

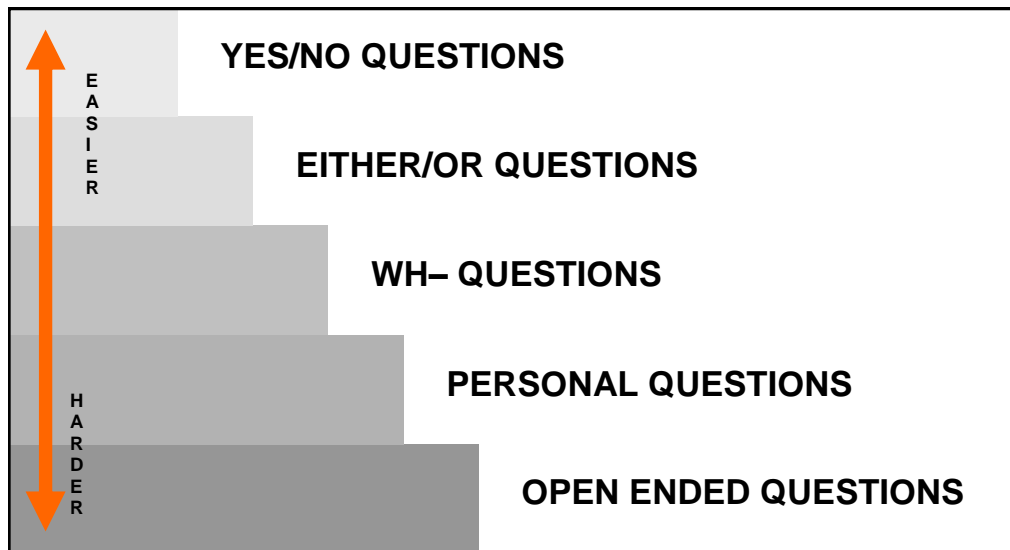
Tips for Working with Limited English Proiciency Clients

Eliciting information

Strategies:

- **Separate your questions; ask only one per sentence.**
- **Do not ask negative questions.**
(Isn't Garcia your family name? Your name isn't Garcia, is it?)
- **Ask the question and wait.**
- **Repeat the entire question.**
- **If there is no understanding, shift to simpler question and wait.**
- **Repeat.**

Question Hierarchy



(From Tacoma Community House, Literacy NOW)

Is Garcia your family name?

Is your family name Torres or Garcia?

What is your family name?

Does everyone in your family use the same name?

Why do you list Torres on the first page and Garcia on the second?