

### Ask-Tell-Ask Skills Checklist

Version date: 12 December 2018

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 was clearly requested.  <i>OR</i>			
	2) 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) The person was clearly asked what ideas or thoughts they had about the information that was provided.  <i>OR</i>			
	2) It was clear that the teach-back question is a check 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 by chunking and checking different pieces of information or by asking permission for new or additional topics.			
<b>Warmth, Tone and Respect*</b>	The tone is warm, encouraging and expresses respect of the person, and may include: <ul style="list-style-type: none"> <li>• Statements of strength, e.g., "You have a lot of knowledge in this area."</li> <li>• Statements that respect autonomy, e.g., "It's up to you," or "It's your choice."</li> <li>• Statements that express collaboration, e.g., "We can work together on this."</li> </ul>			

\*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.

