

Positive Feedback Logic Model #2

Need / problem	Causes	Effects on Retention	Ideal Situation	Solutions in place at one time or another	New Solutions Needed
<p>1. There is a focus on negative feedback rather than positive strengths</p> <p>2. There is a feeling that what we are doing or the way in which we are doing it is not “good enough”</p>	<p>1. Society as a whole and our DSS more specifically are focused on the negative.</p> <p>2. We have learned how to asses the negative, but learning a new way of thinking and judging performance is a difficult task to accomplish</p>	<p>1. Workers feel devalued and inadequate</p> <p>2. There is low morale in the agency which leads to job dissatisfaction and eventually turnover</p>	<p>1. There would be “warm fuzzies” given as positive feedback</p> <p>2. There are naturally positive interactions that occur between supervisors and workers.</p> <p>3. Supervisors provide workers with daily positive feedback that is visible.</p> <p>4. Positive work environment where people are smiling, there is good team work, supportive coworkers and mutual acknowledgement of workloads.</p>	<p>1. There used to be a news letter “Treading Water” that would detail caseworker accomplishments, unit accomplishments, caseworker anniversaries, and birthdays.</p> <p>2. Acknowledgement of work anniversaries</p> <p>3. Once a month there is a coffee and donuts meeting where commissioner comes to speak with and encourage caseworkers</p> <p>4. There are great emotional supports from coworkers</p>	<p>1. A positive feedback box outside of each unit’s supervisor’s office where workers from that unit can write tell sup about positive things coworkers have done. (Secretaries can type up in a newsletter and hand out monthly)</p> <p>2. Supervisors give stickers for positive accomplishments. The worker with the most stickers at the end of the month wins a much needed office supply i.e. (corkboard, stapler, white out pen, etc). It is delivered at the monthly staff meeting or can be posted in an email sent to everyone (including commissioner) each month</p> <p>3. When a worker has gone above the call of duty, such as putting in extra hours a letter of recognition is placed in the employees file, with a copy to the employee and the commissioner.</p> <p>4. There is a monthly coffee and donut Friday where the first 20 minutes of the day is spent increasing unit morale. Caseworkers/units take turns bringing in food.</p> <p>5. “New and goods” start off unit meetings. Each case worker says something new or good about their life for that day.</p> <p>6. Employee of the quarter. Every three months one</p>

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			<p>5. There is acknowledgement from coworkers and supervisors</p>	<p>5. We have flex time which makes us feel appreciated</p> <p>6. There have been certificates of appreciation given out to units in the past</p> <p>7. Letters of recognition have gone in files in the past.</p>	<p>worker is nominated by their coworkers as the employee of the quarter for managing a tough case or being extra helpful. This person receives a \$20 gift certificate to a local restaurant and is acknowledged at an end of the year caseworker reception thrown by the county</p> <p>7. Have a rotating sticker fairy who puts "stickies" containing "warm fuzzies" on other's computers.</p> <p>8. Supervisors put little sticky notes on work saying good court report/UCR, etc</p> <p>9. Personally model positive feedback</p> <p>10. Have an occasional luncheon or reception for the entire staff to show appreciation and give positive feedback</p>