



Intentional Speaking: Communicating with Purpose and Impact

Danielle Pierotti PhD, RN

A CENTURY STRONG
100 South Dakota
Association of Healthcare Organizations

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Post-Acute Partners in Care
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Intentional Speaking: Learning Objectives

- Define Successful communication
- Identify common speech patterns which diminish trust
- Practice strategies for guiding high risk conversations to a successful resolution

<https://www.youtube.com/watch?v=lasCZL072fQ>



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Do you hear me?
Do you care?

- NOUN

- the imparting or exchanging of information or news.
- a letter or message containing information or news.
- the successful conveying or sharing of ideas and feelings.

- VERB

- share or exchange information, news, or ideas.
- impart or pass on (information, news, or ideas).
- convey or transmit (an emotion or feeling) in a nonverbal way.
- succeed in conveying one's ideas or in evoking understanding in others



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❄️ ✨
❄️ ✨ What does success look like?





Trust



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Trust

- Nurses Ranked Most Trusted Profession for 24th Consecutive Year
ANA

Recent Changes in Americans' High Ratings of Professions, 2021 to 2024

% Rating honesty and ethics very high or high

	Dec 1-16, 2021 %	Dec 2-18, 2024 %	Change pct. pts.
Nursing home operators	27	21	-6
Nurses	81	76	-5



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Does this ever happen to you?

My lips are moving, and the sound's coming out
The words are audible, but I have my doubts
That you realize what has been said
You look at me as if you're in a daze
It's like the feeling at the end of a page
When you realize you don't know what you just
read



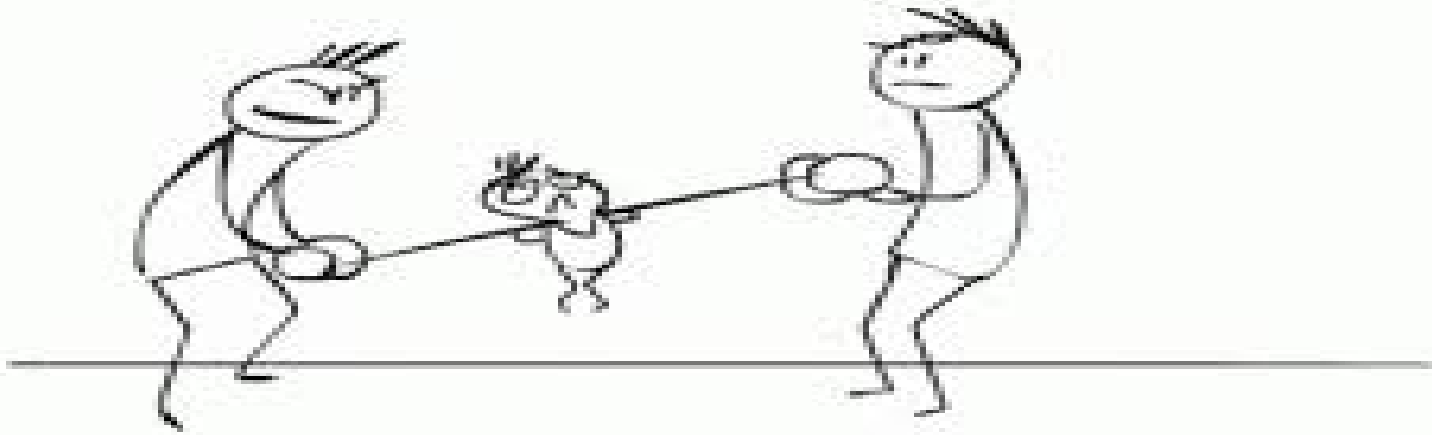
❄️ ✨ Purpose





Power real and perceived

- Who is *really* in charge here?





Motivations (and EGO)

- What do you want people to say about you?





Assumptions

I might as well go up and talk to a wall

'Cause all the words are having no effect at all

It's a funny thing, am I all alone?

Something has to happen to change the direction

What little filters though is giving you the wrong impression

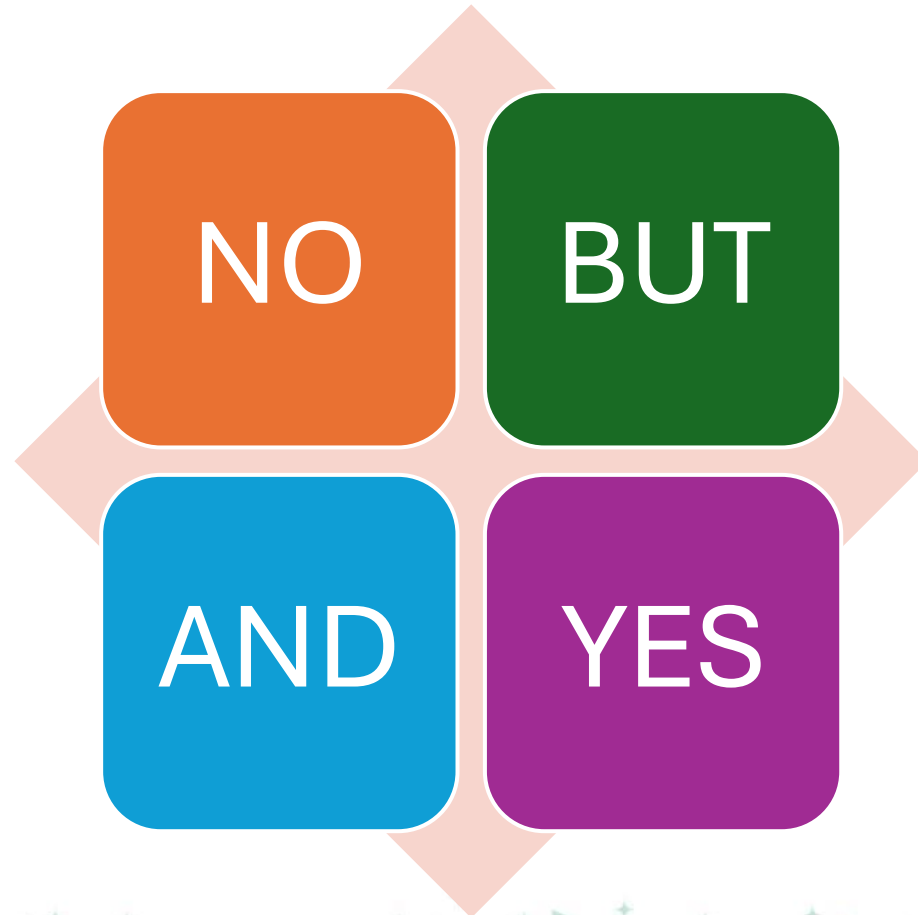
It's a sorry state, I say to myself





Words

**What are words for
When no one listens
There's no use talking at all**



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Dead ends

Should's



Fault





Turn the corner..

I might as well go up and talk to a wall
'Cause all the words are having no effect at all
It's a funny thing, am I all alone?
Something has to happen to change the direction
What little filters though is giving you the wrong
impression
It's a sorry state, I say to myself



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Sincerity

- Are you achieving your goal?
- Tone shows
- Who are you?
- Who do you want others to know?





Apologies

When someone drops "but" in their apology:



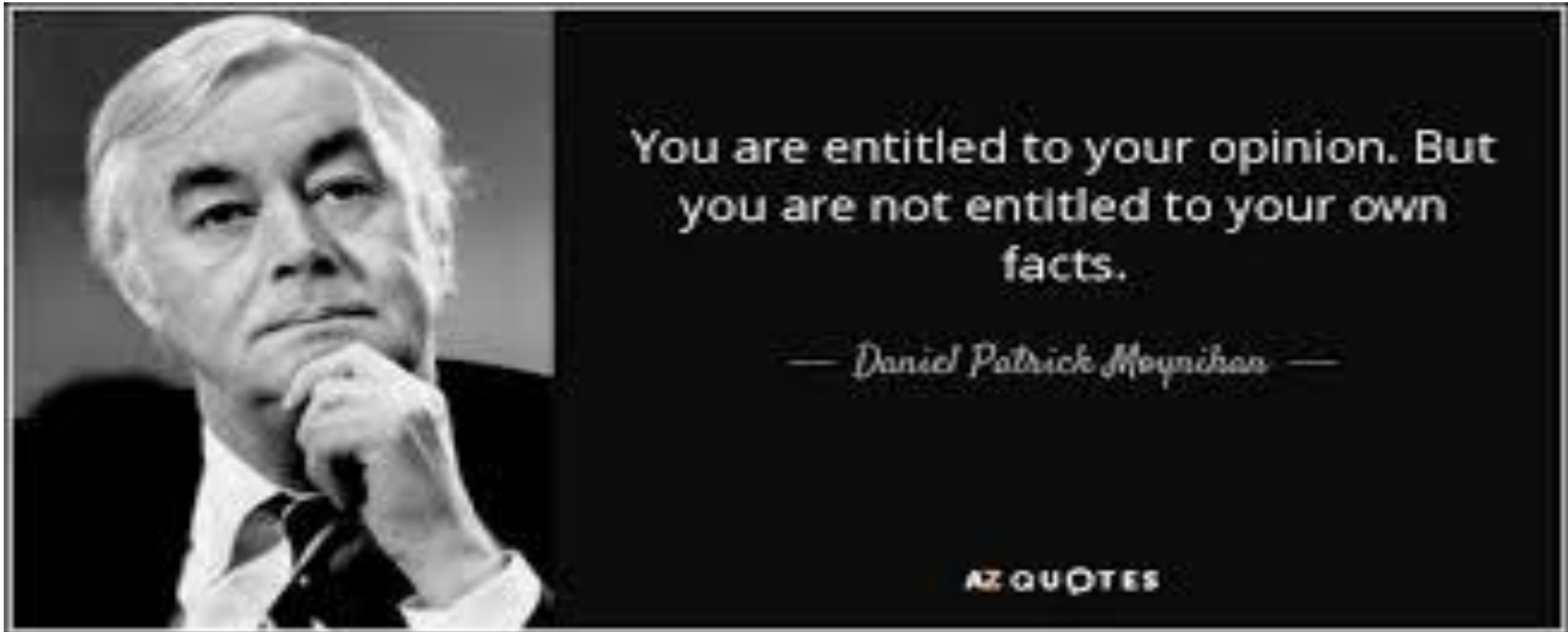
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❄️ ✨ Specific and direct





Opinions and facts



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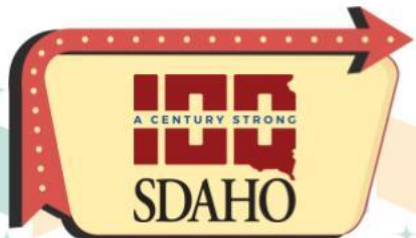


Wrap up

- Successful communication:
 - Transfers information
 - Leaves positive feelings
- Common speech patterns which diminish trust
 - But, No, Should's, fault
- Strategies for guiding high risk conversations
 - Sincerity, clarity, acknowledgement



Practice



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