

# What is Participant Centered Services?

## Definition for the WIC Program:

Participant Centered Services (PCS) is a framework for providing WIC services that places the participant at the center of each interaction. WIC staff listen and guide the participant. The participant makes decisions based on his or her unique needs and circumstances.

## Dancing vs. Wrestling

### Interpersonal Style:

Motivation and resistance is powerfully influenced by the interpersonal style of the helping professional. (Miller and Rollnick, 1991, 2002)

### Interpersonal Style: Resistance Producing

- *Confronting*
- *Persuading*
- *Nagging*
- *Interrupting*
- *Ordering*
- *Judging*
- *Pressuring*
- *Criticizing*
- *Directing (you should; you need to)*
- *Talking down to*
- *Shaming*
- *Scolding*

The “righting reflex” is the need to....

- Fix things
- Set someone right
- Get someone to face up to reality

What are some resistance producing behaviors that you identify with?