

## Observation Guide – Participant Centered Counseling Skills

Scoring Guide: 0-3 0. Inadequate: Not demonstrated 1. Minimal: Basic skill is observed 2. Effective: Strong skill is exhibited 3. Ideal: Optimal skill is displayed	Certifier Name: Participant Name or ID	Score	Notes
<b>Sets the agenda, opens the conversation effectively.</b>	<ul style="list-style-type: none"> <li>0. Does not greet the participant or does so in an indifferent manner</li> <li>1. Welcomes the participant and family, introduces self and role</li> <li>2. Same as #1, plus an explanation of appointment activities and length</li> <li>3. Same as #2, plus what is hoped to accomplish during the appointment</li> </ul>		
<b>Asks appropriate open-ended questions to gather information.</b>	<ul style="list-style-type: none"> <li>0. Reads TWIST questions verbatim, forgets or misinterprets responses</li> <li>1. Uses TWIST questions, interprets and documents responses accurately</li> <li>2. Individualizes TWIST questions, interprets and documents responses accurately and smoothly within the flow of conversation</li> <li>3. Frames own OE questions, translates responses and documents seamlessly</li> </ul>		
<b>Asks appropriate probing questions for a complete assessment.</b>	<ul style="list-style-type: none"> <li>0. No follow up questions asked</li> <li>1. Some questions asked, missed opportunities</li> <li>2. Many questions asked, few missed opportunities</li> <li>3. Asks insightful questions regarding participant's knowledge and experience, no missed opportunities</li> </ul>		
<b>Supports participant talk time by actively listening.</b>	<ul style="list-style-type: none"> <li>0. Certifier talks more than 50% of the time</li> <li>1. 50/50 talk time between participant and certifier</li> <li>2. Participant talks more than 50%</li> <li>3. Conversation flows smoothly, certifier responds to cues like body language</li> </ul>		
<b>Gives affirmations to reinforce positive behaviors.</b>	<ul style="list-style-type: none"> <li>0. No affirmations offered</li> <li>1. Uses phrases such as "Good job" and "That's great"</li> <li>2. Uses full sentences to affirm strengths</li> <li>3. Statements focus on specific strengths, abilities or efforts</li> </ul>		
<b>Uses reflections to check for understanding.</b>	<ul style="list-style-type: none"> <li>0. No reflections offered</li> <li>1. Simple reflections restate what was said using the participants words</li> <li>2. Reflections paraphrase what was said using certifier's words</li> <li>3. Deeper reflections address the feeling or intent behind what is said</li> </ul>		

Scoring Guide: 0-3 0. Inadequate: Not demonstrated 1. Minimal: Basic skill is observed 2. Effective: Strong skill is exhibited 3. Ideal: Optimal skill is displayed	Certifier Name: Participant Name or ID	Score	Notes
<b>Waits to counsel until assessment is completed (listen first then share).</b>	<ul style="list-style-type: none"> <li>0. Answers questions in-depth regardless of type or timing of question</li> <li>1. Addresses issues that are raised during assessment with minimal counseling</li> <li>2. Delays responding to questions in respectful manner during assessment</li> <li>3. Same as #2 plus successfully tracks questions while completing assessment</li> </ul>		
<b>Offers nutrition counseling based on participant's interests, needs, category or risk.</b>	<ul style="list-style-type: none"> <li>0. None or minimal counseling offered based on certifier's agenda</li> <li>1. Addresses participant's stated needs and interests</li> <li>2. Same as #1 plus uses anticipatory guidance especially when no concerns are present</li> <li>3. Same as #2 plus interacts with educational materials effectively to tailor the session to the participant</li> </ul>		
<b>Asks permission when offering education materials or referral information.</b>	<ul style="list-style-type: none"> <li>0. Not offered</li> <li>1. Offers without discussion or permission</li> <li>2. Offers with general overview of information</li> <li>3. Offers with specific suggestions and guidance including contact information for referrals</li> </ul>		
<b>Uses summaries to guide the conversation.</b>	<ul style="list-style-type: none"> <li>0. No summaries used</li> <li>1. Summary used to provide closure at the end of an interaction</li> <li>2. Same as #1, plus used to transition between assessment and education</li> <li>3. Same as #2, plus throughout the appointment to guide the flow and as a support in setting a next step and/or creating a health outcome statement</li> </ul>		
<b>Average score:</b>			
<b>Feedback or Suggestions:</b>			