

## **Excellence in Motion - CONTRIBUTING TO POSITIVE STAFF MORAL**

Times are difficult across this nation and Ohio in many sectors of business and amongst our most vulnerable members. In the public sector, staff are working and doing their best to keep pace with caseload size; shrinking resources available to serve Ohio's neediest children and families. The fall out of a lagging economy, deep cut backs and budget woes reap havoc on employee moral. Staff want to make important links to community resources but so many of our local resources are drying up. Staff feel the pain their clients are experiencing and are frustrated and tired as a result. Agencies would do well to support their staff in finding ways to re-energize and be reminded of their good work in the face of these difficult times.

Ross County DJFS takes Excellence seriously! Giving and receiving feedback for our good work and quality of life contributions gives staff the energy to continue to do their good work! The agency staff have found several ways to excite; re-energize; and thank staff for their good work and efforts in serving children and adults at-risk of abuse and neglect, and the county's most vulnerable families, here's how.

As a result of their Strategic Plan efforts, a group of staff have come together to form the Positive Posse. Every Monday a staff member's name is pulled out of a hat. The Posse, wearing holsters and guns, cowboy hats and badges walk down the hall in unison to the lucky staff person's work space. Then, in a hoop and holler fashion they sing a song they have devised, throw balloons and confetti and give the staff member a poster for the week that greets him/her each day, reminding the individual of his/her good work and contributions. At the end of the week, the staff person keeps a cut out of their name that has been decorated. The poster, along with the Posse, moves to the next lucky staff member. This process takes all of five minutes but has been said to leave a positive and happy memory for each individual coming under the spell of the Positive Posse. A little bit of goodness can go a long way in lifting spirits!

Another great idea put in to practice at Ross county DJFS is the SARA committee (social and recreational activities). This group raises funds for staff activities that take place a few times throughout the year. For Valentine's Day, you can purchase a Singing Telegram for a co-worker. For \$3 the Sara Committee choir will visit your work space and sing you a special valentine's day song and give you a cookie from a local bakery. What a fast, upbeat, little time consuming way to let people know they are appreciated while raising money for staff activities!

PCSAO encourages our public service systems to provide staff with opportunities to find creative ways to thank staff for their good work, and efforts. In doing so, staff feel better about themselves and their work and as a result - clients are served more effectively!

Please send us your GOOD NEWS stories so we may share them with one another! ■