1. Choose the definition that best describes participant centered services (PCS):
   a. Placing participants in the center of each interaction
   b. Serving participants in a central location
   c. Allowing participants to choose their program services
   d. Selecting services to offer to participants

2. True or False?
   Certifiers are the only WIC staff who use participant centered services.

3. Clerical staff make a positive impact on a participant’s WIC experience by:
   a. Setting the stage for each interaction
   b. Reinforcing what happened following each appointment
   c. Making each participant feel welcome and appreciated
   d. Treating each participant with respect
   e. All of the above

4. Participant centered services focus on a participant’s:
   a. Health risks
   b. Negative behaviors
   c. Deficits
   d. Strengths and interests

5. The spirit of PCS is most like________ with a participant.
   a. Racing
   b. Wrestling
   c. Dancing
   d. Boxing

6. Active listening means:
   a. Multitasking while listening
   b. Being fully present and paying attention
   c. Jumping to conclusions as quickly as possible
   d. Interrupting to get clarification when needed
7. Holding the silence can be useful to:
   a. Give the participant a chance to think about their answer
   b. Get more work done
   c. Plan what you will say next
   d. None of the above

8. Check all that apply: characteristics of active listening include:
   a. Eye contact
   b. Pleasant facial expression
   c. Stiff posture
   d. Slouching
   e. Warm tone of voice

9. The “A” in the acronym OARS, stands for:
   a. Appreciation
   b. Acceptance
   c. Affirmations
   d. Attitude adjustment

10. True or False?
    Open-ended questions can be answered with a yes or no.

11. Identify 2 open-ended questions from the list below:
    a. How may I help you?
    b. Do you have an appointment?
    c. Did you bring your paperwork?
    d. What time would work for you?

12. When making an affirmation, what should be considered?
    a. What is going well currently
    b. Something that has been successful in the past
    c. Hopes for the future
    d. All of the above

13. True or False?
    It is important to be genuine when giving affirmations.
14. Which of the following statements are not true about reflections?
   a. Rephrasing is a way to do a basic reflection.
   b. Deeper reflections get to the meaning behind a statement.
   c. Reflections help to check for understanding.
   d. Reflections get in the way of active listening.

15. Reflections often start with which of the following phrases:
   a. It sounds like..., you’re wondering if..., you feel that..., you think...
   b. I think..., I feel like..., I’m wondering if...
   c. Let me tell you..., it seems to me..., I’m concerned that...
   d. We know that..., we recommend..., one suggestion is to...

16. True or False?
   A reflection sounds like a question where the voice goes up at the end of the statement.

17. Summaries can be used to do the which of the following:
   a. Signal the beginning of the interaction
   b. Focus on the less important aspects of the conversation
   c. Reinforce what has been said and tie it all together
   d. Get more information

18. Which statement is true about using OARS skills?
   a. It doesn’t take a lot of time
   b. It’s doesn’t require practice
   c. It causes participants to become resistance
   d. It is not recommended for clerical staff

19. When you hear terms like “I can’t...” or “I would but...” or “That won’t work because...” you may be seeing signs of:
   a. Acceptance
   b. Resistance
   c. Goal setting
   d. Engagement

20. Which behavior can help to reduce resistance?
   a. Nagging
   b. Talking down to participants
   c. Being non judgmental
   d. Pressuring participants to change
21. The “righting reflex” means:
   a. We don’t care about what happens to others
   b. We always want to be right
   c. We have good reflexes
   d. We want to fix what is wrong

22. Resolving conflict is easiest when clerical staff do which of the following:
   a. Offer choices
   b. Ask permission before sharing information
   c. Be positive and empathetic
   d. All of the above

23. Which of the following illustrate the “Explore-Offer-Explore” approach to sharing information with participants?
   a. Give a handout, highlight important information, ask for questions
   b. Ask what they know, ask permission to share information, ask how they feel about the information
   c. State the problem, cover the information in detail, check for understanding
   d. Ask what they know, correct any misinformation provided, ask if they have any additional questions.

24. Select actions to take when dealing with resistance:
   a. Shouting, arguing with participants
   b. Being confrontational or condescending
   c. Focusing on rules and regulations
   d. Accepting that they are upset, demonstrate understanding

25. PCS helps us build relationships with participants and enhances the work we do in WIC. Which of the following attributes helps us to maintain these positive relationships?
   a. Empathy
   b. Knowledge of policies and procedures
   c. Many years of WIC experience
   d. Energy