

BEFORE YOU BEGIN !

WELCOME TO CLIENT-CENTERED EDUCATION ON-LINE TRAINING

The WIC Participant-Centered Education (PCE) training modules were produced by USDA Western Region to help WIC staff gain competency in effective client interactions and discussions that support VENA (Value Enhanced Nutrition Assessment).

GETTING STARTED - SYSTEM REQUIREMENTS

The PCE modules must be viewed in Internet Explorer versions 7-10; these courses will not work in Firefox or Google Chrome. The modules have video and audio; you will need speakers or headphones. The modules are available in the Learning Management System, CourseMill, located at <https://courses.mihealth.org>. After signing into the system, the My Courses page will appear. Scroll down to “WIC Client-Centered/PCE” and click on the Launch Course icon  to the far left to open a module.

WHAT’S INCLUDED and HOW LONG IT WILL TAKE

The WIC PCE Introduction module must be viewed first, one time, as a prerequisite.. Staff may complete modules 1 through 9 individually in any order and at various times, to allow for personal learning schedule and review. The approximate time for each module, once loaded, is listed. Completion of the introduction and all nine modules will take an estimated 100-120 minutes total. Note: Some regional terms are used in the modules that may differ from Michigan WIC terms, for example, participant vs. client, and “checks” instead of Electronic Benefit Transfer/EBT.

WIC PCE Introduction (15 minutes) – prerequisite

Module 1 – Motivating Change (10 minutes)

Module 2 – The Spirit of PCE (5 minutes)

Module 3 – Opening the Conversation (7 minutes)

Module 4 - O.A.R.S. (20 minutes)

Module 5 – Roadblocks to Listening (6 Minutes)

Module 6 – Moving from Assessment to Counseling (5 Minutes)

Module 7 – Providing Nutrition Education (16 minutes)

Module 8 – Rolling with Resistance (8 minutes)

Module 9 – Next Steps (7 minutes)

RESOURCES

Several reproducible documents are available for staff learning and use in client interactions by clicking on “Resources” in each PCE module lower left corner. Resources will also be available on the MDCH WIC website: www.michigan.gov/wic, click on WIC Providers, then Nutrition Education Resources and Publications, “WIC Participant-Centered Education” module resources.

CERTIFICATES OF COMPLETION can be printed at the end of each module to verify staff training.

QUESTIONS about the modules? Contact the State Consultant DuJour 1-800-942-1636.