

When a flower doesn't bloom, you fix the environment in which it grows, not the flower.
Alexander Van Heyer

WORDS make WORLDS
Debbie Mal

The way we SPEAK becomes people's (& our) INNER VOICES
Peggy O'Hara

We are not all in the same **BOAT**
We are all in the same **STORM**
WE ALL GO THROUGH THINGS DIFFERENTLY

Walk gently in the lives of others - not all WOUNDS are VISIBLE...

Be MINDFUL of...
Softer language
Hindsight - if I could go back
Cultural nuances... gender, race, class etc.
Impact of trauma on speech & language
JARGON FREE / HUMANISING / ACCESSIBLE

We learned that people will forget what you said, people will forget what you did but people will never forget HOW YOU MAKE THEM FEEL
Maya Angelou

WHAT HEART PRINTS WILL YOU LEAVE?

WORDS CAN UPLIFT AND INSPIRE
WORDS CAN HURT AND PUT PEOPLE IN BOXES

Think about the IMPACT of your WORDS
Be CURIOUS Ask
Create SPACE Be AWARE of different LANGUAGES

TIME HOLES and TRIGGERS
REINFORCE & EMBED CORE BELIEFS / SCRIPTS

- ACCENT
- FEELING
- WORD
- TONE
- PRAISE



ATTENTION NEEDING

CONNECTION SEEKING

THINK ABOUT the STORY you tell...

Be wary of ATTENTIONAL BIAS and CONFIRMATION BIAS...

TREAT PEOPLE how you want to TEACH THEM
MODEL the MODEL

See a person differently and you see a DIFFERENT person

SEE THE PERSON BEHIND THE BEHAVIOUR
if the BEHAVIOUR could TALK what would it SAY?

THE POWER of LANGUAGE
It's free!



LANGUAGE is in SO MANY DIFFERENT FORMS
Letters, websites, texts, Signage, Brochures, Posters
if the BUILDING could talk what would it say?

THINK
How you are using LANGUAGE
in team Meetings
in Notes/handovers
How would that person feel?

it's Not what's WRONG with you, it's what's happened to you...

The PROBLEM is the PROBLEM Not the PERSON
michael white

NARRATIVE THERAPY
Use THE instead of YOUR
THE ANGER / YOUR ANGER
EXTERNALISING THE BEHAVIOUR

ACRONYMS

Easily MISUNDERSTOOD
Different MEANINGS
...CIN, LAC, SA... LAU...

TERMINOLOGY

- Think about the IMPACT of your WORDS...
- Contact
- Unborn
- Leaving Care team
- Case
- Placement
- Detached team

VAGUE DESCRIPTIONS

Words mean DIFFERENT THINGS to DIFFERENT PEOPLE
eg Aggressive
The house was messy

BE CLEAR ... give EXAMPLES ... stick to the FACTS

WHAT DO YOU ACTUALLY MEAN?

remember... notes follow people around

AND WORDS STICK

LANGUAGE CAN LEAD TO SELF-FULFILLING PROPHECIES...

Contributes to & REINFORCES NEGATIVE thoughts & feelings

Affects STAFF'S RESPONSES

Places BLAME on the person

EMPATHY

- At LEAST
- I KNOW how you FEEL

VICTIM BLAMING

Check out DR JESSICA TAYLOR on victim focus

The single biggest PROBLEM in COMMUNICATION is the ILLUSION that it has TAKEN PLACE
George Bernard Shaw

