

# Oregon WIC Listens – Continuing Education: *Providing Advice*



## Staff Handout

### Content:

When we provide advice to a participant, we want to be sure to do so in a neutral manner. Ideally we would like to encourage participants to say the kinds of things we usually tell them. By offering professional advice in a motivation-enhancing way, you may be able to encourage participants to say the kinds of things we usually tell them. Remember *“people are generally better persuaded by the reasons which they have themselves discovered, than by those which have come into the minds of others.”*  
~Pascal Pensees

Exchanging information should help support the decision-making process of the participant. Here are some tips to assist you in providing advice to participants.

- ❖ Ask the participant what she already knows or has already tried
- ❖ Pick one or two areas to focus on - avoid overwhelming participants with too much information
- ❖ Offer a short menu of options/ideas for them to try
- ❖ Check-in frequently for understanding
- ❖ Avoid “should”, “must”, “need to”
- ❖ **Let go of educating on every risk, concern, or issue**

There are only certain situations when advice should be provided. Give advice only in the following circumstances:

- ❖ You have completed a full assessment
- ❖ The client asks for advice
- ❖ You feel professionally bound
- ❖ You ask permission
  - Directly
    - *“Can I share some information with you?”*
    - *“I have a pamphlet that you might find helpful. Would you like to go over it together?”*
  - Indirectly
    - *“You can take or leave what I am about to say. As your WIC certifier, I encourage you to think about offering your child more fruits and vegetables.”*
    - *This may or may not work for you, but some people find that ...”*

If you don't know the answer to a question a participant asks you:

- ❖ Reflect the emotion you hear in the question
- ❖ Offer what help you can and perhaps to look into their question
- ❖ Stay within your scope of practice

**Practice Activities:**

**1. Explore/Offer/Explore Sandwich Technique-** Using the handout entitled *Offering Nutrition Education: Explore/Offer/Explore Sandwich Technique* begin to practice giving advice in this way. Use the following case studies to determine how could you use “Explore, Offer, Explore” with these participants. Once you have completed the three step process for each participant, partner with a co-worker to discuss your results.

## **Case Studies for Explore/Offer/Explore**

<b>Angela Fernandez</b> <b>Pregnant teen w/nausea and poor wt gain</b>	<b>Wendy Wang</b> <b>3 year old on bottle</b>
<ul style="list-style-type: none"><li>• 17 years old</li><li>• pregnant in first trimester</li><li>• feels like throwing up a lot and don't have much appetite</li><li>• concerned about gaining too much weight</li></ul>	<ul style="list-style-type: none"><li>• Wendy is still on the bottle</li><li>• Wendy eats a variety of solid foods</li><li>• her weight and hemoglobin are fine</li><li>• Mom wants to get her off the bottle</li></ul>
<b>Miguel Romero</b> <b>22 month old w/constipation</b>	<b>La Tisha Simmons</b> <b>8 month old on fresh whole milk</b>
<ul style="list-style-type: none"><li>• Miguel has been constipated a lot lately</li><li>• Miguel is in day care 3 days and week and eats 2 meals a day there</li><li>• Miguel eats lots of snacks (chips and crackers) and drinks lots of milk and juice</li></ul>	<ul style="list-style-type: none"><li>• Mom put La Tisha on cow's milk recently to save some money (ran out of formula a couple of times) and Grandmother said it was time</li><li>• Mom prepares the family meals</li><li>• La Tisha has tried fruits and vegetables and some soft beans</li></ul>
<b>Darius Johnson</b> <b>4 year old who is heavy</b>	<b>Binh Vuong</b> <b>Post-partum and would like to lose wt</b>
<ul style="list-style-type: none"><li>• Darius' BMI is 94%</li><li>• Dad wants him to be healthy and doesn't see weight as a problem</li><li>• They like to watch sports together on TV</li><li>• On weekends they visit grandmother who lives near a park</li></ul>	<ul style="list-style-type: none"><li>• Binh is 5'1" and weighed 100# before her pregnancy</li><li>• she had her baby 2 months ago</li><li>• now she weighs 125 #</li></ul>

## **Explore/Offer/Explore**



# Sandwich

TOPIC

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Explore:  
What she knows, has heard, or would like to know

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Offer:  
Ask Permission  
Be Brief

Offer:  
Ask Permission  
Be Brief

Explore  
What she thinks or how she can use this info

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2. **Practice makes perfect** – Friends and family members alike will appreciate receiving advice in a participant centered way. The next time someone asks you for

advice, practice giving advice using the strategies discussed in this lesson. Begin to notice the way advice is received when presented in participant centered way.

3. **Observations** - Practice observing a fellow certifier. Take notes on the ways they are providing advice. Compare with the strategies discussed in this CE. Share your observations with your co-worker, being sure to highlight what they are doing well.