

Health workers are motivated to perform well when their organization and managers:

- provide a clear sense of vision and mission;
- make people feel recognized and valued whatever their job;
- listen to staff and increase their participation in decisions;
- encourage teamwork, mentoring and coaching;
- encourage innovation and appropriate independence;
- create a culture of benchmarking and comparison;
- provide career structures, and transparent and fair opportunities for promotion;
- give feedback on, and reward, good performance – even with token benefits; and
- use available sanctions for poor performance in ways that are fair and consistent.