

Giving Information using E-P-E



Giving information to others in an effective way is more complicated than it may seem. Unsolicited advice, feedback and other types of information is usually not well received. Information given in an ad-hock manner can be redundant (the other person has already tried that) or generic (does not apply to the client's unique set of circumstances). Advice can come across overwhelming, belittling or even insulting. Information that is given in the wrong way can be annoying at least; at worst bad advice can cause another person to shut down, stop listening or lose trust that you can be of help.

With these things in mind, the Elicit – Provide – Elicit (EPE) method was developed. EPE is “an information exchange process that begins and ends with exploring the client's own experiences to frame whatever information is being provided to the client” (Miller & Rollnick, 2013). The below table lists in detail the different aspects of using EPE.

Skill	Description	Examples	Comments
E licit	Ask open ended questions to elicit client ideas and past successes on the subject	<ul style="list-style-type: none"> • What are your thoughts on it? • How do you think you could do it? • What has worked for you in the past? • What have you heard from others? • I have some ideas, but I would like to hear yours first. 	
Ask Permission	Ask permission before giving any advice, feedback or information. Give only if client approves of your sharing.	<ul style="list-style-type: none"> • Could I offer something? • Could I share my experience? • Would it be helpful if I gave some information? • I have a thought, could I share it? 	
P rovide	Provide information with a focus on client positives and strengths. Limit information to one or two items. Avoid overwhelming the client with lengthy lectures or jargon.	<ul style="list-style-type: none"> • You clearly are skilled in... • I noticed... • I have seen other people... • I was wondering if you could add... • What has worked for me is... • Sometime it can help if... 	
E licit	Ask open ended questions to elicit client response or thoughts on the information.	<ul style="list-style-type: none"> • What do you think about that? • Does that make sense? • Does that resonate with you? • I'm not sure, does that sound right? • I could be off here, what do you say? 	



