

Giving Information with E-P-E

Elicit, Provide, Elicit

Skill	Steps	Keep it
Giving information	Three, plus permission	One or two items

Sharing information well is harder than it looks. Advice nobody asked for often lands badly. It can repeat what the person already tried, miss their situation, or feel overwhelming or belittling, and then people stop listening.

Elicit-Provide-Elicit is “an information exchange process that begins and ends with exploring the client’s own experiences” (Miller & Rollnick, 2013).

Step	What it means	What you might say	My notes
Elicit	Ask open questions about their ideas and past successes.	What are your thoughts on it? What has worked for you before? What have you heard from others? I have some ideas, and I’d like to hear yours first.	
Ask permission	Ask before giving advice, feedback or information. Share only if they’re open to it.	Could I offer something? Could I share my experience? Would some information be helpful?	
Provide	Share one or two items, leaning on their strengths. Skip the lecture and the jargon.	You clearly know a lot about... I’ve seen other people... What has worked for me is... Sometimes it can help to...	
Elicit	Ask what they make of it.	What do you think about that? Does that fit for you? I could be off here. What do you think?	

Miller, W. R., & Rollnick, S. (2013). *Motivational interviewing: Helping people change* (3rd ed.). Guilford Press.