

## NV WIC CARES Counseling Observation Form

Counseling Skill	Examples	Observations (Specific examples heard or observed)
<p><u>Building Rapport</u> (Greet Participant, Introduces him/herself, sets the agenda, takes steps to build rapport, friendly, is sensitive to cultural differences)</p> <p><b>Connecting with Families</b></p>	<p>Hi, My name is Sally. Today we are going to check Johnny's weight, height and iron and then go over some health questions. Is that okay with you?</p> <p>Great, first lets go through your income and residency eligibility. What questions do you have before we begin?</p>	
<p><u>Uses Open-Ended Questions</u> (CPA uses open-ended, non-judgmental questions to engage participant and to adequately assess. Uses critical thinking skills to probe appropriately using open-ended questions to gather information).</p> <p><b>Asking Open-Ended Questions</b></p>	<p>So, how is your pregnancy going?</p> <p>How do you feel about how her weight is now?</p> <p>I noticed that you marked that Johnny does not like milk. Tell me more about that.</p>	

<p><u>Completes the assessment before educating.</u></p> <p>(CPA waits to offer advice/education until he/she has completed the majority of assessment)</p> <p><b>Asking Open-Ended Question</b></p>	<p>You wrote on the form that you are concerned that Mary is still on the bottle. What are some things you've tried to wean her?</p> <p>So your mother told you that you should put rice cereal in the bottle so that Mary would sleep better through the night. What other foods do you offer?</p> <p>I see here that you want more information on how to wean Mary, that's something we can talk about today once we're done w/ the questionnaire, if you'd like.</p>	
<p><u>Allows time for participant to talk</u></p> <p>(CPA does not dominate the conversation. The participant does 50% or more of the talking during the visit)</p> <p><b>Responsive Communication</b></p>	<p>Uses the questionnaire to probe, but allows participant to answer the questions verbally instead of looking at the questionnaire alone.</p> <p>The CPA lets the participant guide the conversation during education. Does not automatically give handouts, listens.</p>	

<p><u>Summarizes</u></p> <p>(CPA summarizes what has been said and asks for feedback to see if she has correctly identified participant's concerns)</p> <p><b>Responsive Communication</b></p>	<p>So, Michelle, it sounds like you don't want to offer your baby solid foods until she is 6 months, but you're worried that might be too late. Did I miss anything?</p>	
<p><u>Affirms participant</u></p> <p>(CPA seizes appropriate opportunities to make affirming statements)</p> <p><b>Empowering Participants</b></p>	<p>That's a wonderful idea!</p> <p>You know, you're not alone. I hear that a lot!</p> <p>Wow he's such a big boy. It's because of what a great job you're doing and all that wonderful breast milk!</p>	
<p><u>Works with participant for next steps:</u></p> <p>(CPA works with the participant to determine next steps, plan, or offer a NED opportunity that interests the participant)</p> <p><b>Support With Follow Up</b></p>	<p>It sounds like you have a lot of great questions about breastfeeding. We have a class later this month with the lactation counselor about getting started breastfeeding. We can also schedule you to meet with her one on one. Which one would you prefer?</p>	