

HOW TO ROCK IN YOUR ROLE: PCS FOR SUPPORT STAFF

BERNADETTE FLORES, MPA, RD & JILLIAN ONDREYKA, MPH, RDN, IBCLC SUBTITLE STYLE

MN WIC 2024 Training Conference

Breakout Session

Set the agenda

- Objectives
 - Recognize the unique contributions support staff make to WIC.
 - Practice role specific PCS skills.
 - Identify one role specific PCS skill to implement tomorrow.
- Partner share activity
 - Pick a quote and discuss with a partner why it resonates with you.
- Likeability
 - Importance
 - Effect
 - Methods
 - Poll: How do you let participants know you like them?
- Listening
 - Importance of this skill
 - Listen fully prior to resolution
 - Warm handoff at WIC and what information is passed to team member
- Activity
 - Poll: What does a new participant need to do prior to showing up for the first time?
 - Discussion: Impact of poverty, culture, literacy, language (jargon/acronyms), age, etc.
 - Poll: How does it feel going to a new place for the first time?
- Importance of language
 - Consider various greetings and how these may impact the participant
- Setting the agenda
 - Reduces anxiety and fear
 - Gains permission, implicitly or directly

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- WIC jargon and how you say it
 - Poll: What is some WIC Jargon best not used with participants?
 - Consider avoiding
 - Offer choices
 - Activity
 - WIC specific situations that can be rephrased
- Lollipop moments video: <https://www.youtube.com/watch?v=hVCBrkrFrBE>
- Wrap-up, Q&A, Close