

Are Participant Uninterested

JANUARY 2020

Staff Activity 1: Cultivating Empathy

- This activity has been developed for use with a group of WIC staff and can be modified to accommodate groups both large and small.
- Supplies needed: Flip chart paper with markers.

Introduce the Topic:

Occasionally, we work with participants who are not engaged in the session. Sometimes they seem checked-out or defensive. There are several reasons why this may happen. Let's explore some of the reasons.

Large group activity – pose a question to the group and write their responses on a flip chart.

- Ask: What are all the steps a participant needs to go through prior to arriving at the WIC clinic?
 - Possible responses:
 - Find out about WIC
 - Make an appointment
 - Get their 'proofs' together
 - Arrange for transportation
 - Get time off work
 - Get the kids ready
 - Etc.
 - Continue to elicit additional 'steps' or related 'steps' so the group spends time reflecting on the effort of coming to WIC. Meaning, if a group member offers as a step, 'The participant needs to find out about WIC'. Affirm that response, and add 'What are the things they need to know about WIC and how do they learn those things?'

Small group activity – break into small groups.

Based on your group size, divide the audience into 3-5 groups. Give each group a sheet of flip chart paper with a topic at the top. Potential topics are Poverty, Culture, Literacy, Language, and Age. Ask each group to discuss how that topic impacts the many steps a participant needs to take prior to even arriving at the WIC clinic. For example, under the topic of language, if

ARE PARTICIPANTS UNINTERESTED

English is a second language how might that impact a participant's ability to find out about WIC. Tell the groups they have about 10 minutes to discuss their topic as it relates to the steps and make notes of the impact on their flip chart page. Each group will report out at the end of the allotted time.

Minnesota Department of Health - WIC Program, 85 E 7th Place, PO BOX 64882, ST PAUL MN 55164-0882; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us; to obtain this information in a different format, call: 1-800-657-3942.