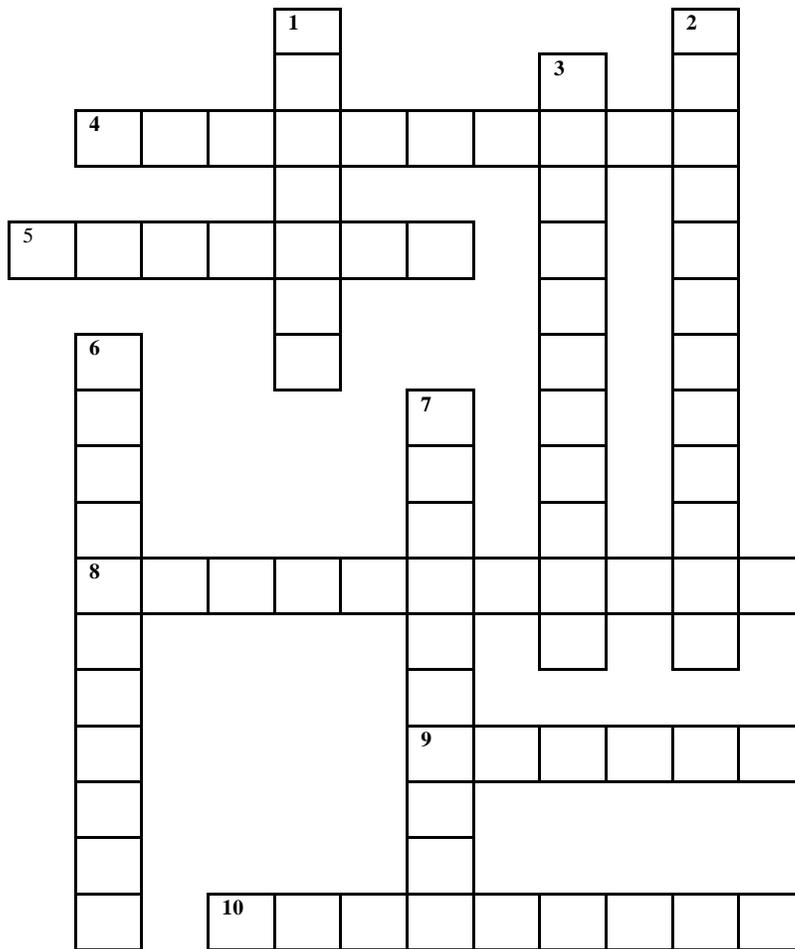


Can You Connect It?



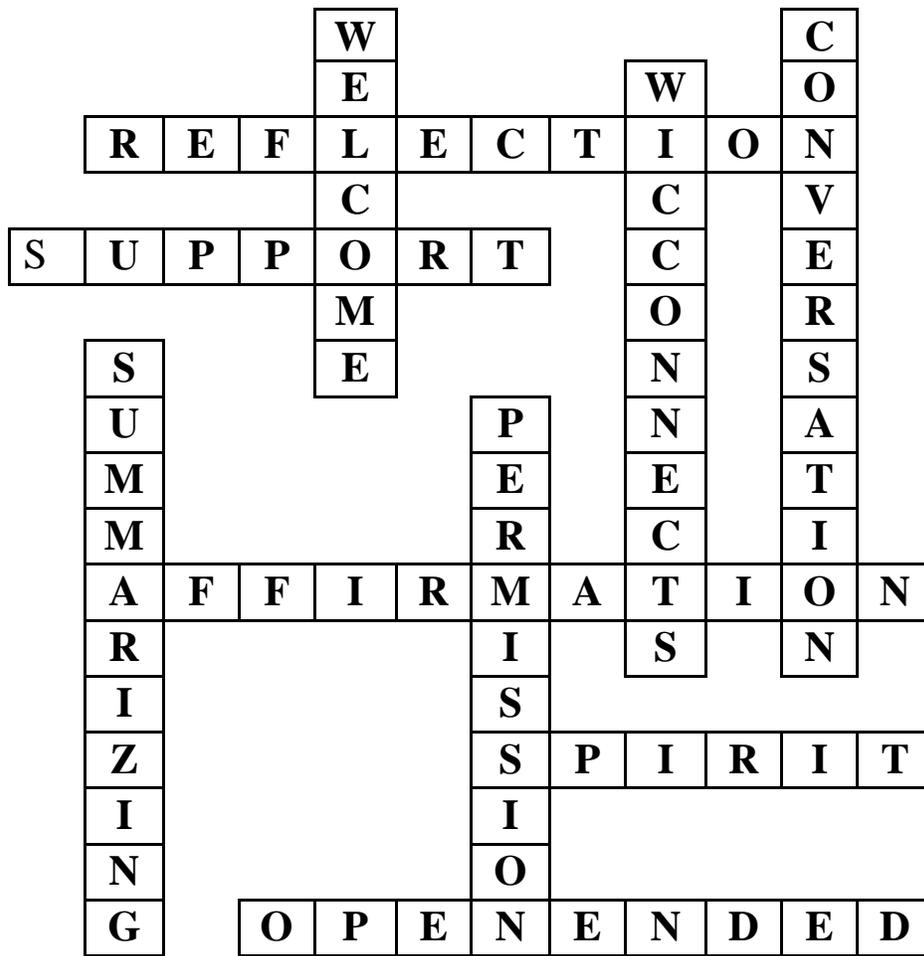
ACROSS

4. A simple _____ repeats or rephrases what my participant said, and lets them know I'm listening, using a statement such as, "It sounds like you..."
5. I _____ families to make healthy choices by helping them explore their unique strengths, values, and motivation.
8. As often as I can, I find opportunities to sincerely compliment my participants. For example, when I say, "You're taking really good care of your baby", I'm using what type of statement?
9. I'm genuinely warm and respectful with my participants. I represent the _____ of WIC Connects.
10. When I ask my participant, "What concerns do you have about your child's eating habits"?, I'm asking them an _____ question.

DOWN

1. My clinic shows participants that they are _____ by greeting them and having a friendly environment.
2. When I greet my participant, introduce myself, and let them know what we hope to accomplish, I'm opening the _____.
3. An approach to WA WIC services that places the participant at the center of every WIC interaction.
6. I like to reinforce what my participant has said, so I make sure I have all the information by _____, using a statement such as, "Let me see if I understand..."
7. I ask _____ to proceed with the appointment, offer information, share a handout, suggest an appointment time, offer group education, or place a caller on hold.

Can You Connect It?



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



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