

# ***Understanding Your Baby's Behavior*** **Prenatal Education**

## **Facilitator's Guide for Staff Training**

Adapted with permission from California WIC program

***Understanding Your Newborn Baby's Behavior  
Prenatal Education  
75-125 Minute Staff Training***

**Facilitator's Guide**

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

**WHY:** With the implementation of baby behavior education, staff need to feel comfortable educating participants one-on-one and in a class setting. In this training, staff will learn how to facilitate the *Understanding Your Newborn Baby's Behavior* prenatal education class and use of the individual education worksheet.

**WHEN:** *(Insert day and time)* This training is approximately 90 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 Newborn Baby's Behavior* Lesson Plan and class materials
- Handouts:
  - Item No. 960-316 – Why Do Babies Cry?
  - Item No. 960-317 – Understanding Your Baby's Cues
  - Item No. 960-318 – Healthy Sleep: For You and Your Baby
- *Understanding Your Newborn Baby's Behavior* individual education worksheet (Item No. 961-985)

**OBJECTIVES:**

By the end of this training, staff will have:

- Reviewed 3 newborn behavior handouts
- Experienced this participant education as a class
- Practiced answering participants' frequently asked questions about baby behaviors
- Practiced using the individual education worksheet
- Evaluated this training

## Facilitator's Preparation Checklist

### Materials Needed:

- Refer to the Materials Checklist on pages 13-15

### Provided by Agency:

- Flip Chart
- Markers
- Paper/Pencils/Pens
- DVD player
- Items for Waking Up activity - basket, thermometer, ball, blanket (*or other culturally appropriate items*).

### Getting Ready:

- Post Posters:
  - Class Agenda
  - "What Does It Mean to Sleep Like a Baby?"
  - "If Your Newborn is Hungry"
- Set up DVD player
- Gather one of each handout for each staff

**Agenda**  
***Understanding Your Newborn Baby's Behavior***

*(Insert timeframes)*  
*(Insert date and place)*

Total Estimated Time: 65 – 120 minutes

<b>1. Welcome, Warm-up, Review Agenda</b>	10 minutes
---	------------

<b>2. Handouts</b>	
<i>Handouts Scavenger Hunt activity</i>	12 minutes
<i>View 'Getting to Know Your Baby' Participant DVD</i>	18 minutes
<i>(option: view DVD earlier for a 75 minute training)</i>	

<b>3. Group Education</b>	25 minutes
<i>Demonstrate class with staff participation</i>	
<i>Optional: add 30 minutes for staff to practice presenting class</i>	

<b>4. Beyond the Handouts (FAQs)</b>	25 minutes
<i>Practice answering participants' questions</i>	

<b>5. Individual Education Worksheet</b>	15 minutes
<i>Practice using the individual education worksheet</i>	

<b>6. Wrap-Up and Evaluation</b>	5 minutes
----------------------------------	-----------

## 1. Welcome, Review Agenda, Warm-Up

10 minutes

### Notes

#### Purpose:

- To review agenda
- To have staff share their experiences with baby behaviors

#### Instructions:

1. Welcome staff.  
*"Welcome! This training is designed to follow the baby behavior training on baby cues, crying and sleep to prepare you for facilitating participant education. Today we will review the prenatal group and individual education for participants."*
2. Review agenda and state timeframe.  
*"We will start with a warm-up and then we will review the participant handouts that are offered to prenatal mothers during the 'Understanding Your Newborn Baby's Behavior' prenatal class. We will also go over the prenatal class lesson plan and I will demonstrate the class. We will practice answering participants' questions and review and practice with the individual education worksheet. We will end with a wrap-up and evaluation. Today's training will take about a bit more than an hour. What questions do you have about what we are going to do today?"*
3. Warm-Up.  
*"To get us started, I would like to invite you to think about your greatest success so far using what you have learned about baby behavior. 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 baby behavior can be used in WIC's ongoing prenatal group and one-on-one education."*

### Tip

For smaller agencies, work in pairs instead of small groups.

## 2. Getting to Know Your Baby Behavior Handouts & DVD

Handout only: 12 minutes  
Handout + DVD: 30 minutes

### Notes

#### Purpose:

To familiarize staff with the participant handouts and DVD

#### Materials:

- 960-316 – Why Do Babies Cry?
- 960-317 – Understanding Your Baby's Cues
- 960-318 – Healthy Sleep: For You and Your Baby
- *Getting to Know Your Baby Scavenger Hunt* worksheet
- DVD Player and Getting to Know Your Baby DVD, if playing DVD during training

#### Instructions:

- Provide staff with a copy of each handout and *Getting to Know Your Baby Scavenger Hunt* worksheet.
- View the 18-minute *Getting to Know Your Baby* DVD. You may want to have staff view it before coming to the training, if time is an issue.
- **Handout Activity:**

Tell staff:

*"We will offer pregnant women the baby behavior handouts as part of our prenatal baby behavior class. Let's start by becoming familiar with the handouts. Please spend a few minutes looking through them."*

Give staff several minutes to look over the handouts. While staff review the handouts, distribute the scavenger hunt worksheet. Tell staff:

*"To give you a chance to become more familiar with the handouts, please work with a partner to find the answers to the scavenger hunt questions. Write a brief answer to each question and indicate where you found the answer."* (Note to facilitator: emphasize that we really want staff to write the answers!)

Give staff several minutes to complete the scavenger hunt activity

Ask staff:

*"What did you think of the handouts? How do you think participants might respond to them?"*

Give staff a few minutes to share their responses with the group. After they share, tell staff that when the CA State WIC Program tested the handouts, the participants really liked them.

### 3. Group Education

Class demo: 25-30 minutes  
Class demo + practice: 55-60 minutes

#### Notes

##### Purpose:

To introduce staff to and train staff to present the prenatal class *Understanding Your Newborn Baby's Behavior* lesson plan

##### Materials:

- Class lesson plan
- Class materials (including the DVD *Prenatal Class Clips: Understanding Your Newborn Baby's Behavior*) as listed in the class lesson plan.

**Note:** This class DVD is **NOT** the same as the Getting to Know Your Baby DVD. This class DVD contains clips used during the class and is **for class use only**.

- DVD player

##### Instructions:

If your agency only does one-on-one prenatal baby behavior education to participants, you can skip this section.

If your agency will be providing group education to participants, demonstrate the class.

1. Tell staff:  
*"Now, I will demonstrate the prenatal education class that we will offer our pregnant women in their third trimester."*
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.

## 4. Beyond the Handouts (FAQs)

10 minutes

### Notes

#### Purpose:

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

#### Materials:

- *Frequently Asked Questions for Prenatal Class (attachment at end of lesson plan)*

#### Instructions:

##### 1. Tell staff:

*"It's common for participants to ask questions during class. We have a 'Frequently Asked Questions (FAQs) for Prenatal Class' tool with answers to many questions participants may ask that aren't covered in the handouts. Let's spend a few minutes becoming familiar with this tool. Please read all of the questions in bold type. It isn't necessary to read all of the answers at this moment."*

Give staff a few minutes to review the tool.

##### 2. Tell staff:

- *"Work with a partner. 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 tool**. In her own words, the staff person will answer the question for the participant as best she can. Note that some questions have related information in the handouts for reference."*
- *"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."*

##### 3. Give staff time to complete the activity. Ask staff:

*"How did you like this activity? Did it help you feel more comfortable with answering additional questions parents may have about baby behaviors?"*

##### 4. Remind staff:

*"It's 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 the answer. Ask your nutritionist for help."*

### **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.

## 5. Individual Education Worksheet

15 minutes

### Notes

#### **Purpose:**

To help staff become familiar with the content of the individual education worksheet and practice using it one-on-one

#### **Materials:**

- *Understanding your Newborn Baby's Behavior* individual education worksheet
- *Activity Instructions for Individual Education Worksheet*

#### **Instructions:**

Do this activity if your agency will use the individual education worksheet to provide prenatal baby behavior education for your participants.

1. Instruct staff on how and when your agency will use the individual education worksheets.
2. Tell staff:  
*"We will give an individual education worksheet to participants who don't get the prenatal baby behavior class in their third trimester. Let's take a few minutes to read and complete the individual education worksheet individually."*  
Give staff about 3 minutes to complete the worksheet.
3. Tell staff:  
*"Now, work with a partner. One of you will be the participant and the other will be the staff person. The staff person will review the participant's responses and complete the following steps, which are listed on the half sheet 'Activity Instructions for Individual Education Worksheet':"*
  1. *Thank the participant for completing individual education worksheet.*
  2. *Ask what the participant liked or what information was the most important and why.*
  3. *Address the participant's question(s) on the bottom of page 2.*
  4. *Acknowledge or affirm what the participant wants to remember when her baby arrives (bottom of page 4).*
  5. *Offer the handouts and participant DVD (provide the youtube link <http://www.youtube.com/watch?v=eX2ijdLn1JU> for clients who don't want the DVD ).*

4. Switch roles.
5. Ask staff:  
*"How do you think participants will feel about the individual education worksheet? What questions do you have about using the worksheet with the participants?"*
6. Tell staff:  
*"Using this individual education worksheet, counts as a second contact (2C).*
7. Tell staff:  
*"Remember to offer the handouts to each participant. One way you might offer the handouts is to say, 'We have handouts that provide more information. Would you like a copy?'"*

## 6. 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 baby behavior education to prenatal participants

#### 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 to prenatal participants?"*
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.

## Prenatal Education Staff Training Materials Checklist

Item	Description	Location	
<p><b>Order Limit: 3 per clinic</b></p> <p>DVD: Prenatal Class Clips: <i>Understanding Your Newborn Baby's Behavior</i></p> <p>Item No. 961-972</p>	<p>This DVD contains clips used during prenatal group education and is for <b>class use only</b>.</p>	<p><b>WIC Staff:</b> Order through <a href="http://myFULFILLMENT.wa.gov">myFULFILLMENT.wa.gov</a> (WIC→Nutrition Education Materials→Baby Behavior Materials)</p>	<p><b>Non-WIC Staff:</b> Request additional copies from <a href="mailto:Ashley.Sutherland@doh.wa.gov">Ashley.Sutherland@doh.wa.gov</a></p>
<p>Participant DVD: Getting to Know Your Baby (English/Spanish)</p> <p>Item No. 961-969</p>	<p>This DVD can be offered to participants at the end of prenatal group education to take home and share with family members. This DVD is <b>NOT</b> used as part of prenatal group education.</p>	<p><b>WIC Staff:</b> Order through <a href="http://myFULFILLMENT.wa.gov">myFULFILLMENT.wa.gov</a> (WIC→Nutrition Education Materials→Baby Behavior Materials)</p>	<p><b>Non-WIC Staff:</b> Request additional copies from <a href="mailto:Ashley.Sutherland@doh.wa.gov">Ashley.Sutherland@doh.wa.gov</a></p>
		<p>Link to "Getting to Know Your Baby" YouTube video: <a href="http://www.youtube.com/watch?v=eX2ijDLnLJ">http://www.youtube.com/watch?v=eX2ijDLnLJ</a></p>	
<p>Staff Training Facilitator's Guide: Prenatal Education</p> <p>Item No. 961-987</p>	<p>Facilitator's Guide for conducting staff training for individual and group prenatal education.</p>	<p>WA WIC Website <a href="#">Baby Behavior Materials</a></p>	
<p>Scavenger Hunt Worksheet</p> <p>Item No. 961-973</p>	<p>Worksheet for Scavenger Hunt activity using handouts.</p>	<p>WA WIC Website <a href="#">Baby Behavior Materials</a></p>	
<p>Training Activity Instructions: For using Individual Education Worksheet</p> <p>Item No. 961-976</p>	<p>Instructions for the Individual Education Worksheet activity</p>	<p>WA WIC Website <a href="#">Baby Behavior Materials</a></p>	

Item	Description	Location	
Individual Education Worksheet: <i>Understanding Your Newborn Baby's Behavior</i>  Item No. 961-985 - English/Spanish	Used in above activity	<b>WIC Staff:</b> Order through <a href="http://myFULFILLMENT.wa.gov">myFULFILLMENT.wa.gov</a> (WIC→Nutrition Education Materials→Baby Behavior Materials)	<b>Non-WIC Staff:</b> Order through the WA WIC Website <a href="#">Baby Behavior            Materials</a>
Lesson Plan: <i>Understanding Your Newborn Baby's Behavior</i>  Item No. 961-975	Lesson plan for prenatal group education.	WA WIC Website <a href="#">Baby Behavior Materials</a>	
Poster: <ul style="list-style-type: none"> <li><i>Class Agenda: Understanding Your Newborn Baby's Behavior</i></li> </ul> Item No. 961-980 - English/Spanish	Class visuals	WA WIC Website <a href="#">Baby Behavior Materials</a>	
<b>Order Limit: 3 sets of posters (4) per clinic</b>  Posters: <ul style="list-style-type: none"> <li><i>If Your Newborn is Hungry</i></li> </ul> Item No. 961-967 - English/Spanish  <ul style="list-style-type: none"> <li><i>What Does it Mean to Sleep Like a Baby?</i></li> </ul> Item No. 961-968 - English/Spanish	Class visuals	<b>WIC Staff:</b> Order through <a href="http://myFULFILLMENT.wa.gov">myFULFILLMENT.wa.gov</a> (WIC→Nutrition Education Materials→Baby Behavior Materials)	<b>Non-WIC Staff:</b> Request additional copies from <a href="mailto:Ashley.Sutherland@doh.wa.gov">Ashley.Sutherland@doh.wa.gov</a>
<i>Why Do Babies Cry?</i>  Item No. 960-316	Participant handout used in class activity	<b>WIC Staff:</b> Order through <a href="http://myFULFILLMENT.wa.gov">myFULFILLMENT.wa.gov</a> (WIC→Nutrition Education Materials→Baby Behavior Materials)	<b>Non-WIC Staff:</b> Order through the <a href="#">H.E.R.E website</a>

Item	Description	Location	
<p><i>Understanding Your Baby's Cues</i> Item No. 960-317</p>	<p>Participant handout used in class activity</p>	<p><b>WIC Staff:</b> Order through <a href="http://myFULFILLMENT.wa.gov">myFULFILLMENT.wa.gov</a> (WIC→Nutrition Education Materials→Baby Behavior Materials)</p>	<p><b>Non-WIC Staff:</b> Order through the <a href="http://H.E.R.E website">H.E.R.E website</a></p>
<p><i>Healthy Sleep: For You and Your Baby</i> Item No. 960-318</p>	<p>Participant handout used in class activity</p>	<p><b>WIC Staff:</b> Order through <a href="http://myFULFILLMENT.wa.gov">myFULFILLMENT.wa.gov</a> (WIC→Nutrition Education Materials→Baby Behavior Materials)</p>	<p><b>Non-WIC Staff:</b> Order through the <a href="http://H.E.R.E website">H.E.R.E website</a></p>
<p>Prenatal Education Staff Training Evaluation Item No. 961-977</p>	<p>Half-sheet Agency use only</p>	<p>WA WIC Website <a href="http://Baby Behavior Materials">Baby Behavior Materials</a></p>	

In accordance with Federal law and Department of Agriculture USDA policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.

**Washington State WIC Nutrition Program does not discriminate.**

For persons with disabilities, this document is available on request in other formats.

To submit a request, please call 1-800-841-1410 (TDD/TTY 1-800-833-6388).



DOH 961-987 September 2013



Publication developed by the California WIC Program in collaboration with the UC Davis Human Lactation Center. Reprinted with permissions.