



## August Affirmations Handout

**What would be an affirming statement for the following scenarios?**

A client is calling and asking about her WIC checks, she says while she was in the clinic this week and she doesn't think she got the right checks; her clinic is closed today.

A mom is calling – she has a new baby that is spitting up. She has tried the WIC formulas and none are working.

A clinic staff person is calling because the client has lost their checks for formula; the staff person wants to know if they can give an exception.

You have to call a retailer because a client complained that they had to put the fruit they were buying back, because the store said they could have fruit OR vegetables, not both.

A staff person provides you feedback on a project you have been working on, but you don't feel the feedback is something you want to incorporate.

*This month remember: affirm, affirm, affirm...*

# Affirm

*Seek every opportunity to affirm, compliment, and reinforce:*

- Honesty and participation
- Past successes, future hopes
- Struggles and desires
- Current or past efforts to improve things
- The humanity, character, spirit of the client

## Examples:

*I appreciate you hanging in there through this phone call...*

*Thank you for taking the time to answer my questions...*

*You've been through a lot, and I respect your commitment to be the best parent you can be...*

*You really have some good ideas for how you might....*

*Congratulations on ...*

*Write your own statements here:*



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0% Passive

66.4% Reading Ease

7.7 Grade level