

Oregon WIC Listens – Continuing Education: *Dealing with Resistance*



Staff Handout

Content:

Dealing with a resistant participant can be a challenge. Fortunately, there are some strategies that will facilitate communicating with these participants.

Set the agenda with the client:

- ❖ Time available
- ❖ Desired outcome of the interaction

Acknowledge client's feelings and concerns up front:

- ❖ Paraphrase, making a guess to the unspoken meaning
- ❖ Ask permission to complete the appointment so they can get vouchers and move on
- ❖ Affirm, acknowledging the participant for what is going well
- ❖ *"You can take or leave what I'm about to share...."*
- ❖ *"You are the expert about your own child"*
- ❖ *"I'm not here to talk about anything you don't want to do... when you leave, it's up to you to do..."*
- ❖ Contrast two ideas: *"Tell me what you like about giving Sally a bottle at bedtime....OK, now tell what you don't like about it...."*
- ❖ Ask what advice they might offer to other mom's with children the same age as theirs

Remember the roadblocks to good listening:

- ❖ The urge to set things right, to fix everything
- ❖ Personal judgments or personal feelings that interfere with ability to listen, reflect, provide affirmations
- ❖ Communicating with clients from different cultures

Practice Activity:

1. As a group or with a partner, share an experience when you had a resistant participant.
2. As you reflect back on this experience, brainstorm ways you could have dealt with this participant in a participant centered way. (You may use the strategies outlined in this CE.)
3. Keep a list of any new strategies you discuss. Over the next few weeks, experiment with one or two of these strategies to see which ones worked for you. Consider sharing your experience with a co-worker or at your next Oregon WIC Listens discussion.