



Oregon WIC Listens

Peer to Peer Observations

Why observe?

- ☛ Provides a learning opportunity for both the observer and the person being observed.
- ☛ Allows both parties to reflect on the process of providing participant centered services.
- ☛ Gives the observer the chance to practice providing positive feedback.
- ☛ The more observations we experience, the more opportunities we have to learn and practice these new skills.
- ☛ Even so called “experts” in this field are continually learning new ways of providing participant centered services.

What to expect?

1. Your peer will watch you doing a certification and may take notes.
2. The observer will watch for the participant centered skills you are using.
3. The observer may use the *Observation Guide* to write down specific examples of the participant centered skills you used.
4. The observer will talk with you about how you think it went.
5. The observer will help you to think about areas where you may want to make changes.
6. The two of you can have a conversation about what you both learned from the observation.
7. These observations are not evaluations!

We are all peers with Oregon WIC Listens!

Oregon WIC Listens provides all WIC employees, state and local staff alike, with an opportunity to conduct “business” in a new way. This process is new for everybody and developing these new skills will take time and practice for all.