



Oregon WIC Listens

Active Listening: Forming Reflections

A. "My husband and I separated a few weeks ago, and I just can't seem to get everything organized. I am always running late."

B. "I'm sorry, I've been tired and have such a hard time concentrating since finding out I'm pregnant. I forgot to bring in my husband's check stubs."

C. "I missed my appointment because my child was sick. I need another appointment right away so I can get my vouchers. Can't you work me in today?"

D. "My mom was trying to help me clean my house and she threw away my vouchers! I really need to get my vouchers replaced. It wasn't my fault that they were lost."

E.