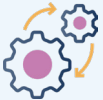





Work Plan for Building a Supportive Workplace Environment

This tool provides a space for management staff working in sexual and reproductive health services agencies to plan and document approaches to building a supportive and responsive workplace environment. These strategies can be used in conjunction with other systems-level improvements (e.g., salary, benefits) to strengthen staff retention.

- The first table below offers a **menu of low- or no-cost options**. These are a starting point, not a rigid prescription. Choose strategies that you would like to try this year, depending on your organization’s size, staffing, and resources. Begin by implementing one strategy and assessing its impacts by checking in with staff.
- **Use the blank table that follows to document your plan.** Feel free to add to or improve upon any of the suggested strategies.

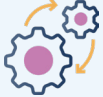

STRATEGY	IN THE NEXT 7-14 DAYS	IN THE NEXT 30-60 DAYS	IN THE NEXT 3-12 MONTHS
 <p>CONNECT Promote a sense of connection and belonging</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Say thank you. Include details of a particular action or behavior that you value. <input type="checkbox"/> Conduct appreciative <u>“stay” interviews</u> with each staff member. <input type="checkbox"/> Invite staff to interview 1-2 coworkers using the stay interview script. 	<ul style="list-style-type: none"> <input type="checkbox"/> Institute a daily or weekly <u>“check-in/ check-out”</u> routine. <input type="checkbox"/> Re-introduce staff members who might share personal interests. <input type="checkbox"/> Acknowledge any challenges of recent years. Ask each staff member how these changes impacted them personally. Listen without trying to fix. 	<ul style="list-style-type: none"> <input type="checkbox"/> Establish a mentoring or buddy program for every staff member. <input type="checkbox"/> Ask staff to suggest changes that would make the workplace more welcoming.
 <p>SUPPORT Address the emotional toll of reproductive health work</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Clearly signal to staff that their health, safety, and well-being are a top priority for you and for the organization. Take immediate action to address threats to the physical or emotional safety of your team members. <input type="checkbox"/> Institute mandatory breaks (goal = 15 min x 2/day; may need to start with shorter time periods). <input type="checkbox"/> Use the pain scale or similar rubric to check in with staff each day: “How are you doing? What can I do today to help today?” 	<ul style="list-style-type: none"> <input type="checkbox"/> Rotate roles or tasks, taking turns in the highest stress roles. <input type="checkbox"/> Find/convert a space that can be a designated quiet room. <input type="checkbox"/> Ask staff, “If we could do one thing to make this work less stressful— or at least help you manage the stress—what would that be?” 	<ul style="list-style-type: none"> <input type="checkbox"/> Partner with other organizations and/or non-profits to offer a new benefit to employees to help decrease personal stress (e.g., childcare; elder care respite care; employee assistance program [EAP]). <input type="checkbox"/> Contact the Psychology and/or Social Work departments of the nearest university or community college and volunteer your organization as a practicum site for an advanced-degree student project on caregiver support.


Work Plan for Building a Supportive Workplace Environment

STRATEGY	IN THE NEXT 7-14 DAYS	IN THE NEXT 30-60 DAYS	IN THE NEXT 3-12 MONTHS
 <p>DEVELOP Provide opportunities for professional development and networking</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Invite a local provider to give a “lunch and learn.” <input type="checkbox"/> Ask staff to suggest topics on which they would like more training. <input type="checkbox"/> Ask staff to write on a notecard the best advice a coworker has ever given them that they would like to pass along, and then have them drop it in a box. Once a week, draw one note from the box and share/discuss in the staff huddle. 	<ul style="list-style-type: none"> <input type="checkbox"/> Invite staff members to become the team’s subject matter experts on relevant topics. Take turns sharing knowledge and expertise. <input type="checkbox"/> Encourage professional association participation. <input type="checkbox"/> Work through a free nursing CEU module as a team and discuss appropriate practice modifications to stay current. 	<ul style="list-style-type: none"> <input type="checkbox"/> Send one person to a professional development conference and ask them to share their learnings with the team when they return. <input type="checkbox"/> Collaborate with other local health care organizations to convene a one-day nursing conference featuring local speakers. Invite local business sponsors to defray costs. <input type="checkbox"/> Partner with local institutions (e.g., high schools, nursing schools, community colleges) to develop the needed talent pipeline.
 <p>ENGAGE Involve staff in job and care delivery design changes</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Invite senior staff to watch the webinar recording associated with this job aid; discuss each person’s insights. <input type="checkbox"/> Conduct the Energy Board activity with the team. 	<ul style="list-style-type: none"> <input type="checkbox"/> Using the notes posted on the Energy Board, host a task swap once per week: “Gina is drained by restocking the supply carts. Is anyone energized by this who would like to trade a task with Gina?” Start slow. <input type="checkbox"/> Initiate a daily or weekly “huddle”. <input type="checkbox"/> Choose a “peak experience” response from the stay interviews that reflects multiple people’s shared experiences, and do a 15-minute brainstorming session. Ask, “How might we as a team create the conditions for these kinds of experiences to happen more often?” 	<ul style="list-style-type: none"> <input type="checkbox"/> Engage staff in a “client discovery” exercise. Ask clients what they value most about your organization and services. Discuss ways to invest more in the aspects clients value, and less in those they don’t. <input type="checkbox"/> Collaborate with staff on care model redesigns that will allow current staff to work more effectively. Consider: <ul style="list-style-type: none"> • Who does each task? • When? • How? Where? • Why? <input type="checkbox"/> Anything not required by law can be changed.

Work Plan Template

Using the blank work plan template below, map out strategies you plan on trying out with your team(s).

STRATEGY	IN THE NEXT 7-14 DAYS	IN THE NEXT 30-60 DAYS	IN THE NEXT 3-12 MONTHS
 <p>CONNECT Promote a sense of connection and belonging</p>			
 <p>SUPPORT Address the emotional toll of reproductive health work</p>			

STRATEGY	IN THE NEXT 7-14 DAYS	IN THE NEXT 30-60 DAYS	IN THE NEXT 3-12 MONTHS
 <p>DEVELOP Provide opportunities for professional development and networking</p>			
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