

Review Activity – Active Listening Skills

Case Study A

A mother and her 4 year old son are at WIC today for a follow-up appointment. At the last appointment, mom had eagerly agreed to an individual appointment instead of a class because she was concerned about how chubby her son had become. His weight was well above the 95th percentile and almost going straight up instead of following the curve. At this appointment, she becomes very distressed after her son is weighed and the scales show he gained 5 pounds in one month and his growth curve continues to go straight up. She tells you he doesn't really snack between meals and she tries to limit his intake at meal times, but she finds it very difficult to withhold food when he says he's still hungry. She also tells you it's very hard to get him to go outside to play because the other kids sometimes are mean to him. She wonders if other health issues are causing the rapid weight gain.

Active Listening Skill	Counselor Response
Open questions	
Affirmations	
Reflections	
Summaries	

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Case Study B

The participant is three months pregnant. She and her boyfriend are living with friends until they can get enough money to rent an apartment. The doctor told her she's pregnant, but she really doesn't feel pregnant and isn't nauseous or ravenously hungry like she thought she would be. She says she's grateful about not being hungry because she's on a real tight budget and can't afford much food. She wants to have a healthy baby, but doesn't know what's she's suppose to eat or not eat while pregnant.

Active Listening Skill	Counselor Response
Open questions	
Affirmations	
Reflections	
Summaries	