

Washington WIC Connects – Energizer: *Offering Education or On Making an Explore, Offer, Explore Sandwich*



All staff share advice and information as part of their WIC work each day. This Energizer will offer a variety of techniques for sharing information that apply to all staff –whether at the front desk or in the back office.

- *Consider this Energizer as a Nutrition Education In-service.*
- *Monthly nutrition in-services for para-professional CPAs require face-to-face contact. Please see the Policy and Procedure manual Volume 2, Chapter 14: Staffing for more information.*
- *Count time spent on this as Nutrition Education in the time study.*

Time: 20 - 30 minutes

If you are reviewing alone or in a small group: read this Energizer, work individually or in pairs, and choose one of the activities on page 7 to practice.

Objective: Explore ideas on offering advice to participants, identify the times when it is appropriate to give advice, and practice framing statements using an Explore, Offer, Explore (EOE) sandwich.

Instructions:

1. **Share** the following:
 - A. **Warm Up – Walk and Talk** for sharing, participation, and fun. Prior to presenting the Energizer, **photocopy and cut-out quotes**. Each staff person will need their own quote; in larger groups more than one person will have the same quote.
 - B. **Introduction – Share** an Explore, Offer, Explore approach to offering advice or education.
2. **Content – Read or ask** a volunteer to read the content section.
3. **Lead the group in the Activity** –Practice the Explore, Offer, Explore method of offering advice or education using the scenarios provided. **Optional:** if time allows, show the *Explore-Offer-Explore Sandwich* (this is a short video within the first few minutes of the module) in the [Western Region PCE Module 7 –Providing Advice: Offering Nutrition Education](#).
4. **Lead** the group in a facilitated discussion using the **Facilitated Discussion Guide**.
5. **Debrief** and **close** by bringing the whole group together.

1

A. **Warm Up:** – Walk and Talk -see page 8 for instructions.

1. Today's Energizer starts with an activity called Walk and Talk. We will spend about 5 minutes walking and talking about the quotes I will be handing out and about our own experiences with getting advice. (*Hand out quotes or pass around so each person has one quote.*)
2. Once you have your quote, please pair up. Read and share your quotes with your partner while on a Walk and Talk. There are 3 questions on your quote for you to discuss:
 - a. The first question is a general question having to do with your quote.
 - b. The second 2 questions are about your own personal experiences.
3. Please take 5 minutes to go for your walks. When you come back we will hear a sample of your discussions. (*Time the walk and call the group back together.*)
4. I hope you enjoyed your Walk and Talk's. Thanks for coming back together! Who would like to volunteer to share their discussion? (*Start with the first question – and continue on...*)
 1. Share your quote and what did it bring to mind?
 2. How do you feel when you are told what to do?
 3. How does this compare to when you are asked your own thoughts?

Thank everyone for sharing.

B. **Introduction**

Summarize what was shared from the warm-up activity. Here is an example:

What I heard from your discussions about giving advice or information is that, for most of us, we like our own ideas and we don't really like being told what to do.

Here is a quote to begin this discussion:

We give advice by the bucket, but take it by the grain.

~Tom Stoppard, English Playwright

Read or share this information:

C. Content:

In WIC, we know that part of our job is offering information and advice, and some days it can feel like we have been giving information *by the bucket* and our participants are taking it by the grain. This Energizer is about how we frame information so that we:

- help participants to feel that we are coming alongside them,
- honor what they already know or have already tried,
- help to guide them to find what works best for them.

Some of you might be thinking: “I don’t provide advice.” Or “In my role as a WIC clerk, I don’t offer nutrition education and I don’t offer advice.”

Let’s stop to think about the information and advice that we all give- probably every day!

Optional idea: Use a white board or flip chart to capture ideas in this following activity.

I am going to read the beginnings of sentences and ask you all to finish them for me:

- So your baby needs to switch formulas. You need to _____. (*switch your baby slowly by..., see how your baby does and then talk to your doctor, come in and talk with our RD first, ... etc.*)
- It sounds like your baby is having some trouble latching, you should _____. (*stay on the line so I can make you an appointment to talk with our Peer Counselor, ...try calling the lactation consultant at the hospital, come in to your WIC appointment and someone will help you... etc.*)
- You lost your checks, you should _____. (*find a place in your house where..., look for them in all the places you might have been, like your car..., try to be more careful and keep them in a locked cupboard..., keep looking and call me back tomorrow if you still can’t find them...,etc.*)

What did you notice about your answers to these questions? (*Hear comments. These may include things like: we had advice on the tip of our tongue, it was easy to finish the sentences, we are really comfortable in being quick to provide answers, we are ready to give advice by the bucket!... etc...*)

Thanks for sharing. When we think about WIC and advice – we know that each of us has a role in sharing information and advice to participants. Let’s talk about how to do that by using a technique called Explore, Offer, Explore...it is often referred to as a EOE sandwich - A good sandwich has 2 slices of bread and stuff in the middle – this is one way we can offer information and advice to our participants.

In this next section we will practice making EOE sandwiches, starting with Lilly who will be our example. Please refer to the information about Lilly in your Participant Copy. We will also be using the worksheet on Page 5.

Ask someone to be Lilly’s mom and as leader you are the staff person. Role-play this example.

<p style="text-align: center;">Lilly 4 years old</p> <ul style="list-style-type: none">• Lilly will eat most foods, just not vegetables• Her mom has given up trying to get her to eat vegetables• Her weight and iron are good

Practice Activities: *Explore, Offer, Explore Sandwich Technique*

We just practiced with Lilly- now it's your turn to practice.

1. **Use** the handout: Explore, Offer, Explore Sandwich on page 5 to practice offering advice or information using this technique.
2. **Complete** an E-O-E sandwich for 3 scenarios by writing down your answers individually.
 - **See** page 3 for scenarios for CPA's and page 4 for scenarios for Clerks and Breastfeeding Peer Counselors.
 - **Use** page 2 – *Tips for Offering Information or Advice – A Desk Reference Tool* for guidance and ideas.
3. Once you are done - **find** a partner and discuss your "sandwiches."

Scenarios for Explore, Offer, Explore

FOR CPA'S	
<p style="text-align: center;">Angela Pregnant teen</p> <ul style="list-style-type: none"> • 17 years old • Pregnant in first trimester • Has not gained any weight • Angela is very nauseated and doesn't have much of an appetite • She is concerned about weight gain 	<p style="text-align: center;">Wendy 3 year old</p> <ul style="list-style-type: none"> • Wendy is still using a bottle • Wendy eats a variety of solid foods • Her weight and hemoglobin are fine • Mom wants Wendy to give up her bottles
<p style="text-align: center;">Miguel 10 month old</p> <ul style="list-style-type: none"> • Miguel has been constipated a lot lately • Miguel is in day care 3 days and week and eats 2 meals a day there • He has stopped breastfeeding at night and has been drinking some whole milk in a cup 	<p style="text-align: center;">Lara 4 month old</p> <ul style="list-style-type: none"> • Mom is new to WIC and has been using a non-WIC milk-based formula • Lara has been difficult to find the right formula for, so mom is hesitant to try a new formula
<p style="text-align: center;">Daniel 4 year old</p> <ul style="list-style-type: none"> • Daniel is 95%ile on the growth chart • Dad wants him to be healthy and doesn't see weight as a problem • On weekends they visit his grandma who lives near a park 	<p style="text-align: center;">Ramona Postpartum mom</p> <ul style="list-style-type: none"> • Ramona is 5'1" and weighed 100# before her pregnancy • she had her baby 2 months ago • now she weighs 125 # • She wishes she could lose weight

Scenarios for Explore, Offer, Explore

FOR CLERKS	FOR BREASTFEEDING PEER COUNSELORS
<p>Selena Mom with 3 kids</p> <ul style="list-style-type: none"> • Missed her last appointment checks because her husband takes the car to work • Has a neighbor who is also on WIC and she has a car • Needs to get her checks for her 2 children that are on WIC; and she really needs the formula for the baby 	<p>Aiden 2 month old baby</p> <ul style="list-style-type: none"> • Mom is having problems breastfeeding in public • She wants to know about how to do this and not feel so embarrassed • She likes to go and do things with her friends in the afternoons and wants to continue breastfeeding
<p>Michael 2 year old</p> <ul style="list-style-type: none"> • Michael has been drinking whole milk, mom is concerned about switching to low-fat • She would like to know what other moms have done to switch • He drinks milk from a cup 	<p>Tonya Pregnant mom</p> <ul style="list-style-type: none"> • This is Tonya’s first pregnancy and she is going to college. • She plans on breastfeeding • The baby will be born before school is out and so she needs information on pumping
<p>Loraine 3 year old</p> <ul style="list-style-type: none"> • Mom is having some difficulties so Loraine just moved in with her grandma • Grandma doesn’t know much about what Loraine likes to eat. She hasn’t seen her for over a year until now • Loraine is due for a certification appointment • Grandma wants to know if she can bring her in, she could use the checks for milk 	<p>Rosalie Breastfeeding mom</p> <ul style="list-style-type: none"> • Rosalie wants to stop breastfeeding because the baby seems so fussy • Her baby is 3 months old • She has been using some formula in the evenings because she doesn’t feel like she has enough milk. • Since she has been using formula the baby seems gassy

Finishing up the activity:

1. Bring the group back together and hear samples of their discussions.
2. (Optional) If time allows role-play one of the scenarios – this is a good way for everyone to hear the way information is framed.
3. Thank the group for their participation and continue with the facilitated discussion questions.

Facilitated Discussion Guide/Sample Questions:

1. In what way, if any, did today's activities change your thoughts about offering advice or information?
2. How would using Explore, Offer, Explore change your conversations with clients?

4. Debrief and close

What, if anything, will you change or do differently based on what we discussed today?

Activities that can be completed individually or in a small group

- Read this Energizer and work individually or in a pairs to complete the activities.
- Read this Energizer and watch the Western Region PCE [Module 7 – Providing Advice: Offering Nutrition Education](#).
- Read this Energizer and the WA State WIC Nutrition In-service: [An Introduction to Explore, Offer, Explore](#) (previously Ask, Provide, Ask).
- Read the Introduction and Content section of this Energizer. In the book: **Building Motivational Interviewing Skills a practitioner workbook* by David B. Rosengren:
 - a. **Complete Exercise 9.1** (page 237) – **Monday Morning Quarterbacking**. In this exercise Dr. Rosengren has you use your experience and E-P-E (Elicit, Provide, Elicit- or another way to say Explore, Offer, Explore) to offer your own advice about an exchange with a dental hygienist and her patient.

OR
 - b. **Complete Exercise 9.2** (page 240) – **Advice Columnists**. A written exercise for practicing offering advice using OARS and Explore, Offer, Explore.
- **Practice makes perfect** – Friends and family members alike will appreciate receiving advice in a WIC Connects way. The next time someone asks you for advice, practice giving advice using the strategies discussed in this lesson. Begin to notice the way advice is received when presented using the Explore, Offer, Explore technique.
- **Observations** - Practice observing a fellow certifier. Take notes on the ways they are providing advice. Watch for the strategies discussed in this Energizer. Share your observations with your co-worker. In all observations we are only focusing on what went well – so only highlight what they are doing well. Ask your Connector about an observation sheet and tips for observations.

* If you do not have a copy of Dr. Rosengren’s book in your clinic contact the state WIC office, ask for a WIC Connects team staff person, and we will mail you a copy.

Walk and Talk

Photocopy and cut out these quotes about learning and advice. You will want one quote per staff person. More than one person may have the same quote.

*Note: An alternative to the **Walk and Talk** is to post these quotes around the room and have people count off into 6's (one group for each quote). Ask people to discuss the quotes in their groups.*

<p>I am always ready to learn although I do not always like being taught. ~Winston Churchill</p> <p>Discuss:</p> <ul style="list-style-type: none">• What does this quote bring to mind?• How do you feel when you are <u>told</u> what to do?• How does this compare to when you are asked your own thoughts?	<p>Give neither advice nor salt, until you are asked for it. ~English Proverb</p> <p>Discuss:</p> <ul style="list-style-type: none">• What does this quote bring to mind?• How do you feel when you are <u>told</u> what to do?• How does this compare to when you are asked your own thoughts?
<p>Learning is likely to be more effective if it grows out of what interests the learner, rather than what interests the teacher. ~Charles Silberman</p> <p>Discuss:</p> <ul style="list-style-type: none">• What does this quote bring to mind?• How do you feel when you are <u>told</u> what to do?• How does this compare to when you are asked your own thoughts?	<p>People are generally better persuaded by the reasons which they have themselves discovered, than by those which have come into the minds of others. ~Pascal Pensees</p> <p>Discuss:</p> <ul style="list-style-type: none">• What does this quote bring to mind?• How do you feel when you are <u>told</u> what to do?• How does this compare to when you are asked your own thoughts?
<p>I have found that the best way to give advice is to ask the person what they would like to do and then advise them to do it. ~ Harry Truman</p> <p>Discuss:</p> <ul style="list-style-type: none">• What does this quote bring to mind?• How do you feel when you are <u>told</u> what to do?• How does this compare to when you are asked your own thoughts?	<p>Some people like my advice so much that they frame it upon the wall instead of using it. ~Gordon R. Dickson</p> <p>Discuss:</p> <ul style="list-style-type: none">• What does this quote bring to mind?• How do you feel when you are <u>told</u> what to do?• How does this compare to when you are asked your own thoughts?

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Offer, Explore Sandwich***



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Staff Handout

Warm-up:

Today’s Energizer starts with an activity called Walk and Talk. We will spend about 5 minutes walking and talking about offering advice and information.

Content:

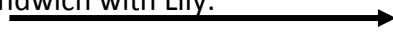
We give advice by the bucket, but take it by the grain.

~Tom Stoppard, English Playwright

Let’s complete these sentences together:

- *So your baby needs to switch formulas. You need to_____.*
- *It sounds like your baby is having some trouble latching, you should _____.*
- *You lost your checks, you should_____.*

Practice making an EOE Sandwich with Lily:



<p>Lilly 4 years old</p> <ul style="list-style-type: none">• Lilly will eat most foods, just not vegetables• Her mom has given up trying to get her to eat vegetables• Her weight and iron are good	A small icon of a sandwich with lettuce, tomato, and meat on a bun.
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TIPS FOR OFFERING INFORMATION OR ADVICE – A DESK REFERENCE TOOL

Explore, Offer, Explore Sandwich:

Explore what the client already knows or has already tried:

- What are some things you already know about...?
- What are some things you have already tried...?
- What concerns do you have about...?

Offer information: ask permission and be brief – give one or two simple facts.

Do you mind if I share what:

- The WIC Program suggests...
- Other moms have found...
- The American Academy of Pediatrics recommends...

Explore what the client thinks or feels about the information.

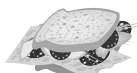
- What thoughts do you have about the information?
- Based on these ideas, what could you see yourself doing?
- If you made this change in your life, how might that be a good thing?

A little more about the Offer:

- **Ask permission:**
 - **Directly**
 - “Can I share some information with you?”
 - “I have a pamphlet that you might find helpful. Would you like to go over it together?”
 - **Indirectly**
 - “You can take or leave what I am about to say. As your WIC staff, I encourage you to think about offering your child more fruits and vegetables.”
 - This may or may not work for you, but some people find that ...”
- Pick one or two areas to focus on and let go of educating on every risk, concern or issue.
- Check in for understanding: “What about the information is not clear?”
- Avoid “should,” “must”, “need to.”

Additional considerations for providing advice:

- Wait until a **full assessment is completed** or you have a complete picture.
- When the **client asks for advice** it is helpful to start with a reflection, “You are really worried...”
- There are times you have a **professional responsibility**. As a health professional I need to let you know...



The simple ham sandwich is still the most popular sandwich in the US, and in second place is the BLT.

Practice Activities: *Explore, Offer, Explore Sandwich Technique*

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 - **Use** page 2 – *Tips for Offering Information or Advice – A Desk Reference Tool* for guidance and ideas.
3. Once you are done - **find** a partner and discuss your “sandwiches.”

Scenarios for Explore, Offer, Explore
(CPA’s)

<p>Angela Pregnant teen</p> <ul style="list-style-type: none"> • 17 years old • Pregnant in first trimester • Has not gained any weight • Angela is very nauseated and doesn’t have much of an appetite • She is concerned about weight gain 	<p>Wendy 3 year old</p> <ul style="list-style-type: none"> • Wendy is still using a bottle • Wendy eats a variety of solid foods • Her weight and hemoglobin are fine • Mom wants Wendy to give up her bottles
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<p>Daniel 4 year old</p> <ul style="list-style-type: none"> • Daniel is 95%ile on the growth chart • Dad wants him to be healthy and doesn’t see weight as a problem • On weekends they visit his grandma who lives near a park 	<p>Ramona Post-partum mom</p> <ul style="list-style-type: none"> • Ramona is 5’1” and weighed 100# before her pregnancy • she had her baby 2 months ago • now she weighs 125 # • She wishes she could lose weight

Scenarios for Explore, Offer, Explore

For Clerks	For Breastfeeding Peer Counselors
<p>Selena Mom with 3 kids</p> <ul style="list-style-type: none"> • Missed her last appointment checks because her husband takes the car to work • Has a neighbor who is also on WIC and she has a car • Needs to get her checks for her 2 children that are on WIC; and she really needs the formula for the baby 	<p>Aiden 2 month old baby</p> <ul style="list-style-type: none"> • Mom is having problems breastfeeding in public • She wants to know about how to do this and not feel so embarrassed • She likes to go and do things with her friends in the afternoons and wants to continue breastfeeding
<p>Michael 2 year old</p> <ul style="list-style-type: none"> • Michael has been drinking whole milk, mom is concerned about switching to low-fat • She would like to know what other moms have done to switch • He drinks milk from a cup 	<p>Tonya Pregnant mom</p> <ul style="list-style-type: none"> • This is Tonya’s first pregnancy and she is going to college. • She plans on breastfeeding • The baby will be born before school is out and so she needs information on pumping
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Explore, Offer, Explore Sandwich

CLIENT *Lilly- 4 years old*

Lilly doesn't like vegetables.

Explore:

What she knows, has heard, or would like to know

What have you heard about children and eating vegetables?

Offer:

Ask Permission

Be Brief

I have heard some things that work from other moms. Do you mind if I share them with you?

Explore

What she thinks or how she can use this info

Of the things we talked about, what if anything, do you think you will try?

CLIENT _____

Explore:

What she knows, has heard, or would like to know

Offer:

Ask Permission

Be Brief

Explore

What she thinks or how she can use this info

CLIENT _____

Explore:

What she knows, has heard, or would like to know

Offer:

Ask Permission

Be Brief

Explore

What she thinks or how she can use this info

CLIENT _____

Explore:

What she knows, has heard, or would like to know

Offer:

Ask Permission

Be Brief

Explore

What she thinks or how she can use this info

3. Facilitated Discussion:

- In what way, if any, did today's activities change your thoughts about offering advice or information?

- How would using Explore, Offer, Explore change your conversations with clients?

4. Debrief and close

What, if anything, will you change or do differently based on what we discussed today?

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Washington State WIC Nutrition Program does not discriminate.

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To submit a request, please call 1-800-841-1410 (TDD/TTY 711).

