



NYTH NEST

When a flower doesn't bloom,
you fix the environment
in which it grows,
not the flower.
— Alexander Dru, Meyer

WORDS
make
WORLDS
Debbie Malar

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

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

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

WHAT
HEART
PRINTS
WILL
YOU
LEAVE?
How you MAKE THEM
FEEL
— Major Angelou

SEE THE
PERSON BEHIND
THE BEHAVIOUR

See a person
DIFFERENTLY
and you see a
DIFFERENT
person

THE POWER
of
LANGUAGE
It's free!

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

LANGUAGE IS IN SO MANY DIFFERENT FORMS
Letters
websites
Signage
Posters
Brochures
Newspapers
If the BUILDING
could talk
what would
it say?

THINK
How you are using
LANGUAGE
in
Meetings
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
The
PROBLEM
IS THE
PROBLEM
NOT THE
PERSON
NARRATIVE THERAPY
Use THE instead of YOUR
THE ANGER / YOUR ANGER
EXTERNALISING THE
BEHAVIOUR
— Michael White

DR KAREN TREISMAN
SAFE HANDS AND
THINKING MINDS



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

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

TIME HOLES
and
TRIGGERS

REINFORCE & EMBED CORE
BELIEFS / SCRIPTS
CHAIN OF PAIN
SHIELD OF SHAME
Dignity
Hugues & Golding 2007

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

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

ACRONYMS
Easily
MISUNDERSTOOD
Different
MEANINGS
... CIN, LAC
... Lade...

EMPATHY
AT LEAST
KNOW how you FEEL

VICTIM BLAMING
check out
DR JESSICA TAYLOR
on victim focus

WHAT DO YOU ACTUALLY
MEAN?
Remember... notes follow
people around

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

TERMINOLOGY
Think about the IMPACT
of your WORDS...
Contact
Unborn
Leaving Care
Team
Placement
Detached team

The single biggest
PROBLEM in COMMUNICATION
is the ILLUSION that
it has TAKEN
PLACE
Affects STAFF'S
RESPONSES
George Bernard Shaw

LANGUAGE CAN LEAD TO
SELF-FULFILLING
PROPHECIES...
Places BLAME
on the person

Contributes to &
REINFORCES NEGATIVE
thoughts & feelings

AND WORDS
STICK