

# Client Centered Services Skill Building for Clerks and Techs Workbook



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

[www.michigan.gov/wic](http://www.michigan.gov/wic)

## Client Centered Services Skill Building for Clerks and Techs

The more you practice CCS skills the more confident you will become. Your conversations will be more meaningful and save you time in the long run.

### Facing Challenges

This course contains videos about communicating more effectively with clients and coworkers in your work environment. To complete this workbook, watch the webcasts listed below. You can check the boxes to track your progress.

### Webcasts for Communicating

Many WIC clients face barriers just to access WIC services. You can apply effective strategies to help meet their needs. Watch the webcasts listed below for helpful ideas addressing both client and coworker situations, and dealing with difficult people.

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.

- Continuity of Care: Why it Takes a Team* (1 hour)
- Effective Communication Skills with Clients and Coworkers* (1 hour)
- Tips for Dealing with Difficult People* (1 hour)
- Excellence in Service* (1 hour)

The videos take approximately two hours total to complete. Once you finish the course, please complete the *Self-Reflection* form and *Certificate of Completion*.



*Client Centered Services Skill Building  
for Clerks and Techs*

Self-Reflection

Name: \_\_\_\_\_ Date: \_\_\_\_\_

What I learned from *Client Centered Services Skill Building for Clerks and Techs*.

One way I can communicate more effectively with WIC clients and coworkers is:

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One tip I plan to use for dealing with difficult people is:

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Michigan WIC Program  
Client Centered Services Skills Development

Certificate of Completion

This is to certify that

\_\_\_\_\_ (Attendee)

Has successfully completed the

*Client Centered Services  
Skill Building for Clerks and Techs*

On \_\_\_\_\_ (Date)

\_\_\_\_\_ (Supervisor/Manager)