



Using Continuing Education Materials

What are the CE materials for?

The skills used in Participant Centered Services are complex. They need to be practiced and talked about in order to feel comfortable using them every day. Experience has shown that in order to successfully implement Oregon WIC Listens staff need to have scheduled opportunities to practice specific skills. These Continuing Education (CE) materials are designed to help champions provide those practice opportunities for staff.

How long do they take and how often should we do a CE?

Each CE is designed to take from 15 to 30 minutes, so they can fit into a short staff meeting. Champions have been asked to facilitate a CE in between each contact with state staff. For example, try to do one between a phone call and an on-site visit and again after the on-site and before the next phone call.

Which CE should we do?

There are recommendations for which CE to do at different times on the agency planning document you got at champion training. It offers suggestions only. The champions will work with their state cohort lead to figure out which CE they might do next.

What do the champions need to do?

We do not expect the champions to be experts in the CE content. The CE's are designed to be in a facilitated discussion format. So all you need to do is get the party started! Here are some guidelines:

Before the CE session

1. Read the instructors version
2. Arrange time for the CE discussion with staff, especially certifiers
3. Copy the staff handouts if needed

During the CE session

1. Make sure the session is a safe place to discuss tough issues (perhaps establish ground rules)
2. Review the content portion of the handout as a group and discuss peoples thoughts and feelings
3. Use the facilitated discussion questions to keep the discussion going or keep it on track
4. Make sure everyone has an opportunity to speak
5. Complete the activity(s) as a group

Available Continuing Education Lessons

The following CE lessons are currently available. All CE lessons and materials referenced in the CE lessons can be located on the Oregon WIC Listens website: www.oregon.gov/DHS/ph/wic/orwl.shtml.

Additional lessons will be available as they are developed. Keep an eye on the WIC website for additional materials.

CE's will indicate the skill level for each.

- Level 1 indicates review of a skill already presented in training.
- Level 2 indicates additional skill development or refinement of a skill.
- Level 3 indicates using the skill in a new way.

CE List

- Open-ended questions – Level 1
- Affirmations – Level 1
- Reflections – Level 1
- Summaries – Level 1
- Completing the Full Assessment before Providing Education – Level 1
- Dealing with Resistance – Level 1
- Providing Anticipatory Guidance – Level 1
- Providing Advice – Level 2
- Health Outcomes – Level 2