

Participant Centered Services: Setting the Stage Posttest

Please print the posttest and answer the questions. Give your completed posttest to your trainer. Your trainer will check your answers and let you know your score. Completing the posttest with a score of 80% or better means staff pass the course.

1. We can show our understanding of a participant's comments by repeating the information in our own words. This technique is called:
 - a. anticipation
 - b. verification
 - c. reflection
 - d. affirmation

2. Summarizing is a technique that can be used to:
 - a. Encourage the participant to engage in active listening.
 - b. Highlight key points in a conversation.
 - c. Recognize and reinforce positive behaviors.
 - d. Reduce silence during the conversation.

3. Which of the following examples show how we can avoid traps when resolving conflict with participants? Select all that apply.
 - Give participants more control by offering choices.
 - Tell participants you are ready to report their behavior.
 - Back off instead of wrestling with a demanding participant.
 - Tell them what they should do to resolve the situation.

4. The letters in the acronym OARS stands for:
 - a. Open-ended questions, Acceptance, Reassurance, Sympathy
 - b. Open mindedness, Acknowledgement, Reflections, Summaries
 - c. Open-ended questions, Affirmations, Reflections, Summaries
 - d. Objectives, Assistance, Resolutions, Sympathy

5. Which of the following is an accurate description of Active Listening:
 - a. Active listening is a skill that allows WIC staff to multitask while hearing a participant's concerns.
 - b. Active listening helps WIC staff to reduce the amount of silence by continuing to talk while a participant thinks of their response to a question.
 - c. Active listening describes the participant's ability to focus on the important information we share about the program.
 - d. Active listening is the way WIC staff give their full attention to the participants by listening carefully to what they say and watching their body language.

6. Which of the following statements describe how Participant Centered Services (PCS) improve the connection we make with WIC participants?
- We have a checklist of things to say and do.
 - When people feel welcome and appreciated they are more likely to share information and accept suggestions.
 - We can improve the way we tell people what changes they need to make.
 - We can help participants to focus on the way that negative behaviors affect their health.
7. Which of the following statements describes the “Spirit of PCS”? Select all that apply.
- PCS is more about listening than telling people what they should do.
 - PCS focuses on what people are able to do and discovering where they may need support or help
 - We work with participants (dancing) rather than telling them what to do (wrestling)
 - PCS is a way to help participants understand our policies and their responsibilities.
8. Which of the following is an open-ended question? Select all that apply.
- Do you know what to do if you need to reschedule your appointment?
 - What questions do you have about what to bring to your appointment?
 - Are Tuesday afternoons good for you?
 - You will need to return in February. What is a good time for you?
9. Affirmations are statements that reinforce things participants have done well, or compliment them for their positive efforts. An example of an affirmation is:
- Your outfit is so cute! I love it.
 - You’re doing a great job of keeping your children’s records up to date.
 - I understand that you forgot your appointment. I’m sure you’ll do better next time.
 - Don’t worry, a lot of moms forget to bring their children to these appointments.
10. When we face difficult situations we should always avoid:
- shouting
 - listening to participant concerns
 - confronting
 - showing empathy

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