

RENEW counseling: Skilled staff; Nutrition-focused

Try the activity on your own or with others from your agency. Talk about what you learn with a colleague.

RENEW Review Activity:

Observing the counseling style and skills of others can help us improve our own counseling. A few brave WIC counselors agreed to be recorded so you can observe them. The recordings are of actual WIC appointments, so you will see staff putting their participant centered counseling skills into practice, which is not easy when being filmed! You are encouraged to reflect on skills you can begin to use in your own counseling, as well as things you might do differently, both of which help us learn. As you watch these recordings, let kindness and empathy, not criticism, guide your reflections and discussions.

1. Pick one of these 2 recordings to watch.
 - a. Michelle from Salud: follow-up RD appointment (14:06) <https://youtu.be/PJT2tN45zyM>
 - b. Karrie from Multnomah certifying a 1-year old (20:28) https://youtu.be/2kVPDdvp_9w
2. Use the RENEW Observation Guide on the next page for ideas on what to watch for and make note of examples you heard—or didn't hear.
3. Discuss what you observed and learned with a colleague.
4. Reflect on the following:
 - a. What change talk did you hear from the participant?
 - b. What participant centered counseling skills did you hear?
 - c. What missed opportunities, if any, did you notice?
 - d. Thinking about what was discussed at the recent RENEW training, what might you do differently?

RENEW Observation Guide

Some Skills to Listen and Watch for:	Observations: Specific examples you heard or observed
<ul style="list-style-type: none"> • Engage the participant <ul style="list-style-type: none"> ✓ Introductions ✓ Sets agenda • Focus the appointment <ul style="list-style-type: none"> ✓ Completes assessment ✓ Listens first – before sharing ✓ Open-Ended Questions ✓ Affirmations ✓ Reflections ✓ Summaries ✓ Tracks potential topics for counseling ✓ Prioritizes what topics to explore • Evoke change talk <ul style="list-style-type: none"> ✓ Allows time for participant to talk ✓ Reflects change talk ✓ Explore – offer – explore ✓ Asks permission to share information with participant ✓ Provides nutrition-focused counseling • Plans with participant <ul style="list-style-type: none"> ✓ Works with the participant to develop an actionable next step/plan ✓ Summarizes the next step for the participant ✓ Documents the plan ✓ Shares hopes for a positive health outcome <p>Other?</p>	