

Promoting Health Literacy with Free Information and Cool Tools
from Your National Library of Medicine

Answer Key Session 3
Pre-test, Post-test, Handout

1. An effective way to enable a person to move from information into health promoting action is to **ask reflective questions**.

2. Three basic questions to guide an empowering reflective conversation are:

What do you **want**? What have you **got**? What's **next**?

3. *What do you want?* and *How will you know your got it* ? clarify the person's **best possible desired outcome**.

4. *What have you got?* clarifies the **current situation**. Useful questions are *What is working?* *What is missing?* *What is in the way?*

5. *What's next?* clarifies **what baby step the person is willing and able to take now**. Useful questions are: What could you: **keep** doing, **start** doing, **stop** doing, or do **differently?**

6. A reflective conversation often starts with a **complaint**. What the person cares about, and her motivation to change it, is behind the **complaint**.

7. Asking questions, without giving advice and unsolicited information, keeps the **learner** in charge of the learning.