



WORKPLACE RESET & RISE

A quick reference for healthier morale, communication, and follow-through

Better morale is built through repeated small experiences: being heard, knowing what is expected, receiving useful feedback, seeing follow-through, and having workable ways to improve the day.

1 RESET BEFORE REACTING

NOTICE - Name one body sign, emotion, and observable fact.

SETTLE - Feet down; let the exhale be longer; lower shoulders.

SORT - What is urgent, optional, shareable, or outside my control?

SELECT - Choose one respectful next step, request, boundary, or follow-up.

2 USE A FIVE-MINUTE INFORMAL ROUND

STAFF CAN ASK

- “Do you have five minutes for a quick round?”
- One win: what is working or improving?
- One friction: what keeps getting in the way?
- One support or decision needed
- Agree who will do what - and by when

SUPERVISORS CAN USE

- WIN - recognize a contribution
- WAY - clarify the helpful behaviour or direction
- WATCH - name a risk, gap, or development need
- WHAT NEXT - agree on one action and review date

Honest trajectory: “On track,” “mixed,” or “off track” - followed by one example, one expectation, and one next step.

3 SEE ANOTHER SIDE AND TURN FRICTION INTO IMPROVEMENT

SEE THE PERSON

- Ask what part of the work matters to them
- Notice strengths not always visible in the formal role
- Use optional outdoor or walking meetings only when privacy, accessibility, safety, and preference allow

“BETTER IF” FORMULA

- “When ___ happens, the impact is ___.”
- “It would help if ___.”
- “Could we try ___ and review it on ___?”
- Use facts and a testable change - not character judgments

4 LOOK FOR EVIDENCE OF BETTER MORALE AND OPERATIONAL VALUE

PEOPLE - More speaking up, recognition, help-seeking, inclusion, and psychological safety.

FOLLOW-THROUGH - More closed loops, clearer ownership, and fewer repeated unresolved issues.

WORKFLOW - Smoother handoffs, less avoidable rework, fewer missed steps, and better preparation.

OUTCOMES - Improved client/patient experience, schedule flow, retention, attendance, quality, or capacity - tracked over time, not assumed.

Monthly rhythm: pulse check -> team round -> one improvement experiment -> visible update -> review the data and experience.

OUR NEXT INFORMAL ROUND

ONE IMPROVEMENT + REVIEW DATE

EDUCATIONAL USE & SELECTED EVIDENCE-INFORMED SOURCES

1. World Health Organization. Guidelines on Mental Health at Work. 2022.
2. CDC/NIOSH. Fundamentals of Total Worker Health Approaches. DHHS (NIOSH) 2017-112.
3. Agency for Healthcare Research and Quality. TeamSTEPPS 3.0.

IMPORTANT: General educational workplace resource only. It does not replace employer policies, occupational health, human-resources processes, accommodation duties, formal performance management, clinical care, legal advice, or emergency procedures. Workplace concerns should also be addressed through appropriate organizational channels.