



# Washington WIC – Certifier Competency Training Worksheet

## 2. Communication

Competency	Certifier is able to:	Training Requirements
<p>Develop relationships and nurture open communication with participants.</p>	<ul style="list-style-type: none"> <li>• Greet participant and introduce self at the beginning of the appointment.</li> <li>• Share with the participant what will happen and how much time it will take.</li> <li>• Create an inviting space to talk with the participant (e.g. staff person’s office or workspace).</li> <li>• Provide WIC services using technology and skills for remote appointment</li> <li>• Recognize the impact of ACEs on participant behavior and health outcomes.</li> <li>• Acknowledge participant’s questions and ask permission to proceed.</li> <li>• Listen to participant with:               <ul style="list-style-type: none"> <li>○ Presence</li> <li>○ Eyes and ears</li> <li>○ Acceptance and non-judgment</li> <li>○ Curiosity</li> <li>○ Genuine interest</li> <li>○ No interruptions</li> </ul> </li> <li>• Ask open-ended questions to learn more information about the participant.</li> <li>• Reflect what the participant says and avoid responding with advice.</li> <li>• Share a brief summary at the end of the conversation.</li> </ul>	<p><b>1. Review all information below:</b></p> <p><b>WIC Manual - Volume 1</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Chapter 1-Positive Participant Relations – Quality Service Delivery</a></li> </ul> <p><b>Core WIC Training</b></p> <ul style="list-style-type: none"> <li>• <a href="#">WIC Connects Training Guide</a></li> </ul> <p><b>2. Complete the following in the Learning Center (LC):</b></p> <ul style="list-style-type: none"> <li>• <a href="#">DOH State WIC The Basics – Using Video Technology for Remote WIC Services</a></li> </ul>

Continued on Next Page -



## Washington WIC – Certifier Competency Training Worksheet

### 2. Communication

Additional Training Resources
WA-State WIC <ul style="list-style-type: none"><li>• <a href="#">WIC Connects</a></li></ul>

Be sure to discuss any outstanding questions or issues with certifier. Document completion of this competency on Certifier Competency Training Documentation Form.

For persons with disabilities, this document is available on request in other formats.  
To submit a request, please call 1-800-841-1410 (TDD/TYY 711).  
DOH-961-1118 December 2021

