Fostering Staff Confidence and Morale
You will always be ahead if you engage in TEAMS
Implement the use of Immediate Remedies & P=S

• Take the real problems that come up
• Get a flip chart - talk with the front line team members that are closest to the problems
• Take a few minute to brainstorm on “Solutions”
• Problem-Solution - Approach to all Problems
• When the solution is used and successful - Celebrate with group involved in finding the solution
• Feature the Problem and Solution on your Scorecard
• Do this several times a month
• Use P=S as a talking point during rounding / orientation / mentoring
• Listen to clintcast.com - Podcast #7
• Review P=S Policies at maunlemke.com
Scoreboards and Rallies
Identifying and Utilizing Highly Qualified Employees (HQEs)
Develop a list of your Highly Qualified Employees
(all employees regardless of position)

- Employment for at least 6 months
- Only 2 absences or less in last 6 months
- 2 tardiness or less in last 6 months
- All required in-services up to date
- No violations of P=S
- Documentation of willingness to help or initiative at least 2 times in last 6 months (pick-ups, floating, special projects)
- Received positive affirmations at least 1 time in last 6 months (coworkers, residents, families)
- No violations or issues with professional uniform/name tag
- Meets expectations r/t Documentation Requirements
- No disciplinary actions / performance improvement plan in file that has not reconciled
- Good performance review
This is the Agenda for your meeting(s)

Assure all HQEs are invited to a meeting or meetings.

• Review the Standards they met to be identified as HQE’s
• “Brag” about each of those identified
• Ask each HQE “Why do you work for us” - take all the notes and get as specific as you can
• Ask them if their story can be used in Strength Based Ads
• Ask them if they are willing to help recruit new employees
• Establish a follow-up date/time for the next meeting
• Try to have food and fun at these meetings
• Take pictures!
Then use HQEs in ads, recruiting, fixing problems, etc.
Example of an HQE Recruitment Ad

Wanda has been an employee for more than five years at Lubbock Hospitality Nursing and Rehabilitation Center. She has cared for and shown natural compassion to our residents, while creating a sense of comfort. Wanda is loyal, and a hard working Certified Nursing Assistant.

WANDA WESTMORELAND, CNA
Highly Qualified Employee at Lubbock Hospitality Nursing & Rehabilitation Center

If you are a Certified Nursing Assistant and have at least 2 years experience, we have positions for CNAs on our Transitional Rehab Unit: Evening Shift. Call our Recruitment Team Leader at (555) 215-555 or Apply Online at www.operations.com/lubbockhospitality
Talented coworkers, engaged in team with recognition will

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