Communication Skill-Building: Ten Modules with Videos

1. Introducing The Language of Caring
2. Heart-Head-Heart™ Communication
3. The Practice of Presence
4. Acknowledging Feelings
5. Showing Caring Nonverbally
6. Explaining Positive Intent
7. The Blameless Apology
8. The Gift of Appreciation
9. Say It Again with HEART
10. The Language of Caring: From Good to GREAT

Features
- Managers/champions lead!
- One skill at a time
- Short team sessions – under 30 minutes
- Compelling videos shot on location at Banner Health
- Built-in feedback and habit-building
- CEU-ready
- Web access to all resources on the Language of Caring Client Portal

Typical Implementation Process

Assessment and Planning
Communication Skill-Building
Leadership Support and Development
Sustaining Improvement

Language of Caring for Staff® is the proven skill-building solution that engages all staff in consistently communicating their caring and empathy with patients, families, and coworkers.

The Results: An energized, gratified workforce, an exceptional and healing patient experience, improved safety, higher CAHPS scores, less anxious and more engaged patients.

www.languageofcaring.com
Spoken from the Heart

“I see and hear stories about Language of Caring every day. Employees come to me and say, ‘I used Language of Caring with a difficult family today and it really worked’. That’s very rewarding.”
Amy Lambert, Senior VP
Children’s Hospital of Philadelphia Care Network

“The friendliness and atmosphere started to change once we started Language of Caring. It’s reminding us why we’re here.”
Lucky Romero, Inventory Associate
Banner Health System

“Language of Caring for Staff has proven to be a wonderful package of training sessions. The real magic is the ease of use and all of the reinforcement tools included. They collaborate with you throughout the entire preparation and roll out. It is very structured and very effective.”
Rhonda Dishongh, Leader of Patient Experience, Patient Relations and Patient Access
Memorial Hermann Northeast Hospital

Language of Caring for Staff®

- Creates alignment by developing a common language and skill set for caring communication
- Mobilizes employees as engaged contributors who together create a community of caring
- Makes your initiatives, like rounding, pain management and reducing readmissions, more effective
- Encourages empathic communication, engagement and partnership—the keys to patient and family-centered care
- Leads to improved safety, better outcomes and higher CAHPS scores

Among Language of Caring Clients

Hospitals, Health Systems & Medical Groups
- Johns Hopkins Medicine, MD
- MD Anderson Cancer Center, TX
- Children’s Hospital of Philadelphia, PA
- American Red Cross, DC
- Harvard University Health Services, MA
- Memorial Hermann Health System, TX
- Lourdes Hospital, NY
- Children’s Hospital of Wisconsin, WI
- MedStar Washington Hospital Center, DC
- Wentworth Douglass Hospital, NH
- Wentworth Health Partners, NH
- Terros Health, AZ
- United Health Group, WI, NC
- CHI Franciscan Medical Group, WA

Connect with us!

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Watch the introductory video and learn more by visiting: http://languageofcaring.com/programs/language-of-caring-for-staff/