

**NW MHTTC Webinar: "We Are Not Going to Fail": ACT Team Leaders' Focus on Team Well-Being
Feb. 8, 2021**

Attendees Answers in the Q&A and Chat During the Webinar

What Strategies They Are Using to Support Staff Well-Being

- ✓ I try to always bring a high level of energy and comedy. I send recordings of me singing (I can't sing at all but it makes the team smile/laugh)
- ✓ Recognition of dedication and consistency. Compliments boards to recognize each other
- ✓ weekly supervision when I try to really listen to staff, validate them, and challenge them
- ✓ I used to cook food for my unit meetings. I opened each meeting with a discussion such as "How do you in your craft provide compassion to the folks you serve?" I also lead in a way where if I were off the team can operate without me. My staff were empowered and train to operate independently.
- ✓ Providing affirmation and praise always
- ✓ motivation quotes each week. positive one on one feedback
- ✓ Positive Affirmations
- ✓ I remind the team that they are all leaders in their own right. I also try to encourage them that they have skills to learn any new task they are unsure of
- ✓ employee of the month
- ✓ I provide incentives
- ✓ thank you cards or token gifts, chocolate, praise, motivational quotes/sayings on my door for staff to see as they walk by
- ✓ Praise, even for the small things. Also, team coffee.
- ✓ Giphy type stickers make me laugh
- ✓ Discussing strengths and positive engagements in supervision every time. Encouragement throughout team meetings. Frequent affirmation and praise. And food...of course.
- ✓ daily focus on positivity, team activity weekly, intentional supervision, individualized support
- ✓ Recognition - let them guide how they wish to be recognized not all are the same
- ✓ Monthly training/workday - becomes a social & bonding time
- ✓ always Highlighting the impact the teams had on a clients progress.
- ✓ Positive affirmations always
- ✓ I bring my staff food sometimes. I write positive messages on our dry erase board. I tell them that we are going to save the world each day as we start our daily assignments.
- ✓ monthly thank you lunch
- ✓ regular check in with them, motivational quotes daily, and open door policy no matter what
- ✓ Discuss past successes. The new staff are often impressed at how some of the people currently doing well has struggled in the past. It can motivate when thinking of the people currently struggling
- ✓ I think it is important to remember to praise employees for their work. It has become somewhat easy to forget to do since working from home.
- ✓ praise accomplishment, acknowledge suggestions, doing mental check ins with them....team building
- ✓ hand written thank you notes

- ✓ Our clients aren't always consistent about thanking their case managers for the help they provide, so I thank them for their hard work and dedication at every opportunity.
- ✓ fun games / interesting team building check ins
- ✓ recognize and celebrate clients who are thriving thanks to the interventions of the team
- ✓ random breakfast burrito days
- ✓ taking time to pause and recognize how hard we are working
- ✓ spend the time to really get to know them and ask about their life and interests
- ✓ In office yoga class
- ✓ Have implemented a Friday work week debriefing. It is a standing Zoom meeting at the end of the day that team members can log onto and voice concerns, talk through more difficult consumers, and general conversation about how everyone is doing.
- ✓ supportive acknowledgements through shared email
- ✓ celebrate every positive thing that occurs within each day.
- ✓ the power of donuts
- ✓ I provide an open door policy and make sure to check in daily with each of my team members. I give verbal praise and encouragement any time I see them working hard to serve the clients. I also pay attention to when they are feeling overwhelmed and need a break
- ✓ AB Lunch
- ✓ When I am signing off on team members documentation I send out individual emails providing them with praise for excellent documentation and recognizing their work
- ✓ let them know thank you for your work and chat make sure they're ok!
- ✓ Many times I ask them to take a short walk with me and chat about where they are emotionally, mentally and physically in regards to themselves, family and friends.
- ✓ I do encourage many peers to a training or a conference.
- ✓ I used to cook food for my unit meetings. I opened each meeting with a discussion such as "How do you in your craft provide compassion to the folks you serve?" I also lead in a way where if I were off the team can operate without me. My staff were empowered and train to operate independently.

What Strategies are You Using to Promote Intellectual Stimulation of Your Team Members?

- ✓ making sure to account for all specialists on the team to be involved in reviewing progress with clients
- ✓ Life Armor, Mood Tracker and VA App-Family Coach
- ✓ There will be times when Staff will come up with an idea to approach a situation that is outside the box. That is unique. It is tempting as a supervisor to say no, because it is different and uncomfortable to take a different approach. I try to avoid that temptation and instead encourage my staff to explore more what they want to do, and implement it in a reasonable way that will not disrupt our current practice. This requires additional coaching and effort on my part, but their motivation and eagerness worth it.
- ✓ I am very conscience of not micro-managing my team. I encourage them to offer suggestions and continue to learn through trainings and webinars.
- ✓ Giving staff responsibility over projects, letting them suggest and find ideas that they can expand, explore, and develop programming around

- ✓ Keep a motivating plan of action for goals to grow. Offer classes to enhance relaxation, work, school, personal growth.
- ✓ Also exploring your team member's career aspirations and goals and provide training that is reasonable and in line with the work that they do as well as will assist them with advancing their craft/career. This is scary because it may mean you will have a staff member leave. But as a leader, we are also mentors.
- ✓ Virtual Hope Box. It has box selections: Distract Me; Inspire Me; Relax Me; and Coping Tools.

Attendee Responses to Strategies They Use to Promote Individualized Consideration

- ✓ I used to provide our IT support staff with coffee whenever I can. This way when my team had IT issues, we were often helped right away.
- ✓ So true! Delayed gratification is gratitude in action. "Gratitude is Attitude in Action" a quote from a late friend, Hal Marley, who set the recovery meeting in the Document Room in the US Capitol Building about 30 years ago that meets on Tuesday mornings at 7:30 am. Hal made a paradox from the quote. The other one was "Attitude is Gratitude in Action. He traveled the world doing conferences on Gratitude in Action and Attitude in Action.
- ✓ A late world renowned doctor told me years ago that if we walk beside each other and intermingle our knowledge even though our levels education are different, we can provide the highest quality of care to our patients as a team.
- ✓ Pot lucks are great!
- ✓ In my experience, potlucks are no longer what they used to be.

Strategies for Fun and Cohesiveness

- ✓ We had a "PACT Party" we would all get together as a team and take an hour to celebrate us, our families etc. Past PACT members were invited and friends and families. There was no expectation of who came or who didn't. It was a fun time we looked forward and shared laughs. There was a rule of no "shop talk". We celebrated each other and supported each other.
- ✓ picking out a 1,000 piece puzzles to work together
- ✓ I have placed items on staff desk thanking for their work
we have a bulletin board with birthdays and we write special messages
- ✓ Jackbox games!
- ✓ Doing distance lunches when weather is nice
- ✓ We have done zoom get to know each other activities. Like making a power point of old photos of ourselves
- ✓ online and then zoom party! :) use phone to log in
- ✓ Virtual employee appreciation day with free individual lunches
- ✓ zoom scavenger hunt for winning gift cards
- ✓ bingo offered every Friday
- ✓ Haha, we attempted an ice skating excursion but couldn't because of the cold!
- ✓ Ask for positive comments from other staff for performance reviews
- ✓ I used to end my meetings with "dad" jokes. But they had to be "PG"

- ✓ Bingo sounds fun I love that idea
- ✓ We have done zoom get to know each other activities. Like making a power point of old photos of ourselves
we did another one about what family means to you
- ✓ Social Worker memes!!!
- ✓ We enjoy bringing our pets to our team meeting.
- ✓ I buy lunch for each person on their birthday
- ✓ When staff were home because of COVID symptoms, we sent them a daily care package with silly gifts i.e. word search, rubik's cube, etc. We also had a staff who was diagnosed with breast cancer and we are all got "fight strong" pink t-shirts and zoomed together wearing them.