



## Conducting Staff Observations Checklist

**Goal: Help staff feel positive about practicing WIC Connects skills.**

### Getting started:

- Before the participant arrives, establish rapport with the staff person being observed.
  - *"How is your day going? Thanks for letting me observe today?"*
- Explain the purpose of the observation.
- Ask: *"What are you working on?"* OR *"What would you like me to listen for?"* (OARS)
- Share that you are taking notes, so you can remember and share helpful information.
- Assure that all information will be kept confidential.

### While observing:

- Observe the participant interaction and listen for what the staff person is working on.
- Write quotes of what you hear the staff person and the participant say to help you share specific comments. Use the Counseling Observation Guide.

### Providing positive feedback (after appointment):

- Affirm the staff person right away. Examples may include:
  - *"You really got the conversation off to a good start."*
  - *"You easily connected with the participant."*
- Ask open-ended questions to help the staff person explore her feelings, thoughts and hopes about the participant interaction. Examples may include:
  - *"How did that go for you?"* *"What do you think went well?"*
  - *"What if anything, might you do differently next time?"*
  - *"What did you observe about the participant?"*
- Reflect the staff person's response to each question to encourage further exploration.
- Ask permission: *"Would you like to hear my feedback?"*
  - *"Here are some examples of things I heard you say....." Share a few examples.*
- Affirm the skills the staff person is already using. Be genuine and specific.
  - *"You do a nice job with reflections. It is great that you are trying different types."*
  - *"You shared some great affirmations. They really made the mom feel good."*

### Closing the discussion:

- Thank the staff person for letting you observe.
- Share affirmations to highlight something special about the person. Examples may include:
  - *"You really want to do a good job. I can tell that you have been practicing \_\_\_\_\_."*
  - *"You care about your moms. Your warmth and caring shines through."*



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For persons with disabilities, this document is available on request in other formats.  
To submit a request, please call 1-800-841-1410 (TDD/TTY 1-800-833-6388).

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