

Front Desk Observations

Instructions: Observe participant encounters at the front desk. For the various participant centered skills listed below, note specific examples of what you hear or observe in the space provided. Examples for how these skills are used at the front desk are described on the other side of this page. Later, you will have the opportunity to share your observations with your Training Supervisor.

Skills to listen and watch for:	Observations: specific examples you heard or observed
<ul style="list-style-type: none">▪ “Spirit” of PCS: shows genuine warmth; respectful; accepting and non-judgmental; avoids “should” or “need to”▪ Opens the conversation/ greets the participant▪ Affirms participant▪ Asks some open-ended questions▪ Listens and allows time for participant to talk▪ Summarizes what participant has said▪ Handles difficult situations▪ Other:	

Examples of PCS Skills for Clerical Encounters

PCS Skill	Examples
<p><u>“Spirit” of PCS:</u> warmth, respect, acceptance, non-judgmental</p>	<p>Clerk accepts participant for who they are and what their interpretation of the world may be, even if she doesn’t agree with it; avoids saying “you should, you need to”; shows genuine warmth.</p>
<p><u>Opens appointment/greets the participant:</u> Clerk starts off appointment by greeting the participant and taking steps to build rapport with participant.</p>	<p>“Hi – Nice to see you. How can I help you today?”</p> <p>“Welcome to WIC! What can I do for you?”</p>
<p><u>Affirms participant:</u> Clerk seizes appropriate opportunities to make (genuine) affirming statements.</p>	<p>“Thank you for bring in all that documentation.”</p> <p>“You’re already a step ahead of the game!”</p> <p>“Your baby looks so cute! You really take good care of her.”</p> <p>“I am so glad you could make it today.”</p>
<p><u>Uses open-ended questions:</u> Clerk uses open-ended, non-judgmental questions to engage participant.</p>	<p>“What have you heard about using your WIC benefits? “</p>
<p><u>Listens and allows time for participant to talk:</u> The “talk time” is balanced between the clerk and the participant.</p>	<p>Clerk listens attentively to the participant and allows the participant to complete their answer and then asks appropriate follow up questions.</p>
<p><u>Summarizes:</u> Clerk summarizes what has been said and asks for feedback to see if she has correctly identified participant’s concerns.</p>	<p>“So Linn, let me make sure I understand. You have benefits issued for Similac for this month and next month, but the doctor wants to change Tommy over to Alimentum. You don’t have the medical documentation form but the doctor said they would fax it over yesterday. Did I miss anything?”</p>
<p><u>Handles difficult situations:</u> Clerk recognizes resistant behaviors and listens to the participant, acknowledges what has been said, shows empathy and avoids arguing, interrupting, negating, or ignoring what has been said.</p>	<p>Clerk listens to participant.</p> <p>“It sounds like you have had a rough morning. I am sorry to hear of all the challenges you experienced getting here. Let’s get you checked in so we can get you seen as soon as possible.”</p>