

What brings you here today?

Ask

What do you already know?

Include open ended questions	Give people time to think
Listen with care	Think about timing and tone of voice
Pauses and silence are ok	Respond to emotion

Tell

Share the right information, the right way, at the right time

Use plain language

Use pictures / diagrams

Demonstrate (where possible)

Give examples

Just checking we are on the same page, what did we decide today?

Ask

What questions do you have?

Check you have explained things clearly and the person has understood using teachback

Check what they need

When you get home, what will you say we talked about today?

Can you show me?

I want to make sure I've covered everything, can you tell me in your own words the main points?