

## *Using Performance-based Standards to Improve Staff Buy-In*

These five strategies are designed to boost staff engagement and buy-in and ensure that Performance-based Standards are integrated into daily operations. From improving communication to offering targeted training, recognizing contributions, and acting on data, each approach fosters a culture of accountability and shared responsibility.

### **1. Communication**

Effective communication is vital in gaining staff buy-in. Utilizing newsletters or bulletin boards to share updates and performance information helps keep everyone informed and engaged. Incorporating details about Performance-based Standards and its improvement model into the onboarding process ensures that new staff understand the importance of these benchmarks from the beginning, creating a culture of accountability and shared goals of improved outcomes.

### **2. Training**

Staff training is essential to improving buy-in, especially during the data collection cycle. When staff understand the value and methods of collecting accurate data, they are more likely to participate effectively and see the importance of their role in improving outcomes. This training helps bridge the gap between their work and the larger organizational goals.

### **3. Recognition**

Recognizing staff and young people for participating in surveys, other feedback initiatives and improvement planning can increase buy-in. Offering incentives or hosting recognition gatherings highlights the importance of their input while attributing success to their efforts, which shows that their contributions are valued. Public acknowledgment can motivate further engagement and foster a sense of pride in their roles.

### **4. Acting on Data**

Sharing data to address areas of improvement demonstrates a commitment to action. When staff sees that the data they help collect is being used to make positive changes, it increases their buy-in. Involving them in the solution process through subcommittees also empowers them to take ownership of specific improvement areas.

### **5. Picking Champions**

Appointing champions for specific areas of improvement allows staff and young people to stay actively involved. These champions can lead by example, motivating others and ensuring ongoing participation. By continually giving staff, young people and their families a role in shaping outcomes, buy-in becomes more sustainable and deeply rooted.