

## Additional Training Resources: Phase 4

JANUARY 2024

These trainings are optional exercises that may help you further develop your skills and understanding when working with WIC participants. If you have questions as you are learning and practicing what you have learned, reach out to your preceptor to assist you.

### Breastfeeding

- [WIC Lactation Continuing Education](#)
- WIC Breastfeeding Support [Video Gallery](#) (USDA)
- Additional On Demand Breastfeeding Education. Found on [WIC Lactation Continuing Education](#)
- Review ***Breastfeeding Resources & References for Health Professionals*** (Order the most current version on [WIC Agency Materials Order Form](#).)

### Customer service

- Communicating with Participants-[WIC Learning Online \(WLOL\)](#) (USDA)
- [Communication and Counseling Over the Phone](#) (MDH WIC)
- [WIC Customer Service](#) Playlist (Arizona WIC)
- [Customer Service and Conflict Resolution](#) (Louisiana WIC)
- Sign up for the Learning Dynamics ***Customer Service Notes for WIC***
  - Send name and email address to [info@learningdynamics.com](mailto:info@learningdynamics.com)

### Cultural humility & services

- Diversity, Equity, and Inclusion (DEI) courses- [WIC Learning Online \(WLOL\)](#) (USDA)
  - Becoming a DEI Ally and Agent for Change
  - Moving from Bias to Inclusion in a DEI Journey
  - Embedding Inclusion into Everyday Experience
- [Cultural Humility](#) -People, Principles and Practices, a documentary by Vivian Chavez.

### Reference – complete listing of hyperlinks:

ADDITIONAL TRAINING RESOURCES: PHASE 4

WIC Lactation Continuing Education

([www.health.state.mn.us/people/wic/localagency/bf/conted.html#meetings](http://www.health.state.mn.us/people/wic/localagency/bf/conted.html#meetings))

Video Gallery ([wicbreastfeeding.fns.usda.gov/video-gallery](http://wicbreastfeeding.fns.usda.gov/video-gallery))

WIC Agency Materials Order Form

([www.health.state.mn.us/forms/cfh/wicmaterials/index.html?target=AGENCY](http://www.health.state.mn.us/forms/cfh/wicmaterials/index.html?target=AGENCY))

WIC Learning Online (WLOL) ([wicworks.fns.usda.gov/resources/wic-learning-online-wlol](http://wicworks.fns.usda.gov/resources/wic-learning-online-wlol))

Communication and Counseling Over the Phone

([www.health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/0602phone.pdf](http://www.health.state.mn.us/docs/people/wic/localagency/wedupdate/2021/topic/0602phone.pdf))

Customer Service and Conflict Resolution

([ldh.la.gov/assets/oph/nutrition/WIC/WICCivilRights/2017ConflictResolution/index.html](http://ldh.la.gov/assets/oph/nutrition/WIC/WICCivilRights/2017ConflictResolution/index.html))

WIC Customer Service ([www.youtube.com/playlist?list=PLnv1INVkxmu\\_4bFTR-KOefnp9FjwC88t](https://www.youtube.com/playlist?list=PLnv1INVkxmu_4bFTR-KOefnp9FjwC88t))

Cultural Humility (complete) ([www.youtube.com/watch?v=SaSHLbS1V4w](https://www.youtube.com/watch?v=SaSHLbS1V4w))

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