

Rethinking How We Listen and Respond in WIC for Counselors Workbook



2019

Rethinking How We Listen and Respond in WIC for Counselors

This mini-series highlights the motivational interviewing journey of two WIC professionals. It addresses many common misperceptions about using client centered services skills in the WIC clinic setting, as well as, practical ways WIC staff can overcome their own barriers.

Simply follow the links to view the videos for *Rethinking How We Listen and Respond in WIC*. The entire mini-series is about two hours and a content outline is included. You can check the boxes below to track your progress.

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

Web Link: www.wichealth.org/Support

- Overview – Purpose: It is Possible to Apply
- Lesson 1 – How Do WIC Moms Want to Be Treated?
- Lesson 2 – Setting the Tone, MI Isn't Just for CPAs
- Lesson 3 – It's Not All or Nothing
- Lesson 4 – Three Minutes in WIC: Non-MI Approach Versus MI Approach
 - Too Stressed to Eat Healthier
 - Overwhelmed with Feeding Challenges
 - Like Mother, Like Daughter: Picky Eater
 - Run Away: Weight Gain During Pregnancy
- Lesson 5 – Break Room Frustration
- Lesson 6 – Journey to Motivational Interviewing: Challenges and Tips



Lesson 1. How Do WIC Moms Want To Be Treated?

Lesson 2. Setting The Tone, MI Isn't Just For CPAs

- Quick WIC.
- Client Centered from the Start.

Lesson 3. It's Not All Or Nothing

Lesson 4. Three Minutes In WIC: Non-MI Approach Versus MI Approach

Too Stressed To Eat Healthier

- Non-MI approach: How did it work for WIC staff and for moms?
- MI approach: How did it work for WIC staff and for moms?

Overwhelmed With Feeding Challenges

- Non-MI approach: How did it work for WIC staff and for moms?
- MI approach: How did it work for WIC staff and for moms?

Like Mother, Like Daughter: Picky Eater

- Non-MI approach: How did it work for WIC staff and for moms?
- MI approach: How did it work for WIC staff and for moms?

Run Away: Weight Gain During Pregnancy

- Non-MI approach: How did it work for WIC staff and for moms?
- MI approach: How did it work for WIC staff and for moms?

Lesson 5. Break Room Frustration

- Fixing does not help!
- No one listens!
- Listening is an important motivational interviewing skill.
- Being heard feels supportive.
- Building confidence in minutes.

Lesson 6. Journey To Motivational Interviewing: Challenges And Tips

- Challenge 1. There is not enough time.
- Challenge 2. It feels unnatural or awkward.
- Challenge 3. This is not what I learned in my professional training.
- Challenge 4. I am already doing a good job.
- Challenge 5. I won't know if I'm doing it right.
- Challenge 6. It won't make a difference.
- Motivational interviewing makes differences.



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Self-Reflection

Name: _____ Date: _____

What I learned from *Rethinking How We Listen and Respond in WIC*.

One or more benefits of using motivational interviewing with WIC clients:

One or more challenges WIC staff can have using motivational interviewing with WIC clients:



Michigan WIC Program
Client Centered Services Skills Development
Certificate of Completion

This is to certify that

_____ (Attendee)

Has successfully completed the mini-series

Rethinking How We Listen and Respond in WIC
for Counselors

On _____ (Date)

_____ (Supervisor/Manager)