

### Ask-Tell-Ask Skills Checklist

13 Sep 2016

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Assume rapport was established before the interaction started.

**A** = Achieved; **D** = Developing; **NA** = Not Applicable

Item	Description	A	D	NA
<b>ASK #1</b> for 1) permission <i>OR</i> 2) what they know or want to know	1) Permission: Permission was clearly requested.  <i>OR</i>			
	2) What they know or want to know: A respectful request was made to ask what the person already knows or wants to know about the current situation.			
<b>TELL</b>	The message was <b>relevant</b> and about the <b>present</b> situation.			
	The information was provided in a <b>neutral</b> way. The purpose was to inform, not persuade.			
	The message was <b>focused</b> .			
	The language used had <b>short sentences</b> and <b>familiar words</b> .			
	An <b>appropriate amount</b> of information was provided and it was <b>arranged logically</b> .			
	<b>Pictures</b> or <b>figures</b> were used when it was helpful.			
<b>ASK #2</b> 1) what they thought <i>OR</i> 2) use teach-back to check understanding	1) What they thought: The person was clearly asked what ideas or thoughts they had about the information that was provided.  <i>OR</i>			
	2) Use teach-back It was clear that the teach-back question is a check is on the guide's ability to provide clear information. The helper said something like "so I know I was clear."  Another option is that the helper asked what information the person will tell others about the interaction.  If the helper was teaching a skill, it was a request to "show me so I know I demonstrated it well."			
<b>Continued Use of Ask-Tell-Ask</b>	Ask-Tell-Ask was repeated as needed during the interaction, such as "chunking and checking" different pieces of information or asking permission for new or additional topics.			
<b>Warmth, Tone and Respect<sup>1</sup></b>	The tone is warm, encouraging and expresses respect of the person.  There may be statements of strength such as "you have a lot of knowledge in this area" or statements that respect autonomy such as "it's up to you," or "it's your choice," or statements that express collaboration such as "we can work together on this."			

<sup>1</sup> The Spirit of MI (compassion, acceptance, partnership, and evocation) is important during Ask-Tell-Ask. The tone of the interaction indicates how well the clinician demonstrates caring and genuine interest.

