

***Understanding Your
Baby's Cues***
Early Infancy Education

**Facilitator's Guide for
Staff Training**

Adapted with permission from the California WIC Program

Understanding Your Baby's Cues
Early Infancy Education
60 Minute Staff Training

Facilitator's Guide

WHO: All WIC staff who provide nutrition education for WIC participants

WHY: With the upcoming implementation of baby behavior education, staff need to feel comfortable educating participants. In this training, staff will learn how to facilitate the Early Infancy education class: *Understanding Your Baby's Cues*.

WHEN: *(Insert day and time)* This training is approximately 60 minutes,

WHERE: *(Insert location)* Recommended setup: tables to facilitate group work

WHAT: Training will provide information on how staff can use the following materials with participants:

- *Understanding Your Baby's Cues* lesson plan and class materials
- *Frequently Asked Questions for Baby Behavior*

OBJECTIVES:

By the end of this training, staff will have:

- Experienced this participant education as a class
- Practiced answering participants' frequently asked questions about Baby Behavior
- Reviewed site procedures for infant enrollment and class appointment (optional)
- Evaluated this training

Facilitator's Preparation Checklist

Materials Needed:

- Refer to the Materials Checklist on pages 11-12

Provided by Agency:

- Flip chart
- Markers
- Paper/Pencils/Pens
- DVD player or computer
- Materials developed for the review of clinic site procedures for infant enrollment (optional)

Getting Ready:

- Post Posters:
 - Class Agenda: Baby Cues
- Set up DVD player
- Gather one of each handout for each staff

Agenda
Understanding Your Baby's Cues

(Insert timeframes)

(Insert date and place)

Total Estimated Time: 60 minutes

1. Welcome, Warm-up, Review Agenda

10 minutes

2. Group Education

30 minutes

Demonstrate class with staff participation

Optional: add extra 30 minutes for staff to practice presenting class

3. Frequently Asked Questions

10 minutes

Practice answering participants' questions

4. The Infant Enrollment Appointment (optional)

15 minutes

This section will be developed by each local agency

5. Wrap-Up and Evaluation

5 minutes

1. Welcome, Review Agenda, Warm-Up

10 minutes

Notes

Purpose:

- To review agenda
- To have staff share their experiences with Baby Behavior participant education

Instructions:

1. Welcome staff.

"Welcome to the next step in the Baby Behavior. We have implemented the prenatal group education and now this training will focus on baby behavior education in the early infancy period."

2. Review agenda.

"Today's training will take about one hour"

"We will:

- *Start with a warm-up activity*
- *Observe a demonstration of the early infancy class: 'Understanding Your Baby's Cues'. The individual education training will be offered at a later date.*
- *Review clinic schedule changes and procedures that we will follow to incorporate this class into the infant enrollment appointment, and*
- *End with a wrap up and evaluation."*

3. Warm-Up.

"To get us started, I would like to invite you to think about something positive you've experienced when teaching the prenatal Baby Behavior education. Now, take a few minutes and share this with your small group or a partner."

Give staff a few minutes to share with each other. Then invite several staff to share with the large group. Affirm staff responses.

"I am glad to hear that you are using the information you have learned with others. Now that you are familiar with the material, we are ready to present the information to participants. Today's training will focus on how early baby behavior can be used in WIC's ongoing baby cues classes and one-on-one education."

Tips

For smaller agencies, pair work can be used instead of small group work.

2. Group Education

Class Demo: 25-30 minutes

Notes

Purpose:

To introduce staff to and train staff to present the *Understanding Your Baby's Cues* lesson plan

Materials:

- Class lesson plan
- Class materials as listed in the class lesson plan
- **Note:** The DVD used for this class is **NOT** the same as the prenatal class clips DVD or the participant DVD
- DVD player or computer

Instructions:

1. Tell staff:
"Now, I will demonstrate the early infancy class that we will present to our participants as part of the infant enrollment appointment."
2. Present the group education as outlined in the lesson plan.
3. At the end of the demonstration, ask staff to share their thoughts on the class. Ask staff:
"What did you like about this class? What questions do you have about facilitating this class?"

Tip

You may wish to schedule an additional 30 minutes to this training to allow staff to practice presenting the class to small groups.

Another option is schedule an additional 10 minutes to have staff practice describing the fullness clip in their own words so they become familiar and comfortable with this part of the class.

3. Frequently Asked Questions

10 minutes

Notes

Purpose:

To give staff the opportunity to become familiar with and practice answering questions participants may ask during a baby behavior class

Materials:

- *Frequently Asked Questions about Baby Behavior*

Instructions:

1. Tell staff:

"It is common for participants to ask questions during class. Frequently asked questions (FAQs) for the Understanding Your Baby's Cues class are attached to the end of the lesson plan. Many of the FAQs are the same ones provided as a resource for the prenatal class because participants asked similar questions in the Baby Cues class. New questions that focus specifically on baby cues have been added to the FAQs. In our next activity, we will read the FAQs to familiarize ourselves with the questions participants may ask during or after class."

2. Activity:

- *"Take the next few minutes to read the questions in bold type."*
Give staff a few minutes to review the FAQs.
- *"Work with a partner to practice answering **one** of the questions on the FAQ sheet. One of you will be the participant; the other will be a staff person. The participant will choose **one question** from the FAQs, and then ask that question of the staff person."*
- *"The staff person will **silently** read the answer, **and then set down the FAQ sheet**. In his/her own words, the staff person will answer the question for the participant as best she can. Note that some questions have related reference information in the participant Getting to Know Your Baby handouts or booklet."*
- *"Then switch roles. The **new** participant will choose a different question and the **new** staff person will answer this question using the tool."*
- *"If there is time, choose another question and repeat these steps."*

Give staff time to complete the activity.

3. Ask staff:

"What did you like about this activity? How did it help you feel more

comfortable with answering additional questions parents may have about baby behavior?"

4. Remind staff:

"It is okay not to know the answer to all questions participants ask. If you don't know the answer to a question, tell the participant you will find out and get back to her."

Tip

If staff express that this was difficult, acknowledge that this is new information. Over time and with more practice, staff will become more comfortable answering these questions.

4. The Infant Enrollment Appointment (optional) 15 minutes

Notes

Purpose:

To give staff information about the infant enrollment appointment procedure. Procedures may have changed to incorporate the “Understanding Your Baby’s Cues” class into the infant enrollment appointment. **This section will be developed by each local agency. It is up to the local agency to decide the format and the extent of training needed**

Materials:

(Insert materials developed here)

Instructions:

(insert instructions here)

Tip

If the infant enrollment procedure will vary by site, this section may be best presented at a site-specific staff training.

5. Wrap-Up and Evaluation

5 minutes

Notes

Purpose:

- To give staff the opportunity to reflect on what they have learned and how they might use it at WIC
- To gather feedback from WIC staff to evaluate their readiness to provide the *Understanding Your Baby's Cues* early infancy class

Materials:

- Half-sheet evaluation form

Instructions:

1. Ask staff:
"Who would like to share one thing from today's training that will be helpful to you in providing baby behavior education in early infancy?"
2. Tell staff:
"Thank you for participating in today's training. Please complete the evaluation form and give it to me before leaving."

Tip

Evaluation forms are for agency use only. Use results to help determine future training needs for your agency.

Early Infancy Education Staff Training Materials Checklist

Item	Description	Location	
<p>Order Limit: 3 per clinic</p> <p>DVD: Early Infancy Class Clips: <i>Understanding Your Baby's Cues</i></p> <p>Item No. 961-971</p>	<p>This DVD contains clips used during early infancy staff training and group education.</p>	<p>WIC Staff: Order through myFULFILLMENT.wa.gov (WIC→Nutrition Education Materials→Baby Behavior Materials)</p>	<p>Non-WIC Staff: Request additional copies from Ashley.Sutherland@doh.wa.gov</p>
<p>Staff Training Facilitator's Guide: Early Infancy Education</p> <p>Item No. 961-974</p>	<p>Facilitator's Guide for conducting staff training for early Infancy group education.</p>	<p>WA WIC Website Baby Behavior Materials</p>	
<p>Lesson Plan: <i>Understanding Your Baby's Cues</i></p> <p>Item No. 961-988</p>	<p>Lesson plan for early infancy group education.</p>	<p>WA WIC Website Baby Behavior Materials</p>	
<p>Posters:</p> <ul style="list-style-type: none"> • <i>Class Agenda: Baby Cues</i> <p>Item No. 961-979 – English/Spanish</p>	<p>Class visuals</p>	<p>WA WIC Website Baby Behavior Materials</p>	
<p><i>Frequently Asked Questions for Baby Behavior</i></p> <p>Item No. 961-978</p>	<p>FAQ's to allow staff to become familiar with, and practice answering, questions participants may ask during class.</p>	<p>WA WIC Website Baby Behavior Materials</p>	
<p>Class Handout: Understanding Your Baby's Cues/What is Your Baby Saying</p> <p>Item No. 961-986 – English/Spanish</p>	<p>Handout for use during class. NOT for participants to take home. Protect copies with plastic sleeves so handout can be reused.</p>	<p>WA WIC Website Baby Behavior Materials</p>	

Item	Description	Location
<p>Early Infancy Education Staff Training Evaluation</p> <p>Item No. 961-977</p>	<p>Half-sheet Used to elicit feedback from staff training—local agency use only.</p>	<p>WA WIC Website Baby Behavior Materials</p>

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