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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