

		<p>Identify when prescriptions may be required for participants.</p> <p>Locate support, resources, and information about prescription required packages.</p>	
D. BREASTFEEDING PROMOTION & SUPPORT	Provide ongoing breastfeeding promotion and support.	<p>Understand effective strategies for increasing staff support for breastfeeding.</p> <p>Know the benefits of breastfeeding for baby, mother, family, and community.</p> <p>Understand how WIC food packages for the breastfeeding dyad support breastfeeding.</p> <p>Develop rapport and foster open dialogue to successfully communicate with pregnant women and mothers.</p>	*Not explicit in online course
E. FOOD INSTRUMENTS	Knowledgeable of all WIC Food Instruments.	Describe differences between WIC food instruments and Farmers Market Nutrition Program food instruments.	
F. DATA COLLECTION	Operate electronic data management system. (i.e. ROSIE)	<p>Describe data system components used for WIC including help functions.</p> <p>Demonstrate proficiency in electronic data entry.</p>	
G. CUSTOMER SERVICE	Provide services in a friendly, timely and considerate manner.	<p>Maintain efficient clinic flow.</p> <p>Demonstrates positive, responsive behavior to participants' needs and complaints.</p> <p>Identify techniques to use to resolve conflicts.</p> <p>Describe procedures for giving a notification of appeal rights and guidelines for giving benefits.</p> <p>Perform job duties professionally.</p>	