

Arizona WIC Training

WIC Listens Course



Nutrition Educator
Guidebook



Table of Contents

Nutrition Educator Guidebook

| | |
|---|----------------|
| What Will You Learn? | page 3 |
| Instruction Level | page 3 |
| Items Needed for this Course | page 3 |
| Recommended Time | page 4 |
| Things To Remember | page 4 |
| Steps for completing each WIC Listens Module | page 5 |
| Module 1: Motivating Change | page 6 |
| Module 2: The Spirit of PCE | page 7 |
| Module 3: Opening the Conversation | page 8 |
| Module 4: O.A.R.S. | page 9 |
| Module 5: Roadblocks to Listening | page 10 |
| Module 6: Moving from Assessment to Counseling | page 11 |
| Module 7: Providing Advice - Offering Nutrition Discussion | page 12 |
| Module 8: Rolling with Resistance | page 13 |
| Module 9: Next Steps | page 14 |
| Post-test Completion | page 15 |
| Competency Achievement Checklist | page 16 |

What will the You Learn?

Participant Centered Services (PCS) is a way of doing business that is here to stay. In Arizona, PCS includes Participant Centered Education (PCE) and “Together We Can.” “Together We Can” is the collaboration of the State Agency and Local Agencies to work together in meeting the needs of Arizona WIC Participants. In some ways it is very different from previous styles of WIC services, but together we can change the face of WIC for the better.

The WIC Listens LMS Course consists of nine Modules.

Instruction Level

Prerequisite for taking the WIC Listens course: None

Items Needed for this Course

Module 1 of 9: What Motivates People to Change?

- Handout: *Stages of Change Overview and Counseling Strategies*
- Activity: *How Ready Are You?*
- Observation Activity: *What Motivates People to Change?*

Module 2 of 9: The Spirit of PCE

- Handout: *Heart of Participant Centered Education*
- Observation Activity: *The Spirit of Participant Centered Education*

Module 3 of 9: Opening the Conversation

- Activity: *Clinic Self-Assessment*
- Observation Activity: *Opening the Conversation*

Module 4 of 9: O.A.R.S.

- Observation Activity: *O.A.R.S.*
- Activity: *Keeping the Spirit Alive*

Module 5 of 9: Roadblocks to Listening

- Activity: *How Do You Relate to Various People in WIC?*
- Activity: *Roadblocks to Listening*
- Observation Activity: *Roadblocks to Listening*

Module 6 of 9: Moving from Assessment to Counseling

- Observation Activity: *Moving from Assessment to Counseling*
- Handout: *Blank Circle Chart*

Module 7 of 9: Providing Advice: Offering Nutrition Discussion

- Handout: *Explore-Offer-Explore*
- Handout: *Moving from Assessment to Providing ND Flow Chart*
- Handout: *Handouts the Participant Centered Way*
- Observation Activity: *Providing Advice: Offering Nutrition Discussion*

Items Needed for this Course, continued

Module 8 of 9: Rolling with Resistance

- **Observation Activity:** *Rolling with Resistance*

Module 9 of 9: Next Steps

- **Handout:** *Establishing Next Steps: Two Baby Steps to a Healthy Future*
- **Observation Activity:** *Next Steps*
- **Handout:** *Health Outcome Based Eligibility Statement*
- **Activity:** *Putting All the Pieces Together*
- **Activity:** *Participant Centered Services: How Are You Doing?*

Recommended Time

- ◆ **Approximate time it takes to complete the WIC Listens LMS course:** 2-3 hours
- ◆ **Approximate time it takes to complete the face to face activities and discussion:** X-X hours

Things to Remember

- ◆ This guidebook is yours to keep.
- ◆ Feel free to take notes, highlight, or write in the guidebook.
- ◆ Ask your trainer(s) if you need help, have questions about the information in any of the WIC Listens Modules, or have questions about additional topics related to participant centered education.
- ◆ Your trainer will be assessing your understanding of the WIC Listens information throughout the duration of the course training. The training activities consist of WIC relevant topics and require critical thinking skills to complete. Participation in the face-to-face activities and discussions is expected and essential to successfully complete the basic nutrition course. Please see the *Competency Achievement Checklist* at the end of this guidebook.

Steps to Complete each WIC Listens Module and Activities

Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Complete each WIC Listens Module, one at a time. Refer to your 8 week training timeline to determine which Modules to complete on which days.
- After completing a Module, meet with your trainer to discuss the information.
- Click the “Resources” link in each Module to download the handouts, practice activities and observations.
- Read through the handouts, and complete all practice activities and observations for each module.

WIC Listens – Module 1 – Activities and Observations

Begin the LMS WIC Listens Course. Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Complete the Introduction to WIC Listens—Student module.
- Open and complete module 1 of the WIC Listens Online Course.
- Meet with your trainer to discuss module 1.
- Review the module 1 handout with your trainer.
 - Handout: Stages of Change Overview and Counseling Strategies
- Complete module 1 activity either individually or as a group with the other nutrition educators. Your trainer may be present while you work on the activity.
 - Activity: How Ready Are You?
- Once finished, meet with your trainer to review the activity and ask any questions.
- Complete the module 1 observation activity.
 - Observation Activity: What Motivates People to Change
- Meet with your trainer to discuss your experience observing the appointment.

WIC Listens – Module 2 – Activities and Observations

Begin the LMS WIC Listens Course. Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Open and complete module 2 of the WIC Listens Online Course.
- Meet with your trainer to discuss module 2.
- Review the module 2 handout with your trainer.
 - Handout: Heart of Participant Centered Education
- Complete the module 2 observation activity.
 - Observation Activity: The Spirit of Participant Centered Education
- Meet with your trainer to discuss your experience observing the appointment.

WIC Listens – Module 3 – Activities and Observations

Begin the LMS WIC Listens Course. Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Open and complete module 3 of the WIC Listens Online Course.
- Meet with your trainer to discuss module 3.
- Complete module 3 activity either individually or as a group with the other nutrition educators. Your trainer may be present while you work on the activity.
 - Activity: Clinic Self-Assessment
- Once finished, meet with your trainer to review the activity and ask any questions.
- Complete the module 3 observation activity.
 - Observation Activity: Opening the Conversation
- Meet with your trainer to discuss your experience observing the appointment.

WIC Listens – Module 4 – O.A.R.S.

Begin the LMS WIC Listens Course. Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Open and complete module 4 of the WIC Listens Online Course.
- Meet with your trainer to discuss module 4.
- Complete module 4 activity either individually or as a group with the other nutrition educators. Your trainer may be present while you work on the activity.
 - Activity: Keep the Spirit Alive
- Once finished, meet with your trainer to review the activity and ask any questions.
- Complete the module 4 observation activity.
 - Observation Activity: O.A.R.S.
- Meet with your trainer to discuss your experience observing the appointment.

WIC Listens – Module 5 – Roadblocks to Listening

Begin the LMS WIC Listens Course. Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Open and complete module 5 of the WIC Listens Online Course.
- Meet with your trainer to discuss module 5.
- Complete module 5 activity either individually or as a group with the other nutrition educators. Your trainer may be present while you work on the activity.
 - Activity: How Do You Relate to Various People in WIC?
 - Activity: Roadblocks to Listening
- Once finished, meet with your trainer to review the activity and ask any questions.
- Complete the module 5 observation activity.
 - Observation Activity: Roadblocks to Listening
- Meet with your trainer to discuss your experience observing the appointment.

WIC Listens – Module 6 – Assessments to Counseling

Begin the LMS WIC Listens Course. Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Open and complete module 6 of the WIC Listens Online Course.
- Meet with your trainer to discuss module 6.
- Review the module 6 handout with your trainer.
 - Handout: Blank Circle Chart
- Complete the module 6 observation activity.
 - Observation Activity: Moving from Assessment to Counseling
- Meet with your trainer to discuss your experience observing the appointment.

WIC Listens – Module 7 – Providing Advice: Offering Nutrition Discussion

Begin the LMS WIC Listens Course. Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Open and complete module 7 of the WIC Listens Online Course.
- Meet with your trainer to discuss module 7.
- Review the module 7 handouts with your trainer.
 - Handout: Explore-Offer-Explore
 - Handout: Moving from Assessment to Providing ND Flow Chart
 - Handout: Handouts the PC Way
- Once finished, meet with your trainer to review the activity and ask any questions.
- Complete the module 1 observation activity.
 - Observation Activity: Providing Advice: Offering Nutrition Discussion
- Meet with your trainer to discuss your experience observing the appointment.

WIC Listens – Module 8 – Rolling with Resistance

Begin the LMS WIC Listens Course. Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Open and complete module 8 of the WIC Listens Online Course.
- Meet with your trainer to discuss module 8.
- Complete the module 8 observation activity.
 - Observation Activity: Rolling with Resistance
- Meet with your trainer to discuss your experience observing the appointment.

WIC Listens – Module 9 – Next Steps

Begin the LMS WIC Listens Course. Please complete the steps in the following order:

- Log onto <https://az.train.org/DesktopShell.aspx>
- Open and complete module 9 of the WIC Listens Online Course.
- Meet with your trainer to discuss module 9.
- Review the module 9 handouts with your trainer.
 - Handout: Establishing Next Steps: Two Baby Steps to a Healthy Future
 - Handout: Health Outcome Based Eligibility Statement
- Complete module 9 activity either individually or as a group with the other nutrition educators. Your trainer may be present while you work on the activity.
 - Activity: Putting All the Pieces Together
 - Activity: Participant Centered Services: How Are You Doing?
- Once finished, meet with your trainer to review the activity and ask any questions.
- Complete the module 9 observation activity.
 - Observation Activity: Next Steps
- Meet with your trainer to discuss your experience observing the appointment.

Competency Achievement Checklist / WIC Listens Curriculum

Nutrition Educator's Name _____

Local Agency _____

Trainer: Evaluate the nutrition educator's competency of the WIC Listens information upon completion of each LMS module, all learning activities and observations associated with each module, and all discussion about each module.

| Competency Achievement Checklist WIC Listens Curriculum | | | |
|--|--|-------------------------------------|-----------------|
| At this checkpoint: | Evaluate this: | Competency Achievement Date: | Initials |
| Introduction Module | Nutrition Educator has reviewed the Introduction Module. | | |
| Module 1 Activity and Observation | Nutrition Educator has completed the activity and observation for Module 1. | | |
| Module 1 Competencies | Nutrition educator is able to describe what motivates people to change. | | |
| | Nutrition educator is able to define the Stages of Change. | | |
| | Nutrition educator is able to give examples of change talk. | | |
| | Nutrition educator is able to utilize a 1-10 ruler system to explore behavior change. | | |
| Module 2 Activity and Observation | Nutrition Educator has completed the activity and observation for Module 2. | | |
| Module 2 Competencies | Nutrition educator is able to describe the spirit of participant centered services. | | |
| | Nutrition educator is able to list the benefits of participant centered education for both participants and counselors. | | |
| Module 3 Activity and Observation | Nutrition Educator has completed the activity and observation for Module 3. | | |
| Module 3 Competencies | Nutrition educator is able to give examples of setting the tone of an appointment. | | |
| | Nutrition educator is able to give examples for opening the conversation with a participant, including setting the agenda and asking permission. | | |

| Competency Achievement Checklist WIC Listens Curriculum | | | |
|--|---|-------------------------------------|-----------------|
| At this checkpoint: | Evaluate this: | Competency Achievement Date: | Initials |
| Module 4 Activity and Observation | Nutrition Educator has completed the activity and observation for Module 4. | | |
| Module 4 Competencies | Nutrition educator is able to list characteristics of active listening. | | |
| | Nutrition educator is able to define the four components of O.A.R.S. | | |
| | Nutrition educator is able to give an example of an open-ended question. | | |
| | Nutrition educator is able to give an example of an affirmation. | | |
| | Nutrition educator is able to recognize the difference between a simple reflection and a deeper reflection. | | |
| | Nutrition educator is able to recognize the difference between a simple reflection and a deeper reflection. | | |
| | Nutrition educator is able to describe 1-2 reasons why summarizing is important. | | |
| Module 5 Activity and Observation | Nutrition Educator has completed the activity and observation for Module 5. | | |
| Module 5 Competencies | Nutrition educator is able to recognize what makes listening so difficult. | | |
| | Nutrition educator is able to give examples of strategies for dealing with judgments. | | |
| Module 6 Observation | Nutrition educator has completed the observation for Module 6. | | |
| Module 6 Competencies | Nutrition educator is able to identify the advantages of completing a full assessment before providing education. | | |
| | Nutrition educator is able to identify useful strategies to facilitate completing a full assessment before providing education. | | |
| At this checkpoint: | Evaluate this: | Competency | Initials |

| Competency Achievement Checklist WIC Listens Curriculum | | | |
|--|--|------------------------------|--|
| | | Achievement Date: | |
| Module 7 Observation | Nutrition educator has completed the observation for Module 7. | | |
| Module 7 Competencies | Nutrition educator is able to give two examples of ways to ask permission before sharing information or advice with WIC participants. | | |
| | Nutrition educator is able to give two examples of strategies for providing guidance to WIC participants when moving from assessment to providing nutrition education. | | |
| Module 8 Observation | Nutrition educator has completed the observation for Module 8. | | |
| Module 8 Competencies | Nutrition educator is able to give three examples of behaviors a counselor may do to generate participant resistance. | | |
| | Nutrition educator is able to identify one strategies for rolling with resistance. | | |
| Module 9 Activities and Observation | Nutrition educator has completed the activities and observation for Module 9. | | |
| Module 9 Competency | Nutrition educator is able to explain the two-step process for working with participants to develop their next steps. | | |

I verify _____ has achieved the learning objectives of the *Online WIC Listens Courses* and is competent to continue with WIC training. The nutrition educator meets the criteria set by the State to receive a *Certificate of Completion* for this course.

Trainer(s) Signature _____ Date _____

***File this form in the appropriate personnel file in accordance with WIC policy.**