

## 2-6 Completion Form: PCS Setting the Stage

---

### What you need to do:

---

1. Print, copy, or save this page.
2. Once you have completed the training - read, date, and sign this form.
3. Your training supervisor should read, complete, date and sign the form.
4. Your training supervisor will file the completed form with your personnel documents and enter the completion date into the data system.

Agency: \_\_\_\_\_

Certifier Name: \_\_\_\_\_

#### **New Certifier:**

I have completed the *PCS – Setting the Stage* online course, passed the post-test and discussed what I learned with my training supervisor.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**After completing the *PCS – Setting the Stage* online course, you should meet the following competencies:**

#	Competency	Yes/No/NA
6.1	Uses appropriate techniques to establish a relationship and begin a conversation.	
6.2	Practices active listening and observation skills.	
6.3	Collects information without interrupting or correcting the applicant.	
6.4	Checks for understanding by paraphrasing or reflecting what was heard.	
6.5	Compares participants' verbal responses to non-verbal behaviors to assess participants' attitude, feelings, and readiness for change.	

#	Competency	Yes/No/NA
6.6	Uses an effective balance of open-ended and closed-ended questions.	
6.7	Affirms participants' feelings, beliefs and efforts.	
6.8	Expresses empathy for the participants' situation.	
6.11	Provides excellent customer service in person and on the phone to WIC participants, vendors, medical providers, community partners, and referral organizations.	

**Training Supervisor:**

*PCS – Setting the Stage* post-test score: \_\_\_\_\_

I have met with or observed \_\_\_\_\_ and can verify that they have achieved the learning objectives of the *PCS – Setting the Stage* online course and the competencies listed above.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_