

PCE e-Learning Modules Implementation Plan

In order to sustain Oregon WIC Listens and to support the training of new staff in Participant Centered Education, we have developed a series of 10 PCE e-Learning modules. These modules include all the concepts certifiers were trained on at Oregon WIC Listens Certifier Training and provide a review opportunity for existing staff.



What is covered in each PCE module?

Module (Course Number)	Module Title and Content
Introduction (C01560)	Introduction to WIC Listens <ul style="list-style-type: none"> • Video of a participant centered certification
1 of 9 (C01570)	What Motivates People to Change? <ul style="list-style-type: none"> • Stages of change • Change talk
2 of 9 (C01561)	The Spirit of PCE <ul style="list-style-type: none"> • Describes the spirit of PCE • Benefits of PCE for participant and counselor
3 of 9 (C01562)	Opening the Conversation <ul style="list-style-type: none"> • Setting the tone of the appointment • Components of an opening
4 of 9 (C01563)	O.A.R.S. <ul style="list-style-type: none"> • Open ended questions • Affirmations • Reflections • Summaries
5 of 9 (C01564)	Roadblocks to Listening <ul style="list-style-type: none"> • What makes listening difficult • Impact of judgments
6 of 9 (C01565)	Moving from Assessment to Counseling <ul style="list-style-type: none"> • Completing a full assessment before educating • Prioritizing and targeting NE • The transition from assessment to counseling

Module (Course Number)	Module Title and Content
7 of 9 (C01566)	Providing Advice: Offering Nutrition Education <ul style="list-style-type: none"> • Asking permission • Explore-Offer-Explore technique • Anticipatory guidance
8 of 9 (C01567)	Rolling with Resistance <ul style="list-style-type: none"> • Behaviors that generate resistance • Signs of resistance • Strategies to decrease resistance
9 of 9 (C01568)	Next Steps <ul style="list-style-type: none"> • Working with participants to identify their next step • Positive health outcome based eligibility statements

Training requirements

- All certifying staff who completed Oregon WIC Listens Certifier Training must pass the PCE module posttest with 90% score or better by 12/31/10. It is okay to test out if a staff person doesn't feel they need to complete the modules in order to pass the posttest.
- All certifying staff who completed Oregon WIC Listens Certifier Training must be observed by their Training Supervisor by 12/31/10.
- Staff involved with group NE who are planning to attend the Group PCE Training this fall, must pass the posttest and be observed by 8/31/10.
- Training Supervisors must complete the module prior to overseeing training of other staff.
- Certifying staff hired since their agency received Oregon WIC Listens Certifier Training must complete the module or within 3 months of beginning to certify.
- Once certifying staff pass the posttest and are observed, complete a Competency Achievement Checklist (in the PCE Module Training Supervisor's Guide) and document completion on staff training record in TWIST. To do this in TWIST, add a row to the staff training record and then select "Required for CPA". The new module will appear as the rows re-sort.



How can the modules be used to continue staff development on PCE?