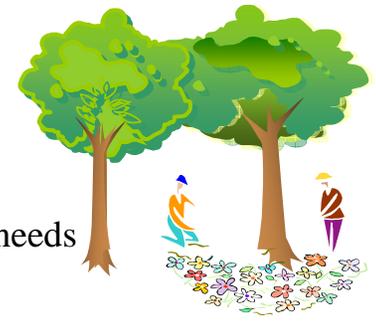


Summary of Key Participant Centered Education Components



Training resources and Level 1 standards

Participant centered education (PCE) focuses on people’s capacities, strengths and developmental needs – not solely on their problems, risks, or negative behaviors.

- Level 1 Standards indicate the baseline PCE components expected in all certifications.

PCE Components	Training resources	Level 1 standard
Building Rapport		
Spirit of participant centered services <ul style="list-style-type: none"> • Collaborative • Accepting • Respectful • Individualized • Non-judgmental • Genuine 	<i>PCE e-Learning Module 2 – The Spirit of Participant Centered Education</i>	Treat the participant with respect
Introduction <ul style="list-style-type: none"> • Greet the participant • Introduce yourself • Identify your role 	<i>PCE e-Learning Module 3 – Opening the Conversation</i>	Welcome the participant, introduce yourself and your role
Setting the agenda <ul style="list-style-type: none"> • How much time you have • What will happen during appointment • Ask permission to proceed • Ask an open ended question 	<i>PCE e-Learning Module 3 – Opening the Conversation</i>	Provide explanation of appointment
Affirmations <ul style="list-style-type: none"> • Find opportunities to sincerely compliment • Make supportive, reinforcing statements • Focus on the positive, successes, and efforts 	<i>PCE e-Learning Module 4 – O.A.R.S.</i> <i>“Saying something nice-Affirmations”, Continuing Education lesson</i>	Give affirmations

PCE Components	Training resources	Level 1 standard
Complete the Assessment		
<p>Critical thinking</p> <ol style="list-style-type: none"> 1. Collect all pertinent information. 2. Clarify or gather additional details. 3. Analyze and evaluate all the information you have collected. 4. Determine the best course of action. 	<p><i>Dietary Risk Module – Chapter 1, Page 20</i></p>	<p>Ask enough questions to complete a thorough assessment. Questions show the certifier is listening to participants expressed interests.</p>
<p>Active listening</p> <ul style="list-style-type: none"> • Focus undivided attention on participant • Balance of talk time between participant and certifier • Appropriate eye contact, expression, and body language • Accepting and non-judgmental • Leave out your needs or distractions 	<p><i>PCE e-Learning Module 5 – Roadblocks to Listening</i></p>	<p>Listen attentively</p>
<p>Open ended questions</p> <ul style="list-style-type: none"> • Begin with “what”, “how”, or “tell me” • Ask in a way that is open and accepting 	<p><i>PCE e-Learning Module 4 – O.A.R.S.</i></p> <p><i>“Asking Open Ended Questions”, Continuing Education lesson</i></p>	<p>Uses open ended questions to gather information</p>
<p>Probing questions</p> <ul style="list-style-type: none"> • Use to clarify or gather additional details • Use if participant provides short or generic answers (e.g. Fine, He’s healthy, He eats good) 	<p><i>PCE e-Learning Module 4 – O.A.R.S.</i></p>	

PCE Components	Training resources	Level 1 standard
Reflections <ul style="list-style-type: none"> • Simple – repeating or rephrasing • Deeper – paraphrasing or reflecting a feeling 	<i>PCE e-Learning Module 4 – O.A.R.S.</i> <i>“Mirror, Mirror on the Wall-Reflecting”, Continuing Education lesson</i>	Use simple reflections to check for understanding
Complete the assessment before educating <ul style="list-style-type: none"> • Wait to provide nutrition education until a thorough assessment has been done • Keep track of participant concerns and potential NE topics during assessment (e.g. circle charts) 	<i>PCE e-Learning Module 6 – Assessment to Counseling</i> <i>“Completing the full Assessment before Providing Education”, Continuing Education lesson</i>	Wait to educate until assessment is completed
Provide Nutrition Education		
Offer counseling and advice through a menu of options <ul style="list-style-type: none"> • Use interests expressed by participant during assessment to offer a list of potential NE topics to discuss • Offer counseling on areas of concern identified by the certifier from information collected 	<i>PCE e-Learning Module 6 – Assessment to Counseling</i>	Offer nutrition education related to the participant’s interests, concerns, category, or risk.
Anticipatory guidance <ul style="list-style-type: none"> • When no topic or area of interest is expressed by the participant, offer NE based on common areas of concern for participants of a similar age, category, or situation 	<i>PCE e-Learning Module 7 – Providing Advice – Offering Nutrition Education</i> <i>“Providing Anticipatory Guidance”, Continuing Education lesson</i>	Provide nutrition education based on topics relevant to the participant’s age and category if the participant does not express any specific interests or concerns.

PCE Components	Training resources	Level 1 standard
Explore/offer/explore <ul style="list-style-type: none"> • Ask what the participant already knows or has tried • Ask permission and then offer information • Find out what the participant thinks about the advice you offered 	<i>PCE e-Learning Module 7 – Providing Advice – Offering Nutrition Education</i> <i>“Providing Advice”, Continuing Education lesson</i>	
Limit printed materials <ul style="list-style-type: none"> • Ask permission to provide • Limit to one or 2 key items • Review key points • Have the participant interact with the info. 	<i>PCE e-Learning Module 7 – Providing Advice – Offering Nutrition Education</i>	Ask permission before giving printed materials to the participant. Offer materials related to the participant’s interests, concerns, category, or risk.
Rolling with resistance <ul style="list-style-type: none"> • Recognize resistance 	<i>PCE e-Learning Module 8 – Rolling with Resistance</i> <i>“Dealing with Resistance”, Continuing Education lesson</i>	
Support Health Outcomes – Closing the conversation		
Summarizing <ul style="list-style-type: none"> • Start with introduction e.g. Let me see if I understand... • Capture both pros and cons – end with pros • Check for understanding “Did I get it all?” • Use to get participant back on track or to reinforce what they have discussed 	<i>PCE e-Learning Module 4 – O.A.R.S.</i> <i>“Did I get it all? Summarizing”, Continuing Education lesson</i>	Summarize participant’s concerns and potential next steps

PCE Components	Training resources	Level 1 standard
<p>Next steps</p> <ul style="list-style-type: none"> • Ask the participant what they want to work on • Is individualized (is not a generic or standard statement used for all participants of a particular category) • Review any previously entered “Next Steps” 	<p><i>PCE e-Learning Module 9 – Next Steps.</i></p>	<p>Identify a next step that reflects something expressed by the participant and can be revisited at future appointments.</p>
<p>Positive health outcome eligibility statement</p> <ul style="list-style-type: none"> • Summarize the reasons the participant is on the program • Include length of certification • Connect to a positive health outcome for their category 	<p><i>PCE e-Learning Module 9 – Next Steps.</i></p> <p><i>“Program Eligibility: A Health Outcome Approach”, Continuing Education lesson</i></p>	<p>Make an eligibility statement that includes the reason for WIC participation, connects to an appropriate positive health outcome and states the length of cert period</p>
<p>Food package assignment</p> <ul style="list-style-type: none"> • Based on participants needs and risks 	<p><i>Food Package Assignment module</i></p>	<p>Assign a food package that meets the participant’s needs</p>
<p>Setting the next appointment</p> <ul style="list-style-type: none"> • Meets participants expressed interests 		<p>Appointment offered for second nutrition education related to the participant’s expressed interest, category, or risk</p>

