

Client Centered Services Skill Building for Counselors Workbook



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Michigan Department of Health and Human Services, WIC Program, Lansing, MI

www.michigan.gov/wic

Client Centered Services Skill Building for Counselors

Your CCS skills are always growing and changing. The more you use the skills, the more confident you will become. Your conversations will be more meaningful as you help clients work through barriers to improve health outcomes.

To complete this workbook, watch the webcasts listed below and complete at least two feedback experiences. You can check the boxes to track your progress.

To access the video links and materials, go to <http://www.michigan.gov/wic>. Click on the *WIC Providers* button, then click on the *Client Centered Services (CCS)* link.

Webcasts for Challenging Situations

WIC clients face challenging situations and you can help guide them to positive behavior changes using motivational interviewing strategies. Watch the webcasts listed below for helpful ideas for addressing the challenges.

- Continuity of Care: Why it Takes a Team* (1 hour)
- Approaching Sensitive Topics in WIC Nutrition Counseling* (1 hour)
- Evoking and Building Motivation for Change* (1 hour)
- Client Centered Goal Setting* (1 hour)

There are other CCS Skill Building webcasts available for viewing. Though not specifically targeted at counseling staff, they contain valuable information. These webcasts include:

- *Approaching Difficult Conversations*
- *Effective Communication Skills with Clients and Coworkers*
- *Tips for Dealing with Difficult People*
- *WIC Mentoring: Building Strategies for Success*

CCS Skills Practice, Feedback, Practice

To practice your CCS skills, download and follow the instructions in *You Might Be Better Than You Think: How to Get Feedback on Your Ability to Communicate to Motivate for Counselors*.

- Review *You Might Be Better Than You Think: How to Get Feedback on Your Ability to Communicate to Motivate for Counselors*.

Support and encouragement from a designated mentor or supportive coworker facilitates confidence and growth. If you have not already, this is a great time to ask your WIC Coordinator to connect you with a designated mentor or co-worker and complete two CCS skills feedback experiences.

- Feedback Session 1
- Feedback Session 2

Once you finish the tasks, please complete the Self-Reflection form and Certificate of Completion.



Client Centered Services
Skill Building for Counselors

Self-Reflection

Name: _____ Date: _____

What I learned from *Client Centered Services Skill Building for Counselors*.

One or more issues that WIC clients bring that are a challenge for me.

One or more strategies that would be helpful for me to use counseling WIC clients.

One or more CCS skills I desire to strengthen:



Certificate of Completion

This is to certify that

_____ (Attendee)

Has successfully completed the

Client Centered Services
Skill Building for Counselors

On _____ (Date)

_____ (Supervisor/Manager)