



VENA Skills Checklist for Effective Counseling

Rate yourself on a scale of 1 to 5 on how well each skill was performed.
 1 = I need significant practice. 5 = Excellent, I'll keep up the great work!

	1	2	3	4	5	Comments
Establishing Rapport						
Introduced self to client						
Displayed understanding for other culture						
Ensured privacy (kept voice low, closed door, moved to private location)						
Offered help when needed ("here are some books," "feed baby here")						
Used appropriate non-verbal communication (nodding head, eye contact)						
Used respectful language						
Focused on client when translator is used						
Completing Assessment Forms						
Reviewed client's past history						
Collected missing information on WIC forms without interrupting client						
Asked probing questions to clarify responses						
Avoided spending extensive time on irrelevant information						
Shared findings (Ht/Wt/Iron) in a non-judgmental manner						
Identifying and Exploring Concerns						
Asked open-ended questions to explore client's concerns						
Listened actively and allowed for silence						
Validated client's concerns						
Referred client to outside sources when needed (social work, food bank)						
Used counseling tools to start and guide conversation						
Identified and acknowledged client's strengths (positive behaviors)						
Maintained focus on desired health outcome (healthy pregnancy, active family)						
Helped client explore feelings and attitudes about health concerns						
Led discussion based on nutrition assessment data if nothing was offered by client						
Assessed the client's readiness to change						
Worked with client to identify problem behaviors and ideas for change						
Provided simple, accurate nutrition messages if client was receptive						
Limited number of nutrition messages given to client per session						
Tailored messages based on client's age, gender, culture, and feedback						
Setting Goal						
Summarized the conversation						
Helped client set goal(s) that is specific and realistic for the family's lifestyle						
Documented goal(s) for follow up						
Closing on Positive Note						
Restated the goal and checked for understanding						
Reinforced existing positive behaviors						
Affirmed caregivers parenting skills						
Expressed appreciation for client's time						
Was enthusiastic about following up next time						