

Ask-Offer-Ask

ASK what the patient knows or has tried in the past.  ASK permission to OFFER education or suggestions.  ASK for the patient's response to the information or suggestions.	
DOs and DON'Ts of Ask-Offer-Ask	
DO	DON'T
 Ask open-ended questions about what they know or have tried <i>"What do you think about this issue?"</i> <i>"Tell me what you know about..."</i>	 Ask close-ended ("Yes or No") questions <i>"Do you think this is an issue?"</i> <i>"Did you know that..."</i>
 Get permission to offer information or suggestions <i>"Is it ok if I share some important information with you?"</i>	 Give information or suggestions without permission
 Use "offering language" <i>"Consider..."</i> <i>"Based on others' experiences, you might try..."</i>	 Use "telling language" <i>"You should..."</i> <i>"You really need to..."</i> <i>"Don't do..."</i>
 Give factual information <i>"Research has shown..."</i>	 Give your own opinions <i>"Well I think..."</i>
 Ask for the patient's response to the information or suggestions provided <i>"What do you think of that?"</i> <i>"What do you think would work for you?"</i>	 Follow up with close-ended questions <i>"Does that make sense?"</i> <i>"Are you going to try this?"</i>
 Respect the patient's freedom to agree or disagree	 Argue with the patient when they disagree with the information or decline the suggestions

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