



ASK US
Advice toolkit

DO'S AND DON'TS IN GIVING INFORMATION

This resource is part of the Ask Us Advice Toolkit. For more information or queries on any of the topics covered in this toolkit, or to find out about training and consultancy the Ask Us partners can offer please contact enquiries@1625ip.co.uk



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DO'S AND DON'T'S IN GIVING INFORMATION

Do

- Give it clearly and in a way the client can understand
- Give client all options
- Summarise back to client
- Remain impartial and non-judgemental
- Check your information sources

Don't

- Use jargon
- Tell the client what to do
- Tell the client something you think they might want to hear
- Use your own experience or give anecdotal information
- Give inaccurate or misleading information