Taking Participant Centered Services to the next level!

Molly Kellogg’s Step by Step program is now available for Oregon WIC staff through 2013

Who is Molly Kellogg and what is Step by Step?
* Molly is a RD and nationally known motivational interviewing trainer.
* Molly Kellogg designed Step by Step to complement WIC staff training around participant centered services.
* Step by Step is based on motivational interviewing. MI is the basis of participant centered services in Oregon.
* Step by Step focuses on enhancing PCE skills that are essential for quality nutrition education and customer service.
* Step by Step consists of 11 units, each having a short audio podcast, note pages, tip sheet and suggested topics for group discussion.

What does this training mean for you?
* It is a fun way to refresh existing PCS skills and may help you develop new ones.
* You can hear examples of counseling in a WIC setting.
* It can be a part of your ongoing continuing education. Ask your training supervisor about including Step by Step discussions in quarterly in-services.

How might you use this program?
* Work through the units individually or with others in your agency before the end of 2013.
* You could review the program at your own pace and practice new skills over a period of time.
* Explore new resources that will be available on the Oregon WIC and Molly Kellogg websites (see sidebar).

How do you keep PCS going?

Starting with Oregon WIC Listens, Oregon WIC has focused on PCE over the past 5 years. We explored its use in individual counseling, group education sessions, and in the clerical setting. This new training provides an opportunity to further embrace participant centered services in Oregon!

We know that providing participant centered services doesn’t just happen after attending one training or reviewing a few articles. It takes on-going effort and attention to keep practicing these new skills.

Consider:
* What are you already doing in your agency to promote and sustain PCS?
* When do you talk about PCS with other staff in your agency?
* How do you use PCS during your individual encounters with participants?
* When you reflect on these interactions, what are the areas that you would like to strengthen?
PCS in Oregon...
Outcome of a statewide assessment

Oregon WIC state staff were interested in learning from you how PCS was going day-to-day in the clinic. We thought the best way to do that was to see PCS in action - up close and personal. So in 2012 we visited 13 local agencies and 23 clinics to observe participant centered services first hand and talk with different local WIC staff. Guess what we learned? The spirit of PCS is alive and well in Oregon! During our visits, we learned that while most LA staff are embracing PCS as a great way to do business, it isn’t always easy. Local agency certifiers and coordinators asked for more opportunities to strengthen existing PCS skills and learn new ones.

Areas of interest that were identified included:
* Using reflections
* Summaries - where do they go?
* Change talk - what is it and how does it impact my counseling?
* How can I transition from one topic to the next without losing people?
* How do I focus on the participant, not on the computer or the next person in line?
* Waiting to educate
* Educating effectively

The new Step by Step program includes units that might address these areas for you. The program’s small units can be completed over several months. This gives you time to practice each skill, because we know it takes practice to consistently incorporate PCS into each of our participant interactions!

Counseling tips in a free e-Newsletter

Molly Kellogg writes a free monthly e-newsletter that delivers helpful counseling tips right to your email. These newsletters are a spot on resource for WIC staff who are interested in exploring how they can use PCE skills every day. Written in a short, to-the-point style, the newsletters offer a quick and easy way to learn a little something new.

Several tips from the newsletters are incorporated into the Step by Step tip sheets and many more are archived online at: http://www.mollykellogg.com/tipsList.html

If you would like to receive these insightful newsletters to support your journey with PCS just sign up at: http://www.mollykellogg.com/index.html#Tips