



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

12. The Power of Your Words

Team Huddle Question: The lesson focus today was on the power of our words. Let's focus on giving words that are life-giving, hopeful words instead of destructive, hopeless words. This can be with patients or team members.

At the end of your shift, share one interaction where you specifically changed what you were going to say to be hopeful and life-giving. How did this impact the receiver?

Research:

Smith EE. The benefits of optimism. *The Atlantic*. March 1, 2013.
<http://www.theatlantic.com/health/archive/2013/03/the-benefits-of-optimism-are-real/273306/>. Accessed May 13, 2015.

Sharot T. The optimism bias. *TIME*. May 28, 2011.
<http://content.time.com/time/health/article/0,8599,2074067,00.html>. Accessed May 13, 2015.