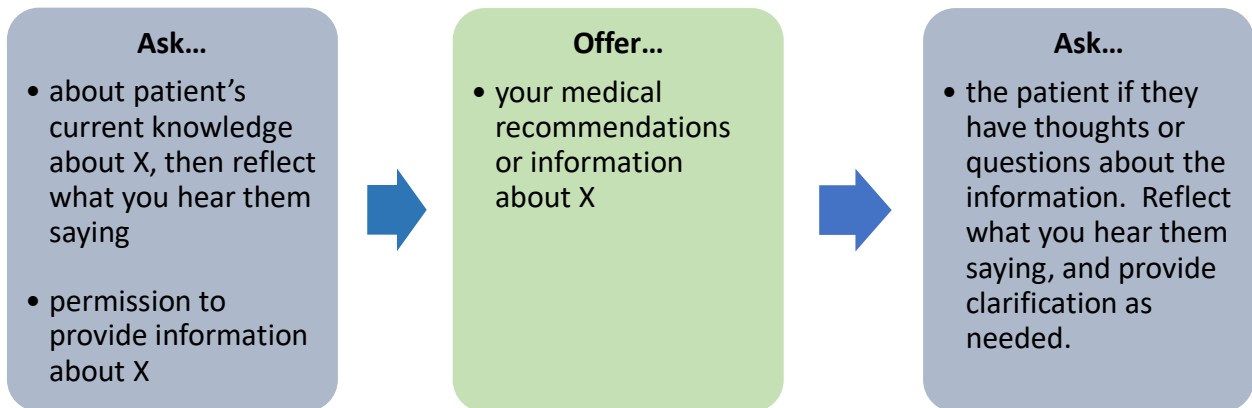


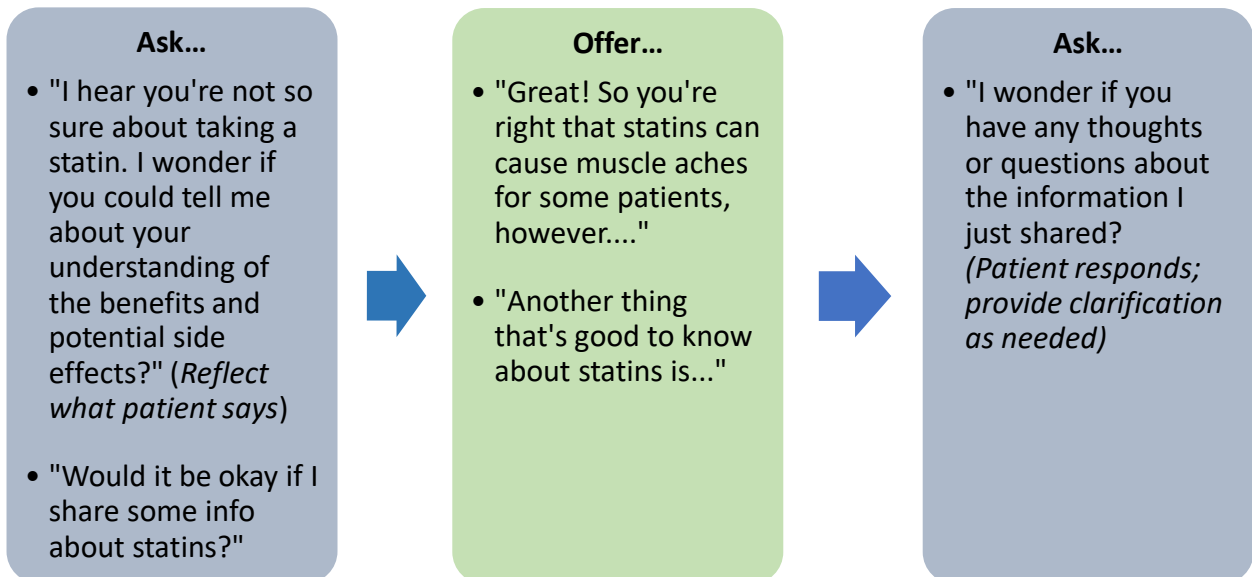
Ask – Offer – Ask

Giving medical information and recommendations is an important part of a healthcare professional's job. And most of the time patients are appreciative of this information and expertise. But not always, especially when patients are highly ambivalent or maybe even expressing full-on resistance to medical advice. What to do? **Enter: Ask-Offer-Ask.**

Ask-Offer-Ask is a technique from Motivational Interviewing that help **reduce defensiveness**. Research also research suggests it's **more effective than traditional advice-giving**, especially when working with ambivalent patients. Here's what it looks like:



Let's take a second look, this time with a clinical example:



By asking what the patient already knows (or thinks they know) about a topic, you can more **efficiently tailor the information you provide**. And by asking the patient's permission to share medical advice, you **increase the chances they'll be amenable**. Go ahead, give it a try!