

Providing Advice Effectively

Providing advice effectively

Molly Kellogg, RD, LCSW

Our Outline

- A simple format
- Taking care with words
- Listen

Providing advice & maintaining rapport

- **Elicit** What client already knows and wants to know
- **Provide** information in neutral manner
- **Elicit** client's response to, interpretation of the information

Providing Advice Effectively

Elicit first

- What have you already heard about ...?
- What do you know so far?
- What questions do you have?
- How might I help you?
- I have some information (or handout) about... May I share this with you? or Would you like to hear it?

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Imperatives



- “You should...”
- “You have to...”
- “You need to...”



Tell the truth without pushing

State facts

Leave out:

- The word “you”
- A desire for client to change
- Assumption of change

Providing Advice Effectively

Elicit response to information

- Open-ended questions
- Listen
- Encourages active learning and change
- May show you misunderstanding

Elicit/Provide/Elicit example

- “What do you know about the benefits of breastfeeding?” “What information might you need from me right now?”
- “Moms find it convenient because they don’t have to prepare formula.” “Breastfed babies are healthier.”
- “What is your response to this information?” “What are your thoughts at this time?”

Practicing giving advice



- Notice advice moments and pause to elicit first
- Listen to your advice wording
- Practice with others
- Use E/P/E with clients
