



# How Language Influences Outcomes: What We Say Versus How We Say It

*(90-minute webinar – available live or on-demand)*

**Thursday, February 24, 2022**

9:00 AM Hawaiian	11:00 AM Alaskan
12:00 PM Pacific	1:00 PM Mountain
2:00 PM Central	3:00 PM Eastern

[Register Here](#)

Explore the many ways language can interfere with and influence high-quality care. Take an in-depth look into what “backstage” and “bedside” language is and how to effectively use it.

## **AFTER THIS WEBINAR YOU’LL BE ABLE TO:**

- Describe three ways that language can interfere with effective communication
- Discuss how words can negatively influence teams
- List five commonly used words/phrases that can be misleading, especially at the bedside
- Explain how the word “denial” is generally not informative and often judgmental
- Employ two methods that produce heightened levels of language self-awareness
- Apply two methods to help IDT members with positive, descriptive communication

## **WEBINAR DETAILS**

Healthcare workers often use two types of language, “backstage” and “bedside.” Typically, how staff speak about situations in the office is not how they talk with clients – or is it? “Your husband is terminally ill.” “Your wife is actively dying.” Are you certain the audience being addressed knows what is being discussed? What about when coworkers say, “This is a difficult family”? What does that mean and what are we to do about it? Improve the level of care with this worthwhile webinar that will look at ways to communicate more effectively both backstage and at the bedside.

## **THIS WEBINAR WILL BENEFIT THE FOLLOWING AGENCIES:**

- Hospice
- Palliative Care

## **WHO SHOULD ATTEND?**

This informative webinar is designed for all interdisciplinary team members, including social workers, chaplains, physicians, nurses, bereavement professionals, therapists, and volunteer managers. Professionals in management and leadership positions will also benefit from attending.

## **TAKE-AWAY TOOLKIT**

- Self-assessment exercise
- Organizational assessment exercise
- Guidelines for “better choices” related to language
- Discussion guide to use with staff and volunteers following the webinar
- Handout with additional lecture notes and resources
- PDF of slides and speaker’s contact info for follow-up questions
- Attendance certificate provided, however there are no pre-approved CEs associated with this webinar

**NOTE:** All materials are subject to copyright. Transmission, retransmission, or republishing of any webinar to other institutions or those not employed by your agency is prohibited. Print materials may be copied for eligible participants only.

## **MEET THE PRESENTER**

### **Gary Gardia, LCSW, APHSW-C**

Over 35 years ago, Gary began his hospice career as a volunteer. Since then he has worked in many capacities leading a variety of teams and departments including volunteers, social workers, bereavement, and education.

Gary holds Master’s Degrees in both Education and Social Work and is a Licensed Clinical Social Worker. He also holds the new Advanced Palliative Hospice Social Worker Certification (APHSW-C). Gary received the National Hospice and Palliative Care Organization’s (NHPCO) Heart of Hospice Award for developing innovative programs to meet the needs of caregivers and the bereaved and is the recipient of the national social work organization Social Work Hospice and Palliative Network (SWHPN) Award of Excellence in Professional Education.

Gary is a frequent presenter and keynote speaker at state and national conferences and works as a consultant for various businesses and healthcare organizations. He is the past Executive Director of the Advanced Palliative Hospice Social Work certification organization.

## **THREE REGISTRATION OPTIONS – WHAT YOU GET**

### **1. Live Webinar Includes**

- Unlimited connections to the Live Webinar for your agency
- Handout and take-away toolkit
- Available on desktop, mobile & tablet
- Presenter's contact info for follow-up

### **2. On-Demand Webinar Includes**

- Recording of the Live Webinar
- Can be viewed anytime 24/7, beginning 2 business days after the Live Webinar
- Handout and take-away toolkit

- Available on desktop, mobile & tablet
- Free Digital Download, yours to keep
- Share link with anyone at your agency
- Presenter's contact info for follow-up

**3.** Purchase the **BOTH Option** to receive all the benefits listed above! Full registration descriptions can be found [here](#).

If you need help with anything, please drop us an email at [support@eewebinarnetwork.com](mailto:support@eewebinarnetwork.com) or call 406.442.2585.