

Staff Competencies for Conducting Group Education

Below is a list of competencies for conducting group education sessions. It forms the foundation for training staff to conduct client centered nutrition education sessions.

1) Prepare for a group education session

- Demonstrate effective communication
- Arrange classroom in a manner conducive to discussion and learning
- Review lesson plan/guide
- Gather materials needed for session
- Review learning objectives
- Review lesson content
- Research content-related questions by referring to a reliable & accurate source of information
- Review evaluation component of a lesson plan/guide

2) Conduct group nutrition education sessions

- Demonstrate effective communication
- Demonstrate rapport building
- Greet clients as they enter the classroom
- Introduce themselves
- Follow Texas WIC policies related to teaching group education sessions
- Stay in the classroom the entire session
- State the language in which the session will be conducted
- Follow principles of adult learning theory
- Address distractions appropriately
- Address comments that contradict practices recommended by WIC
- Acknowledge WIC clients' own expertise in feeding their families
- Demonstrate cultural sensitivity
- Provide examples that are culturally relevant
- Provides all clients with an opportunity to participate
- Provide information about other services when appropriate (i.e., sources of immunizations, Medicaid)
- Encourage clients to make healthy decisions for themselves and their families
- Address individual concerns
- Refer questions she (or he) is not able to answer (or help the client find the answer)

- Facilitate group discussion (*This sub-objective and the ones that follow are for client centered nutrition education (CCNE) and facilitated group discussions.*)
- Prepare additional questions to use in case conversation stalls
- Used an introductory activity to help make the class feel more comfortable
- Establish ground rules for fair, safe discussions
- Introduce topic of discussion
- Guide the discussion
- Tailor information presented to the audience's age, gender, and culture
- Redirect conversation when necessary

3) Summarize and evaluate group's understanding of the material

- Ask clients to help summarize a list of key concepts that they arrived at today
- Ask questions to evaluate the group's understanding of the material
- Address areas that are poorly understood
- Invite participants to share the most useful thing they gained from the session

Background: This list of competencies was created for Texas WIC by University of Texas-Austin consultants after a review of literature to identify competencies used for nutrition professionals, interviews with WIC directors and staff across the state, and a review of WIC training materials.