

## Examples of Key Components of Participant Centered Counseling



Action	Level 1	Level 2	Level 3
<p><b>Build Rapport</b> Welcome the participant and invest in the interaction by opening the conversation with:</p> <ul style="list-style-type: none"> <li>• Introductions</li> <li>• Setting the agenda</li> <li>• Affirmations</li> </ul>	<p>Hi! I'm Jane and I'll be your certifier today. We'll be seeing about certifying your daughter on WIC during this appointment. I'm glad you are here...</p> <p>That's great! Good job!</p>	<p>Hi Alice! My name is Jane and I am a WIC certifier. I will be talking with you today about your health and diet in order to help you get started with your WIC services. It should take about 20 minutes. How does that sound?</p> <p>What a cooperative child! You are such a good helper!</p>	<p>Good morning Alice, it's nice to meet you! My name is Jane and I am one of the certifiers here. I understand that you are interested in receiving WIC services...that's great! We'll visit about your health and diet for about 20 minutes in order to get you started on WIC. How does that sound?</p> <p>You have done a wonderful job of taking care of her!</p>
<p><b>Complete the Assessment</b> Gather and analyze information before educating by using:</p> <ul style="list-style-type: none"> <li>• Critical thinking</li> <li>• Active listening</li> <li>• Open ended questions</li> <li>• Probing questions</li> <li>• Reflections</li> </ul>	<p>What questions or concerns do you have about Emily's health or diet? Tell me more about that...</p> <p>That must be difficult.</p>	<p>Tell me about Emily's health or diet. What are you most proud of? What concerns you the most?</p> <p>It sounds like you're feeling...</p>	<p>Tell me about Emily. How would you describe her general health? What is the best thing about how she eats? What aspect of her diet do you wish were different?</p> <p>You seem very committed to...</p>
<p><b>Provide Nutrition Education</b> Offer counseling and advice through:</p> <ul style="list-style-type: none"> <li>• Menu of options</li> <li>• Anticipatory guidance</li> <li>• Focusing on participant needs and interests</li> <li>• Explore/offer/explore</li> </ul>	<p>I have information on several topics that we've talked about today. Which would you be most interested in?</p>	<p>Here is a list of topics that came up so far during our conversation. Which of these would you like to focus on during our last few minutes together?</p>	<p>We've talked about your concerns regarding Ann's appetite and learning to feed herself. In addition, many parents of children who are Ann's age are interested in hearing about ideas for weaning. I'm wondering which of these areas you'd like more information about today?</p>

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<p><b>Support Health Outcomes</b> Encourage success by closing the conversation with:</p> <ul style="list-style-type: none"> <li>• Next steps</li> <li>• Health outcome statement</li> <li>• Food package assignment</li> <li>• Setting the next appointment</li> <li>• Summarizing</li> </ul>	<p>What is one thing you would like to change about your child's diet?</p> <p>I will be recertifying Jimmy for 6 months to continue helping you with his diet.</p> <p>We talked about Jimmy's growth, health and diet today and we have printed vouchers for him. We'll be seeing you again in three months for his next class where he will get his next set of vouchers. Here are our class options for his age...what will work best for you?</p> <p>What other questions or concerns do you have? Thank you for coming today!</p>	<p>Based on everything we have discussed today, what will you be working on next? I'll make a note of this in his record and we can check back with you the next time you come in.</p> <p>We will be continuing Jimmy's WIC services for 6 more months to help you reach the goals that you have set for his health.</p> <p>We've had a chance to discuss how more activity could change his rate of weight gain and you came up with a good plan to help him be more active. Here are his vouchers and we will want to see Jimmy in 3 months to see how everything is going for you and to give you his next set of vouchers. What appointment times will work best for you?</p> <p>How else can I help you? Thank you for bringing Jimmy to see me today!</p>	<p>Today, we've talked about helping Jimmy be more active by playing games instead of watching TV and going to the park every week. Which of the ideas do you think you will try first? I'll make a note of that in his record so we can follow up with you and see how things are going at your next visit.</p> <p>We have visited about some important ideas around Jimmy's activity level and how this affects his weight gain and appetite. We will continue WIC services for another 6 months to support your plan to work toward a healthy weight for Jimmy. I am confident that you will be able to do this!</p> <p>Let's talk about his follow up visit in three months when we can weigh and measure Jimmy and see how everything is going. That will also be the time when he will get his next set of vouchers for the foods that we discussed.</p> <p>What else can I do for you today? Thank you for coming...it was great to see you and Jimmy today!</p>