



Morale Lunch at the VA Psychologist Leaders Conference, May, 2017:

Examples of Morale Building Activities from Attendees

- Set up quarterly, “acknowledgement” day off awards for each of the disciplines.
- Use the last ten minutes of each psychology staff meeting to share favorite moment of your work week. Also do this on the PACT teams. Helps to share stories that are uplifting. For example, helping a Veteran or a great patient outcome, or something a colleague did.
- Staff create skits that are performed at holiday parties. Videos are made of the submitted skits.
- Supervisor provides handwritten thank you notes to staff for their accomplishments.
- Psychology has its own systems redesign team. Staff identified problems they wish to address, including SOP for session limits, managing no shows and planning Psychology retreats.
- Created AES committee for Mental Health – developed charter and got volunteers from the team; looked at what was related to burnout – found less control of daily work was a major issue associated with burnout. Identified recommendations and presented to leadership to have more of a voice.
- Pair new employees with experienced employees to create a mentor system.
- Service reserves one hour quarterly for team building activities.
- Rewrote performance standards for psychologists to include organizational stewardship to reach the outstanding level. This provided support to work on projects outside of their team for those interested in expanding their activities.

Obstacles faced in trying to promote morale provided by participants:

- Limited promotion potential for promotion above a GS13.
- Lack of leadership support for mental health and team meetings.
- Rewrote performance standards for psychologists so that performance standards were focused to include organizational stewardship to reach the outstanding level ; helped the psychologists to work on projects outside their team (see below):

ORGANIZATIONAL STEWARDSHIP:

- A. Advances the mission, vision and values of VHA through participation in local and/or national activities.
- B. Advances services to Veterans by providing high-quality education to Psychologists, students and other professional staff.
- C. Advances Veteran service through research activities.
- D. Participates in system redesign or other activities which result in improved access or improved quality of clinical services to Veterans.

