Impact of Non-Verbal Communication

Smiling goes a long way toward building rapport and creating positive relationships with participants, even with those who may not come in with the most positive attitude.

Eye contact is important, especially if it's just the first or second time you are working with a participant and looking to establish rapport. Here's a technique you can use: Notice the color of the participant's eyes as you greet her. By doing so, you will make good eye contact and show you're interested in what the person says. Just remember not to make too much eye contact, otherwise it may appear you are staring or leering.

Remember to use **open gestures** so that you come across in a welcoming way. Never cross your arms (even if you are cold!) when speaking or listening to a participant, since this has a negative vibe to it.

Many of us do not realize that our **facial expressions** may be conveying a message. For example, suppose Anna, a participant who is often unprepared for her appointments, comes in without all of the necessary paperwork. Be careful not to show your frustration by rolling your eyes, grimacing, or shaking your head from side to side.

Be aware of one's **personal space**. Don't get so close to a participant that you are invading their personal space. Also be careful about touching the person. While a handshake is universally acceptable, anything else (such as a pat on the back or a hug) should be avoided.

Lastly, when communicating with participants from a **different culture**, be especially careful that you don't use non-verbal gestures or mannerisms that may be considered offensive to the person.

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How do you communicate WITHOUT words?

Questions for Reflection:

1. Ask a co-worker who knows you well to observe your non-verbal behavior during an interaction with a participant. Have your co-worker describe to you the types of non-verbal behaviors she observed.
2. Think back on the last 5 interactions you have had with a participant. Of those 5 interactions, how many began with a smile?

Every time you smile at someone, it is an action of love, a gift to that person, a beautiful thing.

~Mother Teresa

