

Rethinking How We Listen and Respond in WIC for Clerks and Techs Workbook



2019

Rethinking How We Listen and Respond in WIC for Clerks and Techs

This mini-series addresses many common misperceptions about using motivational interviewing 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*. This mini-series is about 15 minutes. 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



*Rethinking How We Listen and Respond in WIC
For Clerks and Techs*

Self-Reflection

Name: _____ Date: _____

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

One or more benefits of 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

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On _____ (Date)

_____ (Supervisor/Manager)