Presented by the Training Institute



Words Matter: Implicit Bias, Stigma & Inclusive Language in the Workplace

Creating a more inclusive workplace - and more compassionate, patient-centered care - starts with the words we use.

The health of an organization is closely connected to its workplace culture. Creating a stigma-free environment can help employees feel valued, respected, empowered, and better equipped to suppor thte people they serve.

Words Matter explores how implicit bias, unconscious stigma, and everyday language can influence workplace culture, professional interactions, and relationships with patients and clients. Participants will examine the impact of stigmatizing language, particularly when working with individuals experiencing mental health conditions, substance use disorders, and co-occuring diagnoses, and learn practical strategies for communicating in ways that promote dignity, respect, inclusion, and person-centered care.

Participants will:

- Understand implicit bias and unconscious stigma and recognize the role language can play in reinforcing both.
- Explore how inclusive, person-centered language can strengthen workplace culture, community relationships, and interations with patients and clients.
- Gain an overview of mental health disorders, with a focus on substance use disorders and co-occuring diagnoses, and the stigma often associated with these conditions.
- Develop practical tangible communication strategies that can be incorporated into everyday professional and personal interactions.

To schedule a training or learn more, contact the Training Institute at IFPRTrainingInstitute@rwjbh.org

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