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
Dialogue and support groups
Champions and peer modeling
Group assessment and problem solving
6 PROVIDER REFLECTION AND ASSESSMENT

Values clarification
Journaling
Self-assessment
Wellness days
Facility tours
Testimonials about providers/facility
FACILITY-COMMUNITY LINKAGES

Group problem solving
Health center committees
Feedback and accountability mechanisms
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