

Stay Connected: Techniques for Phone and Video Education in WIC

SEPTEMBER 2019

Partner Practice – Discussion Guide

This discussion guide has been developed to be used in conjunction with the activity Partner Practice. Consider posing some or all these questions to staff as you facilitate a debrief discussion for the role play activity.

After Round 1

- Ask staff to not share any details of the scenario they just participated in because they are going to trade scenarios with their co-workers and practice again. Then pose some, or all of these questions:
 - How was the audio quality?
 - For those of you in the role of the staff person was there anything you would change about your equipment?
 - How did the length of that session compare to the typical length of an in-person session?

After Round 2

- When you were in the role of the client, what specifically did your partner do that made you feel heard?
- When you were in the role of the staff person, was there anything that made it difficult to focus on the participant? If so, what ideas does anyone have for eliminating that distracter?
- What questions did you use or hear that worked well for a phone session?
- One of the scenarios includes a foster parent who is unsure how much longer the child will be in her custody. She also doesn't have any questions, 'everything is going well'. For those of you who had this scenario:
 - What did the staff person do about nutrition education?
 - How many months of benefits were provided?
 - When and what type of future appointment was scheduled?
- One of the scenarios includes a 4-year-old child who was assigned nutrition risk code 425C. Since the last WIC visit mom has reduced the amount and frequency of juice her son is getting. In this scenario mom had other questions/concerns today.
 - What if the mom **did not** have any questions/concerns?
 - What other topic or topics might you talk with her about and how would you introduce them?

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