

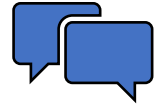
2-6 Participant Centered Services – Setting the Stage online course

Providing participant centered services (PCS) begins as soon as a participant walks through the front door of a WIC clinic. The experience they have in those initial interactions with WIC staff sets the stage for the rest of their appointment.

What you need to do

1. Work with your training supervisor to determine a time to complete the Providing Participant Centered Services – Setting the Stage online course. It takes about 1.5 hours to complete.
Date and time _____
2. Complete the Providing Participant Centered Services – Setting the Stage online course and learning activities.
3. Make note of any questions or concerns you have about information in the module.
4. Schedule a time to discuss what you learned with your training supervisor using the *Talk It Over* section below.
Date and time _____

Talk it over



1. Review your notes and ask any questions you have about the course.
2. Some of the skills reviewed in this course could be helpful, regardless of your role in WIC. Which skill did you think would be most helpful?
3. As a certifier you might not see what happens when a participant checks in to the WIC front desk. How might the participant's experience at the front desk impact your interaction with the participant during the certification?
4. What kind of information might someone at the front desk learn that would be useful for you to know as a certifier?
5. How does what you saw when you viewed this online course compare to what you have observed in the WIC clinic?

References

Learn more about [Participant Centered Services](#) on the WIC website.
[What is Participant Centered Services?](#)
[Interpersonal Style: Motivation Enhancing](#)

