

Start by explaining one concept at a time to the client, breaking the information into smaller pieces to avoid confusion.

01

Once you have conveyed a discrete piece of information, assess the client's recall and understanding by asking them to explain what you said in their own words.

02

## TEACH BACK step by step

04

If the client has understood the information, introduce the next concept.

03

If you have asked the client to make any commitments, have the client confirm these to you so that you both know that the commitment has been understood.



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