

Staff Acknowledgment Matrix

Type	What	When	Where	Who
High Frequency In the moment, predictable (ex. Gotchas, Points, Positive Notes, etc.)				
<i>Redemption of high frequency</i> <i>(ex. store, drawings, preference menu)</i>				
Unpredictable/Intermittent (ex. surprise/random gotchas, class covered, unplanned opportunity)				
Long-term Setting-wide Celebrations Improved climate/connections, setting-wide target met (ex. staff luncheon, dress-down day, coffee cart)				