

# What Did You Call Me? The Impact of Labeling



A learning program for **direct service staff, supervisors and managers working in Child Welfare and Juvenile Justice.**

## ABOUT

This eLearning program explores how labeling of youth can negatively impact a youth's placement decisions, their behaviors, and the level of support and engagement they are provided. Using scenarios, learners identify where labels were used and what the impact of those labels are on youth. Learners practice replacing the use of labels in their youth-related documentation and when engaging youths, families and co-workers.

## BENEFITS

Learners will:

- Define what a label is and identify how, why, when and where these labels are used.
- Learn how to increase engagement and decrease challenging behaviors by replacing labels with non-judgmental, descriptive language in their interactions with youth, families and co-workers.
- Understand the importance of avoiding the use of labels in all youth-related documentation.

## COMPONENTS

Once enrolled in the course, learners will complete:



A 30-minute eLearning.



Completion of all components is necessary to receive a Certificate of Completion.

## PREREQUISITES

There are no prerequisites for this course.

## CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

## Recommended Supplemental Course

**Do You Know Your ABCs?** is a companion course that provides an overview of the Antecedent, Behavior, Consequence behavioral intervention model known as ABC. The ABC model explores the connections between challenging behaviors, past traumatic events, and the lived experiences that shaped those behaviors. Together, these courses support learners in their efforts to successfully engage and de-escalate youth, while simultaneously meeting their needs and managing their own triggers.

## REGISTRATION

Register for this course by logging in to **Cornerstone**, browse for the course name and complete all information. For more information about the ACS Workforce Institute, please contact the Help Desk at [WIhelpdesk@acs.nyc.gov](mailto:WIhelpdesk@acs.nyc.gov) or call (212) 748-1898.

## ABOUT ACS WORKFORCE INSTITUTE

The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice direct service staff as they strengthen and support New York City's families and children. Through partnership with the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work), the ACS Workforce Institute offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider agency staff.

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