

Journey to Zero May 29, 2019

REWARD/RECOGNITION

- public thanks –newspaper
- emails from David Musyj
- Above & Beyond
- being specific –what they did a ‘great job’ with
- creative ways – Garden Gnome of education
 - quote jar – thanks from family
- thank you notes – send to Above & Beyond
- coffee cards, pizza
- role model, culture of gratitude –thank someone before leaving work for the day

SCRUBS THURSDAYS - PERFORMANCE BOARDS

- reviewed slides – acknowledged staff/success
- handouts/prizes – staff were waiting for leaders to visit
- staff knew the data (4 med)

- skill – how to provide constructive yet supportive feedback