Step-by-Step: Client-Centered Skills for WIC Counselors Online Training
December 2015

The training was developed by Molly Kellogg, RD, LCSW. Her training is specifically designed for WIC counselors and focuses on basic motivational interviewing skills that are essential to provide participant-centered counseling.

What is participant-centered counseling?
Participant-centered counseling places the participant at the center of every WIC interaction. It emphasizes collaboration with the participant, giving them the freedom to choose options that work for them. In participant-centered counseling, nutrition educators work collaboratively with participants to elicit and support their motivation to change, respecting them as the ones who ultimately decide if and when they will learn and/or make a change. USDA Food and Nutrition Service has referenced the importance of using participant-centered counseling principles and techniques throughout the Value-Enhanced Nutrition Assessment (VENA) guidelines and Nutrition Services Standards for WIC.

Why are we doing this training?
Many current WIC staff received training on motivational interviewing after we completed our WIC motivational interviewing research study in 2008. New staff that have been hired since then have received some training on counseling skills including motivational interviewing through WIC University and the WIC Learning Online modules. However I thought this training would be a good refresher and compliment to the other training that has been provided in the past. Trainings on participant-centered services and counseling are being provided to WIC staff across the country, and I felt that this would be an easy and inexpensive way to bring a quality training on this topic to ND WIC. As shown by the annual participant surveys, our WIC participants are very happy with the services that they are receiving. They feel staff support them and discuss their needs and concerns. However we can all use reminders and refreshers on these types of skills, and I think this training will do a good job providing that.

What is involved in completing the training?
The program includes eleven units each with an audio podcast, notes, and a practical article. The podcasts aren’t very long, and the total amount of time spent listening to them will be 134 minutes. The assignments for the entire training are listed below.

Assignment One
1. Go to this website – http://www.mollykellogg.com/StepWIC6h.html and bookmark it for future reference. Enter the password, WIC cares.
2. Review the first podcast, Introduction: Engaging the Client (13 minutes). Print and review the notes pages. Read Tip #102, The Very Beginning.
3. Practice at least one new skill learned from the podcast for a week or so to see how it works for you.

Assignment Two
1. Go to this website – http://www.mollykellogg.com/StepWIC6h.html and bookmark it for future reference. Enter the password, WIC cares.


6. Go to Survey Monkey, [https://www.surveymonkey.com/s/TWWKJNJ](https://www.surveymonkey.com/s/TWWKJNJ), and complete the short survey to document completion of the these four podcasts. Keep track of the dates that you complete each podcast as you will enter those on the survey.

7. Practice at least one new skill learned from each podcast for a week or so to see how it works for you.

**Assignment Three**
1. Go to this website – [http://www.mollykellogg.com/StepWIC6h.html](http://www.mollykellogg.com/StepWIC6h.html) and bookmark it for future reference. Enter the password, WIC cares.


3. Go to Survey Monkey, [https://www.surveymonkey.com/s/podcasts六](https://www.surveymonkey.com/s/podcasts六), and complete the short survey to document completion of this podcast.

4. Practice at least one new skill learned from this podcast for a week or so to see how it works for you.

**Assignment Four**
1. Go to this website – [http://www.mollykellogg.com/StepWIC6h.html](http://www.mollykellogg.com/StepWIC6h.html) and bookmark it for future reference. Enter the password, WIC cares.

2. Review the seventh podcast, *Attending to the Client: What is important to the client?* (10 minutes). Print and review the notes pages. Read Tip #20, *Unpacking Meaning*.


4. Review the ninth podcast, *Attending to the Client: Listening for Change Talk* (11 minutes). Print and review the notes pages and handout. Read Tip #69, *Change Talk*.

5. Go to Survey Monkey, [https://www.surveymonkey.com/s/podcasts789](https://www.surveymonkey.com/s/podcasts789), and complete the short survey to document completion of this podcast.

6. Practice at least one new skill learned from this podcast for a week or so to see how it works for you.

**Assignment Five**
1. Go to this website – [http://www.mollykellogg.com/StepWIC6h.html](http://www.mollykellogg.com/StepWIC6h.html) and bookmark it for future reference. Enter the password, WIC cares.

2. Review the tenth podcast, *When It’s Time to Provide Advice* (9 minutes). Print and review the notes pages. Read Tip #59, *A Format for Providing Advice*. 
3. Review the eleventh podcast, *Pulling It All Together: How this fits into a WIC contact* (14 minutes). Print and review the notes pages. Read Tips #43 and #100, *When You Have Very Little Time and Structuring Sessions*. For those of you who do group sessions (classes, support groups), there is additional reading that can be done.

4. Go to Survey Monkey, https://www.surveymonkey.com/r/podcasts1011, and complete the short survey to document completion of the these two podcasts. Keep track of the dates that you complete each podcast as you will enter those on the survey.

5. Practice at least one new skill learned from each podcast for a week or so to see how it works for you.

6. Optional: Sign up for Molly’s email newsletter, Counseling Tips for Nutrition Therapists, at http://www.mollykellogg.com/counseling-tips/subscribe. Since this is our last assignment, it might be a good idea to sign up for Molly’s tips for reminders of the concepts learned.