

## Learning activity: Clear language is important for everyone

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### Goal:

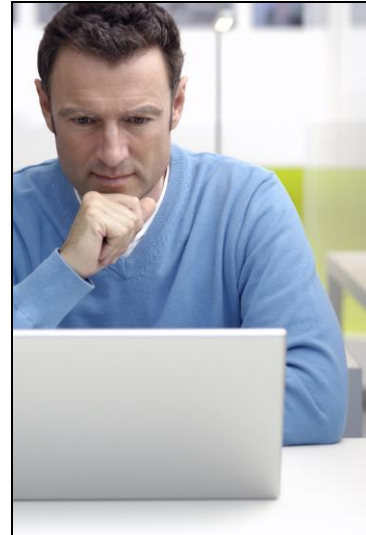
- To show people who are well educated and read well, the difficulties in understanding and acting on a message that is not clearly written.

### Supplies:

- Memo (page 2) as a handout or a Powerpoint slide.

### Method:

1. Learners read the memo.
2. Ask questions:
  - What is the author's main concern?
  - How would you respond to the author?
  - How did reading this message make you feel?



### Debrief and discuss:

- Facilitate the answers to the questions.
- Remark on your observations of the learners during the task. Well educated audience struggled to grasp the meaning of the memo and what to do.
- Ask: Who was the author writing for?

### Options:

- Use the memo to start a workshop on health literacy and clear communication.
- Paint a more dramatic scenario. Role play to simulate a demanding work environment. You are the author of the memo and the learners' supervisor. You expect your staff to respond quickly.
- Relate this experience to a patients' struggle when asked to quickly read and sign a consent form before surgery.

## Memo

