

1

RECOGNITION & INCENTIVES



**Monetary and
non-monetary rewards**

Appreciation

Branding and accreditation

2

JOB AIDS & INFORMATIONAL MATERIALS



**Reference materials
or algorithms**

Counseling flipcharts

Video tutorials

Phone hotlines

3

IN PERSON SUPPORT



Supervision

Mentoring

Coaching

Training

4

HUMAN RESOURCE GUIDELINES



Expectations setting

Task shifting/sharing

Performance monitoring

Stress management

5

PEER-TO-PEER



Dialogue and support groups

Champions and peer modeling

Group assessment and problem solving

6

PROVIDER REFLECTION AND ASSESSMENT



Values clarification

Journaling

Self-assessment

7

OUTREACH



Wellness days

Facility tours

**Testimonials about
providers/facility**

8

FACILITY-COMMUNITY LINKAGES



Group problem solving

Health center committees

**Feedback and accountability
mechanisms**

9

CLIENT EMPOWERMENT



Client support groups

Client coaching

Checklists for clients

10

WORKPLACE IMPROVEMENTS



Process improvements

Renovations

Teamwork building

Reporting tools

11

COMMUNITY NORMS CHANGE



Community theatre

**Mass media +
dialogue groups**

Champions or role models