

# A Way with Words

## We Tend to Say

The elderly

Dealing with

Service users

But

Surely, obviously,  
do you not think

Groundrules

Feeders

Wanderers

Need to investigate

Please refrain from

## We Could Say

Older people

Talk to, see, work with

People, clients, residents...etc.

Replace with 'and'

I am wondering...

Agreed ways of working (WOW)

Those who require help with  
eating and drinking

Those who like to be on the  
move a lot of the time

It would be helpful to explore

We value

We notice that how we use language has power and the potential to inspire, motivate and bring about positive provocation. We invite you to reflect on your own 'way with words' and use this poster as a conversation starter to explore with others how words can help shape our worlds.