These “Energizers”:

- Will give you an opportunity to refresh your skills and build your confidence talking about Baby Behavior Cues messaging with your clients
- Will benefit all WIC staff doing direct client services (including clerks)
- Include a variety of activities to accommodate all learning styles
- Can be completed alone, as well as in a 1:1 or group setting
  - For example, in place of a facilitated group discussion, complete the activity and answer the discussion questions with one of your co-workers
- Range in time from 15 minutes to a few hours
- Are optional.

How to use these Energizers:

- View the videos and training activities before completing the case studies/scenarios. This will refresh your skills and knowledge.
- We encourage you to send us your Baby Behavior stories about successful 1:1 client visits, group education, TLC sessions, etc. Tell us what has worked for you so we can all learn from one another.
<table>
<thead>
<tr>
<th>Case Studies/Scenario</th>
<th>Activity</th>
<th>Discussion Questions</th>
</tr>
</thead>
</table>
| • **Time:** 30 minutes  
  • Print the “Crying Case Studies” document before doing the activity.  
  • Cut the document (on the dashed lines) into 6 separate case studies. | • Facilitate this activity with a small group of staff.  
  • Break group into pairs to practice counseling using each case study.  
  • Each pair will receive a case study with a question to answer.  
  • Using the *Why Babies Cry* handout, come up with a short 30-second answer to your participant’s question. (5 minutes to write answer)  
  Share the case studies and answers with the larger group. | The questions are printed on the “Crying Case Studies” document. |

<table>
<thead>
<tr>
<th>Training</th>
<th>Activity</th>
<th>Discussion Questions</th>
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| **Module 2 - Crying** (scroll down to the “Staff Refresher Training Materials”)  
 **Time:** 1 hour  
 • 1 of 3 modules from the Staff Refresher Trainings  
 • A Facilitator’s Guide and a materials checklist is included with each module  
 • This training will help staff:  
   - Strengthen their skills and build confidence through practical applications of knowledge  
   - Identify why babies cry and why crying is stressful  
   - Recognize that responding to cues early can prevent some crying  
   - Review steps to calm a crying baby. | Facilitate this module with a small group of staff. | Use the discussion questions included throughout the module. |
<table>
<thead>
<tr>
<th>Video</th>
<th>Activity</th>
<th>Discussion Questions</th>
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</thead>
<tbody>
<tr>
<td>&quot;Getting to Know Your Baby&quot;: newborn crying</td>
<td>Watch this video, either in a group or alone</td>
<td>Parents might ask you the following questions. How would you answer them?</td>
</tr>
<tr>
<td>• Video time: 5 minutes. View in full screen mode</td>
<td>• Think about how you’d answer the discussion questions to the right.</td>
<td>• Why is it so stressful to hear a baby cries?</td>
</tr>
<tr>
<td>• Total time: 15 – 30 minutes depending on your discussion time</td>
<td></td>
<td>• Why do babies cry so much?</td>
</tr>
<tr>
<td>• Video contains a chat with Dr. Jane about newborn crying</td>
<td></td>
<td>• Sometimes my baby cries and cries, and I know she’s not hungry, what should I do?</td>
</tr>
<tr>
<td>• Excerpted from the video &quot;Getting to Know Your Baby&quot; developed by the California Baby Behavior Campaign in collaboration with UC Davis Human Lactation Center.</td>
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</tbody>
</table>
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To submit a request, please call 1-800-841-1410 (TDD/TTY 711).