

## Think of Your Wackiest Requests!

#### What works against us?

- > Media
- ➤ People's past experiences



- ▶Lack of knowledge
- ➤ Other professionals prepping or not for our entrance to their lives

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# WE DO... WE, OUR OWN WORST ENEMY?

OUR FOCUS ON ADVOCACY FOR CLIENTS VS OUR PROFESSION

OUR INABILITY TO ARTICULATE WHAT OUR ROLE SHOULD BE TO MAXIMIZE OUR POTENTIAL

### MY HISTORY of ROLE DEFINITIONS

St. Luke's Hospital

**Eventide Lutheran Homes** 

Dakota Hospital

Hospice of the Red River Valley

Concordia - case studies



# Lessons From Nursing

REFRAMING THE NARRATIVE

### By Invitation Only – A Place at the Table

- ➤ Working in a host setting
- ➤ Defining the role who is doing it?
- ➤ What influences the role?
- ➤ Role of licensure and risk of licensure



#### Lessons Learned from Case Studies

- ➤ Whose in charge?
- ➤ Can you articulate why you are at the table?
- Differing values and differing power
- ➤ The power of licensure

## Current Roles and Action Plans

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#### Bouncer

- "Shape up or Ship out"
- ➤ DRGs, discharge planning, related to admission process, connection to rapport/relationship?
- ➤Impacts?
- ➤ Action Plans?



#### **Janitor**

- "Clean up on Aisle 5"
- ➤Once again related to our relationship skills...."You could handle this difficult situation better:"
- ➤ Related to the "Dabbler"
- ➤Impacts?
- >Actions?



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#### Firefighter

Rather....Fire Prioritizer

- ➤ Time spent seeking info to understanding origin, due to people waiting too long to approach social work for help
- ➤Impacts?
- >Actions?



#### Juggler

- "Administration believes X but care team believes Y"
- ➤ Due to our role as client advocate and at times, team advocate
- ➤ Perception we will take the risk, juggling different values/priorities
- ➤Impacts?
- >Actions?





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#### Challenger

"You want me to do what?" We end up challenging direction.

- Given lack of knowledge, people will decide what path they wish us to take, even in opposition to our values
- ➤Impacts?
- >Actions?



# So how do I articulate to others and why does it matter?

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#### Importance and Differences

#### **Professionals**

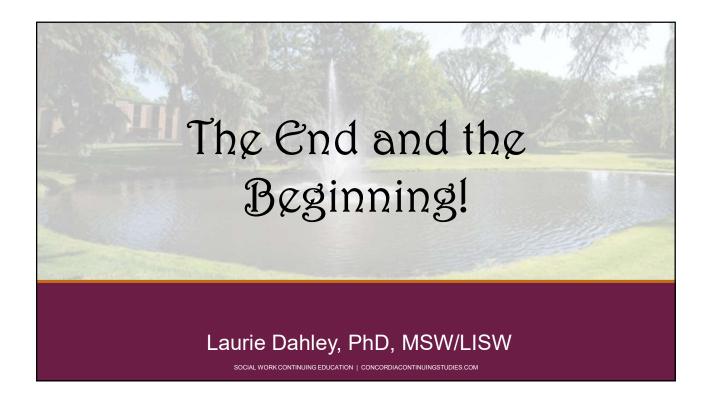
- Insure we are the best we can be
- Insure they understand what we can offer and refer appropriately
- Maximize the outcomes for our teams

#### Clients

- Insure their openness to working with us
- Insure they understand what questions/issues to bring our way
- Maximize their outcomes with our team

# What's Your Elevator Speech?

FOR PROFESSIONALS AND CLIENTS



### Questions?

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#### **Social Work Online Courses**

Revised Code of Ethics | 2.0 CEUs Coming in November

**Boundaries: Ethics Training | 1.0 CEU**Coming in December

Articulating the Role of Social Work | 1.0 CEU Coming in December

**Supervision Training | 30.0 CEUs** Coming in February

#### **Leadership Events**

#### St. Paul | Luther Seminary Campus

November 14 - 15 | Dare to Lead™ Workshop

#### **Concordia College Campus**

January 29 | One-day Dare to Lead™ Refresher January 30-31 | Dare to Lead™ Workshop March 5-6 | Coaching 101 April 16-17 | Dare to Lead™ Workshop

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