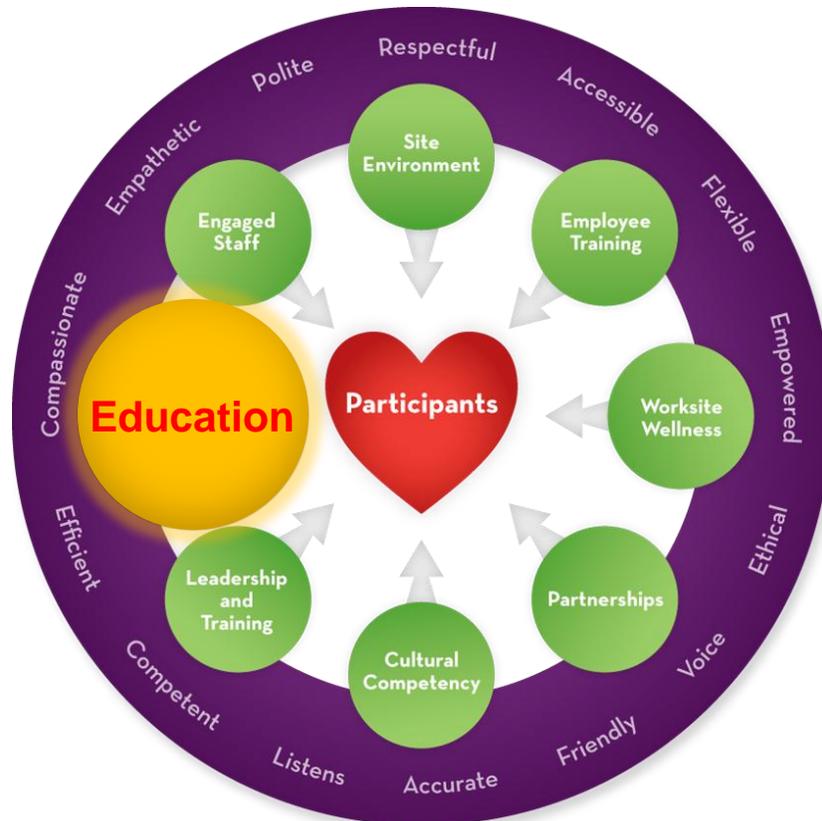


Explore Offer Explore

Participant Centered Education

Facilitator's Guide



This module is one in a series focusing on Participant-Centered Education (PCE). PCE is a key component of California WIC's effort to offer *Platinum WIC – Participant Centered Services (PCS)*. The California WIC PCS approach puts the WIC family at the center of everything we do and focuses on the strengths of participants, employees and community.

PCE places the participant at the center of the education process. PCE focuses on the participant's capabilities, strengths, and their nutrition, health, and referral needs, not just problems, risks, or unhealthy behaviors. PCE includes working collaboratively, eliciting and supporting motivation to change, and respecting participants as the ones who decide if and when they will learn and/or make a change.

Explore Offer Explore

This module provides an overview of Explore Offer Explore (EOE), a technique of participant-centered education, and an opportunity for staff to practice this technique. The essence of EOE honors the participant's knowledge and experience. It helps the educator eliminate redundant information before providing more. After the educator has shared information, this technique may also help the participant visualize future application of this information by asking her about its usefulness.

The concept of EOE closely relates to other participant-centered principles and techniques, such as open-ended questions, listening, relevance, asking permission, engagement and collaboration. Training on these additional topics will reinforce the learning from this module.

Trainer's Notes

Purpose:

To improve WIC staff understanding of why the participants need to be actively involved in their sessions, and to practice identifying ways staff can engage WIC participants in their own learning.

Objectives: By the end of the session, staff will have:

- Reviewed the components of EOE
- Practiced using EOE

Materials:

"Explore Offer Explore" Trainee Workbooks

Room Set Up:

Staff seated at tables or in small groups



In PCE, the method of providing information or advice is called "Explore-Offer-Explore".

Explore when you provide information or advice. . .

Check in with your participant.

- What do you already know about...?
- Is there a reason you want to know more about...?
- Do you have a specific question(s)?

This can help avoid sharing information they may already know, and helps to focus your education on what is most important.



Offer information. . .

- Ask permission, if participant agrees...
- Provide information, but limit it to the most important



Explore after sharing. . .

Ask the participant for feedback on:

- What was new or useful, and
- How they might use it

Remember, all our wonderful information or advice will be useless unless the participant can figure out how she could use it.



Practice Instructions: Activity

Ask staff what questions they have about the technique of explore/offer/explore. Invite them to review the examples on page 3 of the workbook.

Then have each group select a common WIC topic, such as weaning, overweight, anemia, etc., and use the handout to develop a way they would use explore/offer/explore to discuss this topic with a participant.

Say: *Now we will hear thoughts from a few tables.*

Instruction: Write your ideas in your workbook, then discuss with your table group or neighbor. We will hear a few experiences from the pairs or tables in the large group.

Say: *Now we will hear thoughts from a few tables.*

After listening to group feedback, finish the training with the following:

Say: *Based on what you have learned today, what is one thing you plan to do to support Explore Offer Explore in your education sessions?*

Instruction: Allow staff a few minutes to write down their plans in their workbooks.