

## POST-TEST Session 3

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

#### Leading an empowering reflective conversation

1. An effective way to enable a person to move from information into health promoting action is to \_\_\_\_\_.

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

What do you \_\_\_\_? What have you \_\_\_\_? What's \_\_\_\_\_?

3. *What do you want?* and *How will you know* \_\_\_\_\_ ? clarifies the person's \_\_\_\_\_

4. *What have you got?* clarifies \_\_\_\_\_. Useful questions are *What is* \_\_\_\_\_? *What is* \_\_\_\_\_? *What is* \_\_\_\_\_?

5. *What's next?* clarifies \_\_\_\_\_. Useful questions are: What could you: \_\_\_\_\_ doing, \_\_\_\_\_ doing, \_\_\_\_\_ doing, or do \_\_\_\_\_?

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

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

Empowerment:

ability to make a choice and transform that choice into desired actions and outcomes.

*World Bank*