

INDICATORS OF A HEALTHY OFFICE

There are many things that contribute to a smooth functioning office. Some things cannot always be "counted." but they can be easily noticed, especially by people working in the office, fellow professionals in the community, and by families we serve. How an office cares for one another is a good indication of how they care for families.

Things to notice:

- Everyone is of value. Atmosphere of respect, trust, creativity, hope
- Friendly, supportive place to work.
- Work driven by mission and values, rather than authority driven.
- Diversity encouraged.
- Recognition of each persons strengths.
- Asking for, sharing and using each others ideas.
- Time for listening and communicating is allowed for.
- Positive gossip. Encouragement cards. Affirming/supporting.
- All ideas are open for analysis, improvement. Not criticism.
- Families treated respectfully
- Welcome feedback from families. Treat feedback respectfully.
- Accessible, consultive, knowledgeable workers and management.
- Transparent management? Few secrets?
- "Consultant" rather than "boss" attitude.
- Empowering atmosphere versus controlling
- Open forum to express concerns.
- Workers are given feedback on their ideas.
- Concerns dealt with in up-front, supportive ways.
- Who is asking questions? Equal exchange, or management driven?
- Often heard question: What is your best thinking on this issue?
- Professional esteem, Valuing service, Sharing responsibility.
- Worker morale, smiles, laughter, courtesies, helpfulness.
- Positive, confident. optimistic attitude about job.
- Workers' willingness to tackle tough jobs.
- Workers volunteering to help each other.
- Workers share joys, sorrows, struggles.
- Rituals and traditions, cares, flowers, birthdays, special days.
- .-Other agencies wanting to team with us.

Helpful ideas for Strengthening families

Recognize families who are experiencing difficulties as people who also have strengths and solutions for those difficulties.

Listen to families. Recognize the tremendous connecting and healing power in listening.

Include families in planning for their children. Limit meetings where the "experts" are discussing the family.

Liberal ask families for their best thinking regarding issues of concern.

Practice the advanced skill of looking for and building on the good in families.

Talk in language that is understandable, respectful and hopeful. Talk in the language of possibilities

Focus on concerns rather than problems. The two often are not the same.

Recognize that a list of "Problems" doesn't resolve anything. It is most often a waste of time, energy and relationship. Strengths are what resolve issues of concern.

Discuss options as opposed to giving advice.