

OBSERVATION REVIEW TOOL – PARTICIPANT CENTERED COUNSELING SKILLS

How to Score Participant Centered Counseling Observation Tool

Score 0-3 0. Inadequate: Not demonstrated 1. Minimal: Basic skill is observed 2. Effective: Strong skill is exhibited 3. Ideal: Optimal skill is displayed	COMPLETE FOR EACH APPOINTMENT OBSERVED	Certifier Name:					
Sets the agenda, opens the conversation effectively. 0. Does not greet the participant or does so in an indifferent manner 1. Welcomes the participant and family, introduces self and role 2. Same as #1, plus an explanation of appointment activities and length 3. Same as #2, plus what is hoped to accomplish during the appointment							
Asks appropriate open-ended questions to gather information. 0. Reads TWIST questions verbatim, forgets or misinterprets responses 1. Uses TWIST questions, interprets and documents responses accurately 2. Individualizes TWIST questions, interprets and documents responses accurately and smoothly within the flow of conversation 3. Frames own OE questions, translates responses and documents seamlessly							
Asks appropriate probing questions for a complete assessment. 0. No follow up questions asked 1. Some questions asked, missed opportunities 2. Many questions asked, few missed opportunities 3. Asks insightful questions regarding participant’s knowledge and experience, no missed opportunities							
Supports participant talk time by actively listening. 0. Certifier talks more than 50% of the time 1. 50/50 talk time between participant and certifier 2. Participant talks more than 50% 3. Conversation flows smoothly, certifier responds to cues like body language							
Gives affirmations to reinforce positive behaviors. 0. No affirmations offered 1. Uses phrases such as “Good job” and “That’s great” 2. Uses full sentences to affirm strengths 3. Statements focus on specific strengths, abilities or efforts							

<p>Score 0-3 0. Inadequate: Not demonstrated 1. Minimal: Basic skill is observed 2. Effective: Strong skill is exhibited 3. Ideal: Optimal skill is displayed</p>	<p>COMPLETE FOR EACH APPOINTMENT OBSERVED</p>	<p>Certifier Name:</p>					
<p>Uses reflections to check for understanding.</p> <ul style="list-style-type: none"> 0. No reflections offered 1. Simple reflections restate what was said using the participants words 2. Reflections paraphrase what was said using certifier's words 3. Deeper reflections address the feeling or intent behind what is said 							
<p>Waits to counsel until assessment is completed (listen first then share).</p> <ul style="list-style-type: none"> 0. Answers questions in-depth regardless of type or timing of question 1. Addresses issues that are raised during assessment with minimal counseling 2. Delays responding to questions in respectful manner during assessment 3. Same as #2 plus successfully tracks questions while completing assessment 							
<p>Offers nutrition counseling based on participant's interests, needs, category or risk.</p> <ul style="list-style-type: none"> 0. None or minimal counseling offered based on certifier's agenda 1. Addresses participant's stated needs and interests 2. Same as #1 plus uses anticipatory guidance especially when no concerns are present 3. Same as #2 plus interacts with educational materials effectively to tailor the session to the participant 							
<p>Asks permission when offering education materials or referral information.</p> <ul style="list-style-type: none"> 0. Not offered 1. Offers without discussion or permission 2. Offers with general overview of information 3. Offers with specific suggestions and guidance including contact information for referrals 							
<p>Uses summaries to guide the conversation.</p> <ul style="list-style-type: none"> 0. No summaries used 1. Summary used to provide closure at the end of an interaction 2. Same as #1, plus used to transition between assessment and education 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 							
<p>Average score per certifier:</p>							