What You Say & How You Say It: The Impact of Language on Community & Clients

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About The Presenter

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• Mental Health Consultant
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The Importance of Language

• Establishing Rapport
• Demonstrating Cultural Awareness
• Informing, Educating, & Alerting the Community
• Demonstrating Cultural Competence
  • Checking yourself: Bias
• Safety
  • What is a true safe space?
The Impact: It Hits Different

- Contributing to Sense of Self (Self-Efficacy vs. Self-Esteem)
- Creating Support Team Members
- Reducing Stigma
- Rearranging Schemas
- Negative Connotations Lead to Negative Behaviors
  - Learned Hopelessness, Learned Helplessness, Regression, Repression
  - "Othering"
  - Us vs. Them, Me vs. The World
The Name of the Game: Reframing

- Leaving Oppressive Language Behind
- Humanizing Addiction & Harm Reduction
- Meeting Clients Where They Are
- Community Education
- Highlight Individual and Collective Experiences
- Educating (& Re-educating) Yourself

- Transparency Saves Lives
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