



Welcome


Minnesota WIC Program
Participant-Centered Webinar Series

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Guidelines

- ▲ Phones on mute
- ▲ Raise hands
- ▲ Chat box




The Plan

- ▲ **Topic area: Staff Development and Training**
- ▲ **Ideas for Staff Development**
- ▲ **Resources for Staff Development**


Staff Development and Training

- **3 Key Messages:**
 - Embracing PCS takes ongoing training and support
 - The investment is worth it
 - Resources for staff development exist
- **Assignment: Share one thing**
 - One idea you may try
 - One suggestion for others
 - One goal for the next month
 - One story about results




Types of Staff Development


- **One-on-one mentoring sessions**
- PCS activities / exercises
- Facilitated discussions
- Role plays/scripts
- Weekly/monthly email tips
- Books, articles
- Video clips, videotapes with discussion
- Sharing trends/best practices from mentoring



One-on-One Mentoring



- Help staff at different stages of PCS skill development
- Help mentees verbally process their PCS growth
- Focus effort and attention
- Share ideas
- Build confidence
- Identify training needs



Poll Question

1
2
3

Status of mentoring
within your agency



Customizing Mentoring

- Set realistic goal, such as ask open ended questions for the beginner and make goal per staff individual when needed.
- Discuss what they want to concentrate on and strategize.
- When we are mentored, we first identify an area we want to work on. Using a personal evaluation tool for PCS skills helps us see our progress and growth areas.
- I focus on their talents. I am very specific about the skills that they have developed and encourage them to think about why they think they are good at those and how can they transfer to other areas.



Other Types of Staff Development

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Staff Development Ideas

- We have been using Molly Kellogg's website for tips during our meetings, role playing.
- We have done some of the modules provided from other states using PCS, these are located on our WIC website.
- Role playing.
- We have a mock PCS situation and discussion at our staff meetings.
- We have had Skill Building Sessions every 6 weeks or so where we address many different PCS topics and use a variety of activities to develop skills.
- Choosing one PCS topic a month to concentrate on and sharing in large group the effectiveness (or non effectiveness) of a particular skill.

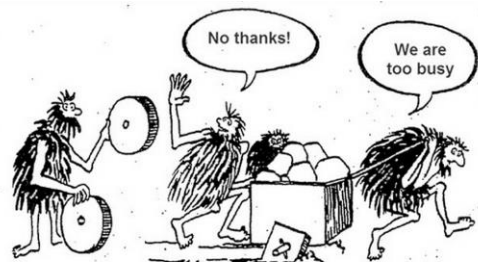


Ideas /Topics for Staff Development

- Input from staff
- Areas: counseling, customer service, nutrition
- Trends in observations



Resources



Resources

- **WICWorks**
 - Bridging the Gap – Webinar series:
<https://wicworks.fns.usda.gov/vena2training>
 - Online trainings: *New* - VENA: Connecting the Dots Between Assessment and Intervention
 - <https://wicworks.fns.usda.gov/topics-z/participant-centered-services> (Staff development resources)
- **Molly Kellogg** – link and instructions can be found:
<https://mollykellogg.com/professionals/counseling-intensive/>
- **MINT Training handbook**
 - <http://motivationalinterviewing.org/motivational-interviewing-resources>



Other State Resources

- **Nevada WIC Cares:**
 - <http://nevadawic.org/wic-staff/nv-wic-c-a-r-e-s/>
- **Oregon WIC Listens:**
 - <https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/orwl.aspx>
- **Washington WIC Connects:**
 - <http://www.doh.wa.gov/ForPublicHealthandHealthcareProviders/PublicHealthSystemResourcesandServices/LocalHealthResourcesandTools/WIC/Training/WICConnects>



Videos/audio-recordings

- **WIC Services Toolkit: (Mid-Atlantic Region)**
 - https://wicworks.fns.usda.gov/wicworks//Sharing_Center/gallery/staff3.html#tool
- **The behavioral science guys:**
 - YouTube. <http://www.crucialskills.com/category/bs-guys/>
- **Brené Brown:**
 - <http://brenebrown.com/>
- **Midwest Participant-Centered Training Video**
 - <http://www.health.state.mn.us/wic/localagency/training/nutrition/nst/pcsdiscussionguide.pdf>. (workbook)



Role-Playing/Scripts

- An activity that was more effective than I expected was having staff read a counseling session script out loud and then we discussed it as a group; this has been a great way to demonstrate good counseling skills.
- **Oregon WIC Listens:**
 - <https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/orwl.aspx>



- **CPA:** So tell me, how are you feeling with this pregnancy? **[Open-ended question]**
- **Ana:** I was really sick at the beginning. Nauseous all the time. I didn't throw up, but I had that feeling, you know. But that all went away and now I have been feeling pretty good, hungry all the time.
- **CPA:** You're appetite is back in full swing. **[Reflective listening]** How would you describe your eating habits? **[Open-ended question]**
- **Ana:** Just ok, I guess.
- **CPA:** Tell me more about how you would describe 'just ok.' **[Open-ended question]**



- **Ana:** I have never really been concerned with what I eat. I mean, I do eat, but usually not a ton, just a little here and there. And most of the time I am running around so I eat a lot of fast food or something quick. I know I should change and eat better for the baby – better stuff and more food – but with working and other stuff, I don't have time to have those full sit down meals every day. **[Participant expresses an area for potential change]**
- **CPA:** You'd like to eat a little healthier for the baby, and you want to do it in a way that works with your busy schedule. **[Reflective listening]** I have a handout on healthier choices you can make at fast food places. Would that be helpful for you? **[Asking permission]**



- **Ana:** Definitely.
- **CPA:** OK, I will write down 'fast food' on my pad here so we can make sure to come back to that after we finish a couple more questions. **[Holding education conversation until finishing the assessment]**
- **Ana:** Ok.



Tips for Role Plays

- Make it topic based
- Have a discussion first – set the stage
- Partners – make it safe
- Some guidelines for characters
- Group rules (e.g. rewind/do over)



Staff Development Ideas

- We review at staff meetings. possible role play with each other utilizing tools provided at PCS training.
- Weekly e-mail tips.
- We have a PCS topic at our monthly staff meetings, so we can discuss what is going well, or challenges being experienced, and brush up on techniques.
- Continued refresher seminars with lots of examples and practice sessions on the skills.
- Have a focus skill of the month, everyone is working on together - to use this one skill of focus.
- Keep it alive by talking about it (i.e., situations where it worked well or where it could have gone better) informally as well as scheduled meetings.



Activities /Exercises

- Reinforce skills learned in training
- Can be short or longer depending on available time
- Shared experience working together



Activities

- **Example – Reflective Listening**
- Underline the change talk and form a reflection
- She loves the juice. She could drink it all day long. I worry a little that it is filling her up and that is why she is so picky but at least she is getting the vitamins from the juice.



Activities

- Example – Core skills
- Questioning, Listening, Sharing
- Teams of 4 (rotate skills)
 - First person asks a question (person responds naturally)
 - Next person offers a reflection (person responds naturally)
 - Next person shares some information (can ask permission)
- **Participant Statement:**
 - I am not going to join a gym but I do want to exercise more. Maybe I could exercise while the kids are at their grandmothers.



Staff Development Ideas

- Do PCS exercise/review during monthly staff meeting and do reflective practice as a group of 3 CPA's once a month to brainstorm ideas that we struggle with [when using] PCS skills with participants.
- We have started having meetings with our mentees to review each part of PCS and then also another meeting to do activities/role play scenarios, some have been from the mentoring webinars. So we are doing our one-on-ones quarterly now vs. every month and then having a group meeting the other two months.
- Temperament test so that each one understands herself better and understands how others are others think/respond the same or differently.



Facilitated Discussions

- Formal / informal
- Topic based / not
- Short / long
- Keeps PCS in the discussion
- Continued focus on growth
- Essential element – questions
 - Not knowledge-based questions
 - Experiential / opinion



Creating Your Own

- **Affirmations**
 - Think about a time when you received a deeply meaningful compliment from someone you trusted and respected. How did it feel? What made the compliment meaningful?
 - What are some of the reasons we use affirmations in our counseling at WIC?
 - What happens when people feel good about themselves and confident?
 - What are some strengths we see in our participants?
 - How can we affirm those strengths?
 - What are some ways that we can affirm each other?



Idea: Journal Club

- Small notebooks
- One month – journaling
 - Few times per day
 - Successes, challenges, questions, ‘aha’ moments
- Staff meeting – facilitated discussion
 - Come prepared to discuss
 - Biggest ‘aha’ moment
 - Things that worked
 - Challenges to brainstorm



Facilitating Staff Development



Facilitation Skills

- Come prepared.
- Asking for input, involve all staff, quick, interesting.
- Have staff involvement.
- Keeping the group on task. Staying confident when you aren't sure if a staff activity will "work" - the discussions often turn out better than expected. Using open ended questions and other PCS skills to help staff explore their opinions, experiences and questions around PCS.
- Listening to mentees, having a goal in mind to concentrate on a particular focus...



Setting The Stage

- Introduce the topic
- Clear directions
- Engage the audience fairly quickly



Making It Safe

- Small groups / partner share
- Brainstorming (all ideas)
- No wrong answer
- No knowledge-based questions



Poll Question



Making it Safe



Catch



Or Throw

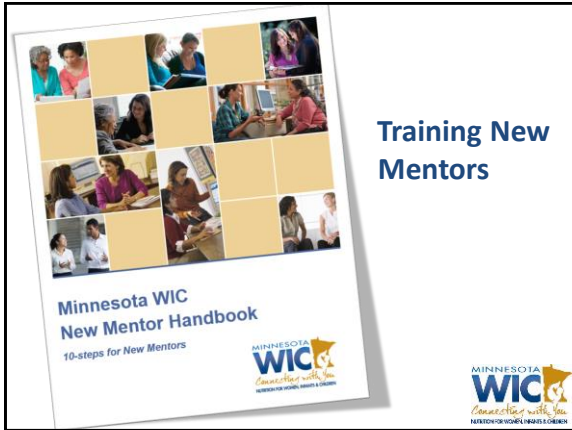
Sharing Information



Management Support

- Sell benefits of staff development
- Come prepared with ideas
- Show minimal impact plan
- Discuss payoff of investment

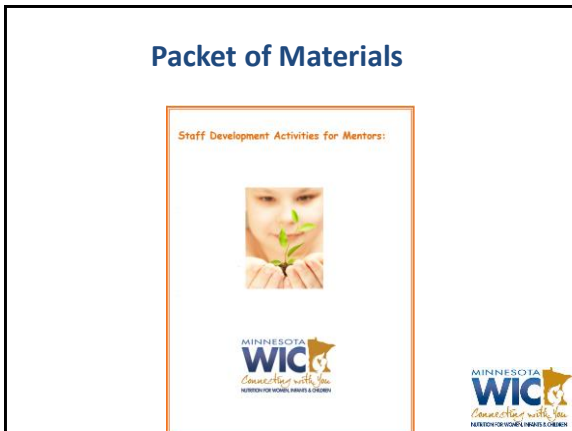




Training New Mentors

Idea Share

- One idea you may try
- One suggestion for others
- One story about results
- One goal for the next month



Packet of Materials

