#MacroSW Transcript

Healthcare social media transcript of the #MacroSW hashtag.

Thu, April 18th 2019, 8:45PM – Thu, April 18th 2019, 10:15PM (America/New_York).

See #MacroSW Influencers/Analytics.

Matthew L. Schwartz, MBA, LMSW 📈 @TheMattSchwartz  2 hours ago
What's coming up? #MacroSW is coming up! In 15 minutes! Please forgive the (soon to be) flurry of tweets! @OfficialMacroSW
https://t.co/oLLztBpxax

Stephen Cummings, LISW 📚 🧠 @spcummings  2 hours ago
I won't be able to attend #MacroSW this week, but I will be diving into the archives for next week's podcast! https://t.co/1FrP8UkBpH

Rebecca Szymanski @PSmitty2theResQ  2 hours ago
Looking forward to this discussion tonight, agency culture and boundaries have been on my mind a lot lately #MacroSW

Margaret Simkins @Magstou  2 hours ago
I'm excited for tonights chat. I'm Margaret, and I'm a UB SW student. #MacroSW

#MacroSW Moderator @OfficialMacroSW  an hour ago
About 10 minutes before for #MacroSW chat.

Miranda Bosse @BosseMiranda  an hour ago
@juliaa_lyons u ready for ur first #MacroSW twitter chat?!
Matthew L. Schwartz, MBA, LMSW @TheMattSchwartz an hour ago
RT @OfficialMacroSW: About 10 minutes before for #MacroSW chat.

#MacroSW Moderator @OfficialMacroSW
Five. More. Minutes. before #MacroSW chat.

donald rohrman @DonaldRohrman
Don Rohrman MSW Student Millersville University #MacroSW

Amneris @AmnerisfMorales
Hi everyone! I am a part time student from University at Buffalo and this is my first time participating in a tweeter chat! I am excited and I have no clue what I am doing! I am looking forward to learning from all of you #macrosw

Amneris @AmnerisfMorales
#MacroSW Hi everyone!

#MacroSW Moderator @OfficialMacroSW
@AmnerisfMorales Welcome #MacroSW

leigh @ew_UbMSW
hi everyone! i'm a foundation year student with the UB MSW program. excited for my first macro chat! #macrosw

Rachel Grandits @granditsra
Hi I'm Rachel, I'm an MSW student at UB! #macrosw

Siena Masecchia, UBSSW Student @MasecchiaSiena
Hi my name is Siena I am a social work student at UB! woooo #macrosw

Danielle hoare @Daniellehoare_  
Hi everyone! I'm Danielle, I'm a SW sMSW Student at UB! #macrosw

Jahe @jungjahey  
Hi my name is Siena I am a social work student at UB! woooo #macrosw

leigh @ew_UbMSW  
RT @Daniellehoare_: Hi everyone! I'm Danielle, I'm a SW sMSW Student at UB! #macrosw

Ashley Amidon @amidon_ashley @OfficialMacroSW @AmnerisfMorales Hi everyone! This is my first #MacroSW chat! Shout out to @socialworksage for helping me step out of my comfort zone!

Amanda McGraw @AmandaMcGraw12  
Hello everyone, I'm Amanda, a second year MSW student from the University at Buffalo, looking forward to my first chat! #MacroSW

leigh @ew_UbMSW  
RT @jungjahey: Hi my name is Siena I am a social work student at UB! woooo #macrosw

Laura WS @LShucard  
Hi! My name is Laura and I am an MSW student at the University at Buffalo #macrosw

Jennifer Merica @MericaJennifer  
Hi everyone, I am Jen a MSW student from UB #macrosw
Whitney @WhitneyUBSSW
Good evening, all! My name is Whitney, and I am an MSW student at UBSSW. Really looking forward to tonight's #MacroSW chat. Looks like it's a pretty full house. Love it--the more perspectives, the better!

Erika Jones @erikaejones
And as for an introduction: I’m Erika, currently a first year social work student in the University at Buffalo’s program. I’m looking forward to seeing everyone’s input tonight! #MacroSW

Sean Erreger, LCSW @StuckonSW
RT @EBelluomini: How is social work education preparing for the future in their specializations? @CSocialWorkEd @nasw #socialwork #social...

Siena Masecchia, UBSSW Student @MasecchiaSiena @jungjahey what #macrosw

Marissa Diaz @Marissa_Diaz_
Hello everyone, I am a first year MSW student at CSUDH #CSUDHmsw501 #MacroSW

Michelle L. Ferrini @MichelleLFerri2
MSW student from University at Buffalo, heyyyyyy👋 #macroSW

Siena Masecchia, UBSSW Student @MasecchiaSiena @LShucard Laura!! :) #macrosw

Niara Morrow, MSW, LSW @SWMorrow
Hey everyone!!! Looking forward to hearing everyone’s responses! #MacroSW
Alyssa Lotmore @AlyssaLotmore
Hi #MacroSW chatters! I'm Alyssa Lotmore, LMSW and will be hosting the chat tonight. I work @UAlbanySSW & co-host @socialworkersfm, where students, alums & community professionals can come on air to share expertise, resources & start important dialogues on #socialwork topics. https://t.co/mGsvYiY88R

Elizabeth Cho @EchoMSWStudent
Hello everyone, my name is Elizabeth Cho and am a first year student at #CSUDH #CSUDHmsw501 #macrosw

Niara Morrow, MSW, LSW @SWMorrow
Welcome! #MacroSW

Alex @Alex49470939
Good evening everyone! I'm Alex and also a MSW student at UB #macrosw

Dayaa. @sedayaaa
Hi everyone my name is Sedaya and I am a UB student! #MacroSW

Samantha Arcara @SamanthaArcara
Hi everyone! I'm Samantha, MSW student at UB - Also my first chat! #macrosw

#MacroSW Moderator @OfficialMacroSW
RT @AlyssaLotmore: Hi #MacroSW chatters! I'm Alyssa Lotmore, LMSW and will be hosting the chat tonight. I work @UAlbanySSW & co-host @socia...
Matthew L. Schwartz, MBA, LMSW ⚡️ @TheMattSchwartz  an hour ago
RT @AlyssaLotmore: Hi #MacroSW chatters! I'm Alyssa Lotmore, LMSW and will be hosting the chat tonight. I work @UAlbanySSW & co-host @socia...

Jmasaed @Jmasaed1  an hour ago
Who's ready for another chat? #MacroSW https://t.co/otAQs8c4wc

reenehen @reenehen1  an hour ago
#MacroSW hi everyone I’m from University at buffalo school of social work.

Ashley Amidon @amidon_ashley  an hour ago
I am excited for my first #MacroSW twitter chat! I might be a bit clunky as this is my first one! Excited to share my thoughts with y'all!

Amneris @AmnerisfMorales  an hour ago
I see there are a lot of my classmates here tonight! UB SW #macrosw

Sarah 😞 @sideeye_emoji  an hour ago
RT @AlyssaLotmore: Hi #MacroSW chatters! I'm Alyssa Lotmore, LMSW and will be hosting the chat tonight. I work @UAlbanySSW & co-host @socia...

Niara Morrow, MSW, LSW @SWMorrow @AlyssaLotmore @UAlbanySSW @socialworkersfm #MacroSW https://t.co/LeDgW9R7Zh

Micaela Armenia @micaela_armenia  an hour ago
Hey guys, I’m a UB MSW student. Excited for tonight’s #MacroSW chat.

Jenna Turchiarelli @JennaTurchiare1
Excited to participate in the #MacroSW chat tonight!
an hour ago

#MacroSW Moderator @OfficialMacroSW
@amidon_ashley Glad you are here! #MacroSW
an hour ago

Sarah 😊 @sideeye_emoji
@OfficialMacroSW I am a MSW student at UB as well - participating in my first #MacroSW chat!
an hour ago

LiPinng @LeLipingLizard
Hi, I am a full time social work student from UB and I am looking forward to this week’s chat #MacroSW
an hour ago

Zachary Bodack @BodackZachary
Hello everyone! Attempting another one of these chats from the University at Buffalo MSW program! Hopefully I’m a little better at this then last week! 😊#MacroSW
an hour ago

Kelsey @KelseyCreteki
Hi everyone! I'm a MSW student at UB and this will be my second chat. I'm excited to be apart of tonight's conversation. #macrosw
an hour ago

Matthew L. Schwartz, MBA, LMSW 🚶‍♂️ @TheMattSchwartz
Hi everyone, I'm Matt Schwartz :-) I'm a @UBSSW Alum. I work in Public Practice as a Mental Health Counselor at a Behavioral Health Clinic, and in private practice as a #MacroSW-er and as a Solutions Focused Counselor in #Buffalo #BuffaLOVE #NY :-) 
an hour ago

Niara Morrow, MSW, LSW @SWMorrow
It’s awesome to see so many new people participating tonight! Welcome everyone! #MacroSW
an hour ago
Richard Boyer @Richard_G_Boyer
@AlyssaLotmore @UAlbanySSW @socialworkersfm Maybe we can break some tweet records tonight #MacroSW

Linda Schmidt @PolicyDrSchmidt
Hi -Linda from MI here! #MacroSW

Lisa @safetymom4
Hello, I'm Lisa from Millersville MSW program #MacroSW

Emily Tout @EmilyTout96
Hi, I'm Emily, a dual degree graduate student in social work and law. I am so excited for tonight's chat! #MacroSW @UBSSW @OfficialMacroSW

Amneris @AmnerisfMorales
@EmilyTout96 @UBSSW @OfficialMacroSW Hi Emily! I'm glad to see you are here! Remember me?? from our advocacy day at the capitol in Albany, NY #MacroSW

Amneris @AmnerisfMorales
@sarandipidie Same as me! I am trying to figure it out! #MacroSW

Richard Boyer @Richard_G_Boyer
RT @OfficialMacroSW: Agency Culture: Establishing Balanced Boundaries #MacroSW 4-18-19 at 9pm EST https://t.co/2PrjBqLe1R https://t.co/UGwD...

Richard Boyer @Richard_G_Boyer
RT @AlyssaLotmore: Hi #MacroSW chatters! I'm Alyssa Lotmore, LMSW and will be hosting the chat tonight. I work @UAlbanySSW & co-host @social...
Charla Cannon Yearwood @CharlaYearwood
Hi #macrosw ! Charla here. field faculty @IUSSW

an hour ago

Sarah 😊 @sideeye_emoji
@OfficialMacroSW I think a good starting definition for agency culture is a set of entrenched beliefs, norms, and values that influence the way the agency operates and interacts with its environment #MacroSW #culture

an hour ago

Alyssa Lotmore @AlyssaLotmore
Q1: How would you define agency/organizational culture? #MacroSW @OfficialMacroSW https://t.co/4dQyaQIUoR

an hour ago

Amber Ried @amber_ried
Hi everyone! Looking forward to another great chat tonight!
#MacroSW

an hour ago

Siena Masecchia, UBSSW Student @MasecchiaSiena
A1: I personally believe that an organizational culture reflects values & beliefs held by that agency & how people interact there. #macrosw

an hour ago

Kristen Hibit @HibitKristen
@socialworksage we are all here !! #MacroSW

an hour ago

Amneris @AmnerisfMorales
@EmilyTout96 @UBSSW @OfficialMacroSW I am good! I hope you too... This is my first tweeter chat and first time using tweeter!😊 #MacroSW

an hour ago

Niara Morrow, MSW, LSW @SWMorrow
A1: Agency culture to me is the overall climate; especially in relation to how the agency treats/supports their employees #MacroSW

an hour ago
Whitney @WhitneyUBSSW  
A1 1/3 Guided by an overarching ethos, an organization’s practices are the manifestation of their vision. The confluence of these factors describes agency culture. I think it is important to conceive agency culture as comprised of both overt and covert components. #MacroSW

Margaret Simkins @Magstou  
A1 The degree of consistency between the agency’s stated values, the practice with clients and the interpersonal interactions/communication between agency members and stakeholders. #MacroSW

leigh @ew_UbMSW  
I define agency culture as the vision, norms, and beliefs that organizational members adhere to in their workplace #macrosw

#MacroSW Moderator @OfficialMacroSW  
RT @AlyssaLotmore: Q1: How would you define agency/organizational culture? #MacroSW @OfficialMacroSW https://t.co/4dQyaQlUoR

Alyssa Lotmore @AlyssaLotmore  
A1: When we first get our internship or a job, we usually think about the population we are going to work with. Do I have the skills and knowledge to work with this population? However, we also need to look at the agency and determine if the setting is the right fit. #MacroSW

Niara Morrow, MSW, LSW @SWMorrow  
A1: I think it can also be how the agency’s values correspond with your own. When those differ, that’s when service delivery can be impacted #MacroSW
Matthew L. Schwartz, MBA, LMSW @TheMattSchwartz
A1 I think it’s the living embodiment of what everyone in the agency stands for ethically, personally, morally: the shared values that bring everyone together (or if done wrong, toxically, tear everyone apart) #MacroSW

Richard Boyer @Richard_G_Boyer @AlyssaLotmore @OfficialMacroSW
A1. A culture & environment that facilitates the cultivation of employee’s strengths & competence, that results in better client experiences and outcomes. #MacroSW

Whitney @WhitneyUBSSW
A1 2/3 More overt aspects include things like official goals/missions/objectives, written policies and procedures, org. structure, and resources. These do not exist in a vacuum, though. #MacroSW

reneehen @reneehen1
#MacroSW when employees share a vision and respect each other.

NinaN @NinaN35519745 @AlyssaLotmore @OfficialMacroSW
A1. Agency culture is tone set within the work environment. It should also consist of the agency’s vision, values, and the way it treats employees and clients and conducts its business. #MacroSW

Whitney @WhitneyUBSSW
A1 3/3 Oft-unspoken elements, such as shared values and meanings, common beliefs and assumptions (& sometimes myths), organizational norms/rituals, and staff attitudes (perhaps especially high-level staff), all deeply impact the more “formal” factors of agency culture. #MacroSW
leigh @ew_UbMSW  
an hour ago
RT @reneehen1: #MacroSW when employees share a vision and respect each other.

Elizabeth Cho @EchoMSWStudent  
an hour ago
A1) How attitudes and behaviors align with company missions and interactions with employees/clients #macrosw

Sarah 😒 @sideeye_emoji  
an hour ago
@OfficialMacroSW a huge problem in an agency’s culture can come from lack of respect for employees. I worked in a place where I did not feel valued, and it impacted my desire to provide services on behalf of the company #MacroSW

Ashley Amidon @amidon_ashley  
an hour ago
A1: #MacroSW agency/organizational culture is the shared values within an organization that drive the mission forward. It relates to the success of the agency and workers in how they are supported in their work and professional growth and clients in their self-determination.

Jaclyn P @JaclynP19  
an hour ago
A1 Agency culture starts with the company’s vision. It is a mix of the way employees behave and the way employees are treated #MacroSW

#MacroSW Moderator @OfficialMacroSW  
an hour ago
RT @AlyssaLotmore: A1: When we first get our internship or a job, we usually think about the population we are going to work with. Do I hav...

Dayaa. @sedayaaa  
an hour ago
A1: Organizational culture is the values and beliefs held by the members of the organization #MacroSW
Niara Morrow, MSW, LSW @SWMorrow
Well said! #MacroSW

Sarah 😎 @sideeye_emoji
RT @AlyssaLotmore: Q1: How would you define agency/organizational culture? #MacroSW @OfficialMacroSW https://t.co/4dQyaQIUoR

Julio Ramirez @julioram816
@AlyssaLotmore @OfficialMacroSW It’s how partners interact and treat each other. It sets expectations for the workplace #MacroSW

Matthew L. Schwartz, MBA, LMSW ☕ @TheMattSchwartz
A1.2 at my agency, we have HEART coaches, that monitor our agency’s culture, to make sure that we stay on track. At @FoodGnomes (the mobile food pantry I co-founded) we have a position within our organization that does the same #MacroSW

Kristen Hibit @HibitKristen
@AlyssaLotmore @OfficialMacroSW Organizational culture is a subset to the agency’s rules and guidelines. It is how co workers interact in the “non formal” setting. #macrosw

Amber Ried @amber_ried
@AlyssaLotmore @OfficialMacroSW I would define organizational culture as the values, beliefs, and norms that pervade an agency’s environment and those in it #MacroSW

Laura WS @LShucard
Q1:Values, beliefs, shared vision, and behaviors that contribute to the environment of an organization #macrosw
Samantha Arcara @SamanthaArcara
A1 work environment on social & organization level, uniting beliefs, assumptions, values & interactions amongst members #macrosw

Donald Rohrman @DonaldRohrman
A1: the agencies culture describes the values, mission, and behaviors of the people that work within it #MacroSW

Jmasaed @Jmasaed1
@AlyssaLotmore @OfficialMacroSW A1: I would define the agency culture as the work environment. Basically, I think of the agency/organizational culture as the entire team of employees who are all focused on working together to build a better, productive working environment. #macrosw

Jennifer Merica @MericaJennifer
A1: The beliefs, assumptions, values, attitudes, and communication that contribute to the distinctive organization environment. #macrosw

Alyssa Lotmore @AlyssaLotmore
A1: Get to know your agency. Review the website, use search engines like Google to find new articles or news stories about the agency, read pamphlets and brochures about the agency, review the agency policy & procedure manual, speak with individuals within the agency. #MacroSW

Rachel Grandits @granditsra
Agency culture, to me, is the atmosphere within an organization. It does not define the organization, but is essential to its overall wellbeing/functioning #MacroSW
Kristen Hibit @HibitKristen

RT @TheMattSchwartz: A1 I think it's the living embodiment of what everyone in the agency stands for ethically, personally, morally: the sh...

Erika Jones @erikaejones

@AlyssaLotmore @OfficialMacroSW Q1 I think agency culture has a lot to do with how a group of coworkers works together. If there’s a lack of teamwork and trust the agency culture might become harder to work in, more hostile, etc. I think good agency culture relies on many different values. #MacroSW

Rebecca Szymanski @PSmitty2theResQ

A1: Agency culture is the set of (often unspoken) beliefs and practices within an agency. Agency culture is what shapes the clients' and workers' experiences with that agency. #macrosw

#MacroSW Moderator @OfficialMacroSW

RT @JaclynP19: A1 Agency culture starts with the company’s vision. It is a mix of the way employees behave and the way employees are treate...

Dayaa. @sedayaaa

RT @AlyssaLotmore: A1: When we first get our internship or a job, we usually think about the population we are going to work with. Do I hav...

cecile crowley @cecilecrowley8

Q1: Agency culture has regular supervision, proper trainings, and supportive environment #macrosw
Micaela Armenia @micaela_armenia
@AlyssaLotmore @OfficialMacroSW To me, organizational culture deals with a set of values and behaviors that work together to create a specific environment. #macroSW

#MacroSW Moderator @OfficialMacroSW
RT @AlyssaLotmore: A1: Get to know your agency. Review the website, use search engines like Google to find new articles or news stories abo...

Kristen Hibit @HibitKristen
RT @amidon_ashley: A1: #MacroSW agency/organizational culture is the shared values within an organization that drive the mission forward. I...

Kelsey @KelseyCreteki
A1: Sets of values and beliefs between members working to accomplish the same goal and mission. The agency culture is a reflection of how these missions are carried out. #macrosw

Amneris @AmnerisfMorales
A1 I think agency/organizational culture can be defined as the way an organization handles and provides for a space in which workers can give quality service to their clients #MacroSW

Kristen Hibit @HibitKristen
@amidon_ashley Well put my friend :) #MacroSW

Matthew L. Schwartz, MBA, LMSW ⚪ @TheMattSchwartz
RT @micaela_armenia: @AlyssaLotmore @OfficialMacroSW To me, organizational culture deals with a set of values and behaviors that work toget...
Zachary Bodack @BodackZachary
I believe that agency/organizational culture is the environmental culture is the way or how that particular organization has grown into its own traits, norms, and other aspects that make it what it is. #macrosw

Niara Morrow, MSW, LSW @SWMorrow
Very important #MacroSW

Alyssa Lotmore @AlyssaLotmore
A1: There is the formal structure of an agency... the written policies, procedures, organizational chart, etc. There is also an informal structure (those unwritten norms among employees) that can sometimes be difficult to learn and navigate. #MacroSW

Jacob Friedman @jf279BuffaloMSW @AlyssaLotmore @OfficialMacroSW
A1: Organizational culture to me is more about the actions than the words. Plenty of organizations preach values that they do not reinforce in practice. Culture is the true nature of the relationship between organization and employee as well as employee to employee. #macrosw

Sarah 😒 @sideeye_emoji @AlyssaLotmore @OfficialMacroSW
Another aspect of culture is the fact that it is often unspoken - it operates not through word of mouth, but through subtle modification of employee behavior, especially in training new personnel #MacroSW

Amanda McGraw @AmandaMcGraw12
A1: Agency culture is the shared vision, goals, norms, roles, and ethics that come together in a group of individuals with a shared vision. It is multi-level, reflecting interactions and relationships between workers. #MacroSW
Sarah 😒 @sideeye_emoji  
RT @AlyssaLotmore: A1: When we first get our internship or a job, we usually think about the population we are going to work with. Do I hav...

#MacroSW Moderator @OfficialMacroSW  
RT @AlyssaLotmore: A1: There is the formal structure of an agency... the written policies, procedures, organizational chart, etc. There is...

Michelle L. Ferrini @MichelleLferri2  
A1: Agency culture can be the set of shared values, norms, and beliefs within the organization. #macroSW

kiddlebee @kiddlebee2  
A1: Agency culture is made of many individual parts that either draw together to support one entity or rub up against each other continually creating friction. How the agency culture energizes the agency will directly impact the outputs #MacroSW

Kristen Hibit @HibitKristen @AlyssaLotmore @OfficialMacroSW I think it’s influenced by the whole agency’s values. And I think organizational culture needs to be addressed by upper staff to ensure that the environment is safe and aligns with those values. #macrosw

Lisa @safetymom4  
A1: I would define agency culture as the supports for staff, including encouragement and ‘corrections’ where necessary to maintain a healthy relationship in the agency and between client and provider ‘ #MacroSW
Sarah 😒 @sideeye_emoji
RT @AlyssaLotmore: A1: There is the formal structure of an agency... the written policies, procedures, organizational chart, etc. There is...

Marissa Diaz @Marissa_Diaz_
A1: Organizational culture is the over all climate that is set by the agency and employees. #macrosw

Jenna Turchiarelli @JennaTurchiare1
A1: Agency/organizational culture is the collective goal of a group of individuals and the behavior they exhibit when working to meet this goal. The culture of the organization may provide insight as to how the organizational goals are achieved #macrosw

Sherene @Sherene07494576
Q1. Agency/organisational culture I believe is basically the interaction between workers, workers and client #macrosw

Erika Jones @erikaejones
@AlyssaLotmore Absolutely. I’m in an agency that’s regulated by OPWDD in New York State and that obviously plays a large role into everything we do, but the norms between employees is important to consider when going through the day-to-day motions. #MacroSW

Kristen Hibilit @HibilitKristen
RT @AlyssaLotmore: A1: Get to know your agency. Review the website, use search engines like Google to find new articles or news stories abo...
Sarah 😐 @sideeye_emoji
@AlyssaLotmore @OfficialMacroSW I usually think of culture as more of the informal structure, but you bring up a good point, and I think the formal and informal structures influence one another and help shape the agency #MacroSW

Zachary Bodack @BodackZachary
Also if you go off the idea of the definition of agency that allows for all those involved in the organization to combine ideas, and their own cultures to create a environmental culture in their organization with their own individuality. #macrosw

#MacroSW Moderator @OfficialMacroSW
A1: Agency culture reflects the direction of the managers and leaders of the organization #macrosw

Erika Jones @erikaejones
This!! A lot of the reply’s don’t mention the client but I think it’s important to recognize that the client plays a role in agency culture, as well. #MacroSW

Sarah 😐 @sideeye_emoji
@AlyssaLotmore @OfficialMacroSW @AlyssaLotmore @OfficialMacroSW I also think that when culture works, it’s often partially because it was created through mutual learning among management and staff #MacroSW

Amneris @AmnerisfMorales
A1 Agency culture is a reflection of the leadership. When policies are not in place to address issues that are affecting their staff, client end up suffering #MacroSW
LiPinng @LeLipingLizard
A1. I think culture is the set of beliefs and rules that the members of an organization held. #macrosw

Matthew L. Schwartz, MBA, LMSW @TheMattSchwartz
RT @OfficialMacroSW: A1: Agency culture reflects the direction of the managers and leaders of the organization #macrosw

Niara Morrow, MSW, LSW @SWMorrow
RT @AmnerisfMorales: A1 Agency culture is a reflection of the leadership. When policies are not in place to address issues that are affecti...

Linda @wordfinga
RT @monaca_eaton: Great tips to leverage social media for advocacy work. https://t.co/aSPxaaNXrX #swtech #macrosw #digitalchangeagent

Micaela Armenia @micaela_armenia
@OfficialMacroSW Another aspect of organizational culture is the idea that there can be a dominant culture as well as subcultures. #macrosw

Zachary Bodack @BodackZachary
@JennaTurchiare1 I appreciate the idea of using individuals and their own behaviors working to create their own goals unintentionally creating culture. #macrosw

Alyssa Lotmore @AlyssaLotmore
Q2: Not using the names of agencies, have you ever worked or interned in an agency where the workplace culture was not ideal? If so, how did that affect you? #MacroSW @OfficialMacroSW https://t.co/wBNZkxUjtw
Matthew L. Schwartz, MBA, LMSW @TheMattSchwartz an hour ago
A1 It's important to remember that agency leaders are not always managers and are not always in positions of FormalAuthority MacroSW

Meghan Murphy @MeghanM27815353 @AlyssaLotmore @OfficialMacroSW A1: I feel that an agency culture is the atmosphere that a company works in. What values do they hold to the highest standard and what kind of communication is used between co-workers, to name a few examples. #macrosw

Kristen Hibit @HabitKristen @OfficialMacroSW Although it had a lot to do with leadership I think it also had a lot to do with lunch room banter and it's important that that banter is professional and aligns with values of agency. #macrosw

Alex @Alex49470939 @AlyssaLotmore Well put. Working with a population that affects one on a personal level can lead to burn out and lower quality care. That's why it's important for students to use internships to explore various populations and agency cultures. #MacroSW

Amanda McGraw @AmandaMcGraw12 It is important to remember that often an agency's quality of work and ability to effectively support employees is often reflective of its culture. #MacroSW

Richard Boyer @Richard_G_Boyer @AlyssaLotmore @OfficialMacroSW A2. I worked in an organization that appeared to have an ideal culture. After a short time, the faux mask was revealed and I confronted it, pointed out how pernicious it was, and quit. #MacroSW
Amneris @AmnerisfMorales @micaela_armenia @OfficialMacroSW Interesting. How do you think the subcultures influence the overall agency culture? #MacroSW

NinaN @NinaN35519745 @AlyssaLotmore @OfficialMacroSW A2. Yes, it affected me and my coworkers by creating a work environment that was unsafe to work in physically and emotionally. The staff began to be against management and no one could trust each other. I dreaded going to work because of how negative the environment was. #MacroSW

Samantha Arcara @SamanthaArcara RT @amidon_ashley: A1: #MacroSW agency/organizational culture is the shared values within an organization that drive the mission forward. I...

Miranda Bosse @BosseMiranda @AlyssaLotmore @OfficialMacroSW #MacroSW yes!! and it's very nonfunctional and unpleasant for all participating employees and often creates disputes between bosses of different departments. it creates a hostile work environment.

#MacroSW Moderator @OfficialMacroSW @TheMattSchwartz True. #MacroSW

Erika Jones @erikaejones @PSmitty2theResQ @AlyssaLotmore It does, and I think that’s has to do with organizational structure, how employees interact with each other, as well as clients and managers and leaders and how they work. There's a lot of variations in agency culture even through state regulated agencies. #MacroSW
Margaret Simkins @Magstou

There are the stated values and beliefs of an organization, and then there are the ways that members act on those beliefs and values. The level of consistency indicates the quality of organizational unity/ purpose/ ability to work together #MacroSW

Niara Morrow, MSW, LSW @SWMorrow

@TheMattSchwartz Building off of that, leaders/ managers aren’t always social workers. So their values or mission may differ from ours #MacroSW

Samantha Arcara @SamanthaArcara

@HibitKristen @amidon_ashley agreed! RT @HibitKristen: @amidon_ashley Well put my friend :) #MacroSW

Amneris @AmnerisfMorales

@TheMattSchwartz That is a good point! especially when leaders have to abide by state regulations that in itself sometimes can create a stressful atmosphere in the workplace #MacroSW

Meghan Murphy @MeghanM27815353

@AlyssaLotmore @OfficialMacroSW Q2: This is my current internship. I feel like the bad culture gets in the way of us providing good services, and ultimately my education. #macrosw

Matthew L. Schwartz, MBA, LMSW ⬇️ @TheMattSchwartz

RT @SWMorrow: @TheMattSchwartz Building off of that, leaders/ managers aren’t always social workers. So their values or mission may differ...

#MacroSW Moderator @OfficialMacroSW

RT @AlyssaLotmore: Q2: Not using the names of agencies, have you ever worked or interned in an agency where the workplace culture was not...
Sarah 😒 @sideeye_emoji @OfficialMacroSW Partially agree - I think managers can help create and shape a culture initially or during times of change, but whether or not it survives is based on the way staff maintain and participate in it (or not) #MacroSW

Margaret Simkins @Magstou Dysfunctional organizational cultures can detract from the focus of helping clients and target systems in that they pull focus towards interpersonal drama. #MacroSW

Alyssa Lotmore @AlyssaLotmore A2: Imagine being a new LMSW who landed her dream job. Within weeks, you realize that the agency leadership is less than ideal, causing stressed coworkers & poor worker-client relationships. That personal experience made me realize the importance of agency culture. #MacroSW

Niara Morrow, MSW, LSW @SWMorrow A2: Definitely! It affected my happiness. I didn’t feel appreciated, and I dreaded going to work every day 😞 #MacroSW

Matthew L. Schwartz, MBA, LMSW ⚰️ @TheMattSchwartz @SWMorrow Great point! This can be especially true of boards that are comprised entirely of attorneys, or that are not at all representative of the communities that they serve #MacroSW

Jmasaed @Jmasaed1 @AlyssaLotmore @OfficialMacroSW A2: I wouldn’t say that I’ve worked in a nonideal environment, but I will say I have been able to experience working/internin at places where the “culture” was not strong. I think in that situation, I learned that if the team does not together then the agency can crumble. #Macrosw
Ashley Amidon @amidon_ashley
A2: #MacroSW I was working for an agency where I received little support, including not having any supervision, where I had a very high caseload and provided community outreach. In asking for more support I was denied. This led to burnout and leaving the organization.

Rayvon @Rayvon_BD
@AlyssaLotmore @OfficialMacroSW A1: I believe agency culture is the vision, mission, standards norms and environment that makes up an organization. #macrosw

Danielle hoare @Daniellehoare_
A2: I've worked at organizations that do not have ideal work culture and it has affected my work ethic and motivation tremendously #macrosw

Whitney @WhitneyUBSSW
A2 1/3 There are some agencies with which I am familiar that lack a healthy culture, and the impact is evident to me. Without going into too much detail, I am a very positive and upbeat person, and while some enjoy my contagious energy, to others it is obnoxious. #MacroSW

Whitney @WhitneyUBSSW
A2 2/3 That moniker doesn’t bother me much, but others have confided in me that they were almost “scared” to share triumphs & positive stories because the atmosphere was so negative, which led to them feeling as if their contributions and accomplishments were not valued. #MacroSW

Siena Masecchia, UBSSW Student @MasecchiaSiena
A2: Yes, when a workplace culture is not ideal it is hard to work to the best of your ability when preoccupied by other things. #macrosw
Whitney @WhitneyUBSSW
A2 3/3 I will say that hefty caseloads without consideration for level of client need have affected me adversely. I, like so many others, never take lunches or breaks, and find myself working (unpaid) often well into the late hours of the night. #MacroSW

Rachel Grandits @granditsra
@AlyssaLotmore @OfficialMacroSW yes- it was an unpleasant experience, but made me feel compelled to speak my mind within reason/limits. Those experiences really taught me a lot about perseverance/patience #macrosw

Margaret Simkins @Magstou
A2 It is difficult to improve or focus on professional development in a culture that is focused on tearing down rather than pulling up. #MacroSW

Jennifer Merica @MericaJennifer
Yes, the lack of team work and cohesiveness of the workplace culture caused me to lack motivation to be at work. #macrosw

Rebecca Szymanski @PSmitty2theResQ
A2: Oh, boy, do I have a lot to say about this but Twitter only allows 280 characters...I have worked in both extremely toxic and hostile environments and environments that have allowed me to grow. It’s the people, more often than the policies, that make it what it is #macrosw

Kiddlebee @kiddlebee2
A2: I worked in an agency that cared for juveniles. The lack of unity in the staff created a weakness in which the clients used to manipulate the workers against each other driving them further apart and created an atmosphere of chaos. #MacroSW
Alyssa Lotmore @AlyssaLotmore  
A2: I knew that I was not alone when faced with a negative workplace culture. Here is an article I wrote a few years ago for @newsocialworker on agency culture. https://t.co/5qA5swBlwF #MacroSW

cecile crowley @cecilecrowley8  
Overall my internships/work environment has been supportive and positive and I’m very thankful for that #macrosw

donald rohrman @DonaldRohrman  
I have worked in agencies that did not have an ideal work environment. I think it’s about finding the right place for you #MacroSW

#MacroSW Moderator @OfficialMacroSW  
RT @AlyssaLotmore: A2: Imagine being a new LMSW who landed her dream job. Within weeks, you realize that the agency leadership is less than...

reneehen @reneehen1  
A.2 #MacroSW it creates a negative work environment where employees do not want to work or perform their best.

#MacroSW Moderator @OfficialMacroSW  
RT @Magstou: Dysfunctional organizational cultures can detract from the focus of helping clients and target systems in that they pull focus...
Emily Tout @EmilyTout96
@AlyssaLotmore @OfficialMacroSW A2. Yes - the moral of the staff was a mess. My shift co-workers and myself were able to separate ourselves and focus solely on the goals of the workplace & our clients. However, other employees tried to impact our work at this social work agency. #MacroSW @UBSSW @OfficialMacroSW

an hour ago

Jenna Turchiarelli @JennaTurchiare1
A2: I have worked at an agency where the culture affected me. It felt as if the crises we hoped to mediate were adopted by the agency and were reflecting in the stress and strain of the staff. It was a tense environment to say the least. #macrosw @OfficialMacroSW @UBSSW

an hour ago

Kristen Hbit @HbitKristen
@AlyssaLotmore @OfficialMacroSW A2: I currently work for a government agency where sometimes our values do not align. It's tricky. Although I don't have power to make changes, I still continuously provide my input because I think feedback is important. #MacroSW

an hour ago

Jaclyn P @JaclynP19
A2 I worked at an agency where the vision was to “provide services for children with challenging medical conditions.” It was difficult to work in an environment that lacked leadership & support for employees under stressful circumstances. This led to high staff turnover #MacroSW

an hour ago

Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW A2 Unfortunately I have worked in a setting with a bad agency culture. Though some of it wasn’t the workers fault, it was due to regulations, burnout, high turnover, etc.. The workers didn’t make it any better on themselves by being hostile with their coworkers. #MacroSW
Amneris @AmnerisfMorales
A2 Yes, when the organization or agency put effort in the needs of their clients, it can also affect the workers because it limits their ability to provide quality service. #MacroSW

#MacroSW Moderator @OfficialMacroSW
RT @AlyssaLotmore: A2: I knew that I was not alone when faced with a negative workplace culture. Here is an article I wrote a few years ago...

Laura WS @LShucard
I have been fortunate to have wonderful experiences working in the field so far. I have had jobs where the culture was terrible and I felt undervalued and unappreciated. It made going to work not an enjoyable experience. #macrosw

Matthew L. Schwartz, MBA, LMSW ⚊ @TheMattSchwartz
A2 I worked at a toxic agency, they refused to follow ADA/the law. I had to eventually quit. It was a traumatic experience. I had to learn that supervision was okay (not going to be used against me), to rely on my peers, there was a lot of growth & healing after #MacroSW

#MacroSW Moderator @OfficialMacroSW
RT @HibitKristen: @AlyssaLotmore @OfficialMacroSW A2: I currently work for a government agency where sometimes our values do not align. It’...

Niara Morrow, MSW, LSW @SWMorrow
A2: My supervisor at the time was not a social worker, and it seemed like we were always on two different pages it definitely impacted how I worked with clients #MacroSW
Kristen Hibilit @HibilitKristen
RT @AlyssaLotmore: A2: I knew that I was not alone when faced with a negative workplace culture. Here is an article I wrote a few years ago...

Samantha Arcara @SamanthaArcara
A2 Even at an agency promoting a positive culture, I’ve seen upper management still missing the mark on employee needs #macrosw

Lil Uzi Streetfighter @LRels
RT @Magstou: Dysfunctional organizational cultures can detract from the focus of helping clients and target systems in that they pull focus...

Rayvon @Rayvon_BD
@AlyssaLotmore @OfficialMacroSW A2: Yes. Working for a child welfare agency that had a high turnover and high caseload rates. It was lacking supervision or the supervisors were all new. It wasn’t ideal. And allowed room for people to be misguided and lack communication in regards to children’s safety. #macrosw

Lil Uzi Streetfighter @LRels
RT @AlyssaLotmore: A2: Imagine being a new LMSW who landed her dream job. Within weeks, you realize that the agency leadership is less than...

Sarah 😔 @sideeye_emoji
@AlyssaLotmore @OfficialMacroSW I worked in a place that had a suggestion box, but it was an unspoken norm that no one actually put anything in it. Didn’t help to boost morale because we felt we couldn’t give feedback up the ladder #MacroSW
Zachary Bodack @BodackZachary
I have worked in environments that were not ideal in their work culture. It was promoted by the managers, and the supervisors in order to do what they thought was effective/productive work when it just made everyone hate working there and ultimately want to quit #macrosw

Ashley Amidon @amidon_ashley
@JennaTurchiare1 @OfficialMacroSW @UBSSW This is important. When working in crisis it can be hard not to feel in crisis. Supervisors should be better at noting and mitigating this, supporting workers through this, #macrosw

Dayaa. @sedayaaa
A2: I have worked at an agency were the culture was not ideal it often times made me feel overwhelmed because there was know structure and everyone had to basically teach themselves or ask their peers for help instead of the actual supervisor. #MacroSW

Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW A2.2 It was very cliquey and no one got along very well with those who were outside their group. It was a bad environment all around. Though, like mentioned before, the job was stressful and management expected a lot. #MacroSW

Elizabeth Cho @EchoMSWStudent
A2) Negative work environment impacts the level and quality of service to clients and diminishes morale #macrosw

Rebecca Szymanski @PSmitty2theResQ
I have worked for agencies that are so toxic that I have literally been traumatized and still bear the emotional scars, even years later. I don't think management takes this into consideration nearly enough. #macrosw
Sarismatic @sarandipidie
Besides extremely heavy caseloads I firmly believe that a toxic culture is a major contributor to burnout #macrosw

Matthew L. Schwartz, MBA, LMSW ☢ @TheMattSchwartz
A2.1 I am so thankful I work at the agency I do now; it's literally like winning the jackpot. Our hiring process involves looking at agency fit (culture wise); and thanks to our culture coaches at each site, we can be sure that our positive culture is here to stay #MacroSW

Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW
A2.3 I think the workers were just acting out because they were unhappy with their own situations with management and leaders and how they did that was by separating themselves against one another. #MacroSW

Jenna Turchiarelli @JennaTurchiare1
A2: When experiencing a difficult organizational culture and climate how far should the employee bend to accommodate the agency despite the difficulties they face? When does the responsibility fall on the org to address these issues? #MacroSW #FoodForThought

Niara Morrow, MSW, LSW @SWMorrow
There's supposed to be a period in there somewhere.. lol it's past my bedtime #MacroSW

Margaret Simkins @Magstou
Wow. You know, I wasn't even thinking about the onboarding experience and how that relates to turnover and organizational culture. Good point!
#MacroSW Moderator @OfficialMacroSW  
RT @EchoMSWStudent: A2) Negative work environment impacts the level and quality of service to clients and diminishes morale #macrosw  

Julio Ramirez @julioram816  
RT @EchoMSWStudent: A2) Negative work environment impacts the level and quality of service to clients and diminishes morale #macrosw  

Kelsey @KelseyCreteki  
A2: Yes. I have experienced a negative workplace culture and it was a terrible. This not only affected my work but how I interacted with others in my personal life. It can make things challenging and was not a good feeling. #macrosw  

Whitney @WhitneyUBSSW  
RT @AlyssaLotmore: A2: I knew that I was not alone when faced with a negative workplace culture. Here is an article I wrote a few years ago...  

Ashley Amidon @amidon_ashley  
RT @EchoMSWStudent: A2) Negative work environment impacts the level and quality of service to clients and diminishes morale #macrosw  

Christopher Thomas @cdt133  
A1: Agency culture describes the shared values within an organization or workplace. It can be functional or dysfunctional, intentional or unintentional. #macrosw
Kristen Hibit @HibitKristen
@Richard_G_Boyer @AlyssaLotmore @OfficialMacroSW It’s good to recognize early on and be honest with yourself. What would you have done had you stayed? #MacroSW

Amneris @AmnerisfMorales
I worked in an agency where they claimed to provide job assistance by allowing clients to use free computers. However, the agency would not update their softwares and computers, resulting in many online applications lost. This is a problem for workers who want to help #MacroSW

Rebecca Szymanski @PSmitty2theResQ
Thank you for talking about trauma CREATED by the workplace! I know that it is like to dread supervision because of the fear that it will be used against me.

#MacroSW Moderator @OfficialMacroSW
Good questions for Q2 #MacroSW

Niara Morrow, MSW, LSW @SWMorrow
A2: On the positiveside, I’m enjoying my current job! Communication is great, I’m told I am valued, and it’s just an overall positive environment #MacroSW

Sarismatic @sarandipidie
I think that flexibility is key no matter what job you are in but if compromise means compromising your ethics, morals, etc. then it obviously isn’t worth it #macrosw

Alyssa Lotmore @AlyssaLotmore
Q3: How can a negative agency culture impact the clients and the quality of services delivered? #MacroSW @OfficialMacroSW
https://t.co/C3OtVsN6Td
leigh @ew_UbMSW
A3: When an agency has a negative work environment, it creates for poor service delivery to clients who then suffer from that #macrosw

Rebecca Szymanski @PSmitty2theResQ
I think the same thing is wrongly said about clients too..."they're just acting out", when it's really a reaction to a toxic environment

spoopy local witch @kingdomofwench
#MacroSW A2 A bad enough agency culture can literally make you sick. Agencies can also be abusive in multiple ways.

leigh @ew_UbMSW
A3: clients are able to sense when their workers are stressed, anxious, etc.. which could stem from the negative work environment #macrosw

Niara Morrow, MSW, LSW @SWMorrow
A3: I think quality goes down significantly. If someone has a high caseload or is overwhelmed, it’s easy to rush through things just to say something is completed #MacroSW

Richard Boyer @Richard_G_Boyer
@AlyssaLotmore @OfficialMacroSW A3. A negative agency culture can create “revolving-door clients” and imprint a false image of SW’s that will make clients reluctant to engage services in the future. #MacroSW

Whitney @WhitneyUBSSW
A3 1/5 Negative culture can engender feelings of resentment, powerlessness, and devaluation that can manifest in burnout or in other ways that adversely impact client outcomes. For instance... #MacroSW
Michelle L. Ferrini @MichelleL Ferri2
A2: I worked for an agency where everyone was not on the same page, especially within the leadership roles. It lacked shared values/beliefs creating an uncomfortable environment. #macroSW

Erika Jones @erikaejones
@Rayvon_BD @AlyssaLotmore @OfficialMacroSW I had a similar experience to this. Supervision is so critical in a setting like that, as well. It’s difficult with the high turnover rate, but I believe things need to be prioritized to make sure your employees are okay. #MacroSW

Whitney @WhitneyUBSSW
A3 2/5 In very regimented and paternalistic agencies where workers are denied the ability to exercise professional judgment in providing individualized care/conducting assessments/etc., we run the risk of infringing upon clients’ choice, autonomy, and other rights. #MacroSW

Zachary Bodack @BodackZachary
@sarandipidie I 100% agree with you, it can be the toxic environment or the upper management which also is a contribution to the environmental culture or toxicity. #macrosw

Matthew L. Schwartz, MBA, LMSW @TheMattSchwartz
@PSmitty2theResQ Thank you - I think we have to talk about it openly, because otherwise we allow it to continue to hide (and perpetuate) in the dark #MacroSW

Margaret Simkins @Magstou
A3. Not having an understanding of consistent expectations which focus on improving clients creates feelings of insecurity which greatly impact confidence to act on behalf of clients. #MacroSW
Danielle hoare @Daniellehoare_  
A3: When an agency has a negative culture this can be taken away from patient care and can lead to increased burnout rates. #macrosw

Whitney @WhitneyUBSSW  
A3 3/5 If employees have massive caseloads without regard for unique characteristics that make some cases more time-consuming/difficult, and we’re overwhelmed/feel impotent, how can we instill hope within clients or empower them to mobilize strengths/skills to change? #MacroSW

Whitney @WhitneyUBSSW  
A3 4/5 If we belong to an agency that doesn’t screen for trauma or consider cultural competence, we may end up exploiting our clients’ vulnerabilities, re-traumatizing them, or becoming oppressors ourselves. #MacroSW

Whitney @WhitneyUBSSW  
A3 5/5 Negative agency culture can also lead to a lack of loyalty to the org. and thus non-adherence to the mission, thus creating a revolving door of employees. This burdens teammates who are already stretched thin and signals to clients that they are just case numbers. #MacroSW

Niara Morrow, MSW, LSW @SWMorrow  
A3: It can quickly become quantity over quality. Motivation is low. Your approach can become less therapeutic or supportive #MacroSW

Amber Ried @amber_ried @AlyssaLotmore @OfficialMacroSW  
A2. I currently work at an agency that has an incredibly un-trauma informed agency culture and it sometimes makes it difficult for me to balance my ethics with my work #MacroSW
donald rohrman @DonaldRohrman  
Like dominos falling, negative culture effects the workers and that is passed on to the clients #MacroSW

an hour ago

Erika Jones @erikaejones  
@SWMorrow It’s past my bedtime too! 😄 #MacroSW

an hour ago

NinaN @NinaN35519745  
@AlyssaLotmore @OfficialMacroSW A3. A negative agency culture can impact the clients and quality of service by distracting the provider so that their mind and attitude is not client centered. this can cause them to become cynical in the work they do and service provide. #MacroSW

an hour ago

Jenna Turchiarelli @JennaTurchiare1  
@amidon_ashley @OfficialMacroSW @UBSSW I agree! "good enough" may be sufficient for the top of the chain of command when looking to accomplish a goal but clearly insufficient in supporting the individuals accomplishing these goals #MacroSW

an hour ago

#MacroSW Moderator @OfficialMacroSW  
RT @AlyssaLotmore: Q3: How can a negative agency culture impact the clients and the quality of services delivered? #MacroSW @OfficialMacroS...

an hour ago

Alyssa Lotmore @AlyssaLotmore  
A3: The relationship btwn worker & client is important for the therapeutic process. Relationship boundaries are on a continuum. ‘Entangled’ on one extreme & ‘Rigid’ on the other. A worker’s goal should be to stay somewhere in the middle... the ‘Balanced’ section. #MacroSW

an hour ago
Amanda McGraw @AmandaMcGraw12 @AmnerisfMorales That's so interesting! I did a project a couple of terms ago on technology applications in social work and this type of issue was a big reason why this type of technology and its application in social work still has a ways to go #MacroSW

Rebecca Szymanski @PSmitty2theResQ Q3: I once got fed up with a job and quit because doing the damned paperwork was taking up way more time and getting in the way of actually helping my clients. I'm talking about not being able to attend to their basic service needs that the agency is supposed to provide #macrosw

Amneris @AmnerisfMorales It perpetuates the issue of oppression in vulnerable populations #MacroSW

#MacroSW Moderator @OfficialMacroSW RT @ew_UbMSW: A3: When an agency has a negative work environment, it creates for poor service delivery to clients who then suffer from that...

Jennifer Merica @MericaJennifer We cannot effectively help our clients when our agency culture is lacking. #macrosw

leigh @ew_UbMSW RT @AmnerisfMorales: It perpetuates the issue of oppression in vulnerable populations #MacroSW
Alyssa Lotmore @AlyssaLotmore

A3: Rigid boundaries can cause issues like client neglect, client abandonment, or uninformed assessments. Entangled boundaries is over-involvement, where the worker may be investing more time & emotional energy into the client in a way that is not helpful for the client. #MacroSW

Rachel Grandits @granditsra

@AlyssaLotmore @OfficialMacroSW The feelings assoc w the negative culture can easily transfer to clients which ultimately can cause poor treatment outcomes and progress. It is an unfair product of service delivery in my opinion! #macrosw

Sherene @Sherene07494576

Q3. A1 When clients experience negative interaction with an organisation it always leaves a bitter taste with the client. #macrosw

Ashley Amidon @amidon_ashley

@JennaTurchiare1 @OfficialMacroSW @UBSSW Yes! We need more support from the ground up! #macrosw

Julia Lyons @juliaa_lyons

@AlyssaLotmore @OfficialMacroSW If the employees are unhappy, it’s likely to show in their delivery of services. They will likely burn out because of their lack of motivation and ambition. This will result in clients not receiving effective services and likely cause further distress for all parties #MacroSW

Zachary Bodack @BodackZachary

By having a negative attitude or a negative culture in your workplace can effect your product or service as it does with any business. You need to push to have a postive culture to promote healing in your agency and without postive culture there not be healing #macrosw
Rachel Grandits @granditsra  
RT @AlyssaLotmore: A3: The relationship btwn worker & client is important for the therapeutic process. Relationship boundaries are on a con...

Laura WS @LShucard  
I believe that clients can pick up on the mood and vibe of the organization. #macrosw

Emily Tout @EmilyTout96  
@AlyssaLotmore @OfficialMacroSW A3. It can reduce the quality of the services for clients and potentially cause harm to the clients, rather than empowerment and support. #macroSW @UBSSW @OfficialMacroSW

reenehen @reenehen1  
A.3 #MacroSW Workers won't find meaning in their work which will result in poor quality of client care and services.

Micaela Armenia @micaela_armenia  
@AlyssaLotmore @OfficialMacroSW I think it affects clients indirectly. As staff are exposed to the agency’s negative culture, it can begin to negatively impact their work, and even their interactions with clients. #MacroSW

Christopher Thomas @cdt133  
A2: I have worked in a number of settings with negative or dysfunctional workplace cultures, and it affected me negatively. It feels inescapable! #macrosw

Samantha Arcara @SamanthaArcara  
A3 Clients are victims of employee burnout too, receiving lower quality of care as workers lose sight of mission & impact #macrosw
Jmasaed @Jmasaed1
@AlyssaLotmore @OfficialMacroSW A3: If you go to your favorite restaurant and the waitress is horrible, you won’t complain about that one individual, you’ll complain about you experience at that restaurant. Your employees are the face of your company. They represent the company at all cost. #Macrosw
https://t.co/XomFYiNART

Alyssa Lotmore @AlyssaLotmore
A3: We can feel caught in the regulations of bureaucracies & frustrated by the lack of resources. Feelings of powerlessness can cause emotional stress & rigid boundaries. Having strong leadership to create a positive workplace culture is critical. #MacroSW

Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW A3 I see this all the time with my I/DD individuals. It’s so easy for direct staff to get burnt out and tired because they aren’t getting paid a living wage and it becomes difficult for them to have the motivation to come to work. #MacroSW #bfair2directcare

Dayaa. @sedayaaa
A3: For example if there is a lack of communication within the agency that will impact the clients because services may not be properly provided to the clients due to the agencies culture. #MacroSW

Matthew L. Schwartz, MBA, LMSW ☑️ @TheMattSchwartz
A3 When workers are afraid to tell the CEO/Exec Dir/Board that the Emperor Has No Clothes, the environment becomes unsafe and toxic. High turnover causes patients/clients to feel unsafe #MacroSW
Matthew L. Schwartz, MBA, LMSW ⚕ @TheMattSchwartz
A3.1 Patients feel this way because they never know if they'll have to be retraumatized when they're forced to retell their stories all over again. Workers burn out and leave our field after spending hundreds of hours and thousands upon thousands of dollars for their MSW #MacroSW

Matthew L. Schwartz, MBA, LMSW ⚕ @TheMattSchwartz
A3.2 And we don't live up to our @NASW Code of Ethics or our Values or our Ideals #MacroSW

Siena Masecchia, UBSSW Student @MasecchiaSiena
RT @SamanthaArcara: A3 Clients are victims of employee burnout too, receiving lower quality of care as workers lose sight of mission & impa...

Margaret Simkins @Magstou
Cultural dysfunction can perpetuate itself. It not only leads to high turnover and inconsistency for clients but lack of consistent supervision, leadership and direction. #MacroSW

leigh @ew_UbMSW
RT @SamanthaArcara: A3 Clients are victims of employee burnout too, receiving lower quality of care as workers lose sight of mission & impa...

#MacroSW Moderator @OfficialMacroSW
RT @BodackZachary: By having a negative attitude or a negative culture in your workplace can effect your product or service as it does with...

spoopy local witch @kingdomofwench
#MacroSW A3 Bad agency culture can literally drive clients away from social work and related professions for months, years, or life.
kiddlebee @kiddlebee2 43 minutes ago
A3: A negative culture in an agency is a recipe for worker burnout and contagious negative impacts on the clients. #MacroSW

Lisa @safetymom4 43 minutes ago
A3: regardless of our being aware of the impact agency negativity can have on our client relationship, we as SW are humans who carry underlying stressors which could easily impact our ability to serve at our best potential. #MacroSW

Jenna Turchiarelli @JennaTurchiare1 43 minutes ago
A3: When staff feel underappreciated, exploited, burnt out, or like "a cog in the machine" their standards of care inevitable lower to accommodate the emotional burden and compassion fatigue they face. #MacroSW

Sarismatic @sarandipidie 43 minutes ago
As for when it falls on the agency to address these issues I think that anytime the work that is getting done is overshadowed by the negativity that exists between staff or staff and management it is time for them to step in #macrosw

Ashley Amidon @amidon_ashley 43 minutes ago
A3: #MacroSW Clients can absolutely be impacted by agency culture. If workers are feeling limited in the support they receive leading to burn out or even compassion fatigue, that can and will impact how workers feel connected to and in turn support clients.

Alyssa Lotmore @AlyssaLotmore 43 minutes ago
A3: We all can fall outside the balanced range at some point. Knowing this, one can understand that at times we may move towards the rigid or entangled end of the continuum; however, we must become self-aware of this and try to return to the healthy center. #MacroSW
Zachary Bodack @BodackZachary
@AlyssaLotmore I believe that maintain balanced as much as possible in your own life helps create a sense of control for you clients as well. It helps for a stable sense when they enter the office and allows for the cutlure to feed into the process #macrosw

Niara Morrow, MSW, LSW @SWMorrow
Yes! In social work, it sometimes seems that we spend more time documenting than actually providing the services! #MacroSW

Samantha Arcara @SamanthaArcara
@LShucard agreed! and their word of mouth definitely travels fast #macrosw

Sherene @Sherene07494576
A2. Clients come to organisation because they need our help. They're expecting to leave better than when they first came thru the door. It can cause them to reject future treatment #macrosw

Rebecca Szymanski @PSmitty2theResQ
Not to mention the physical injuries that can occur. I talked about emotional scars earlier but I have physical scars as well.

#MacroSW Moderator @OfficialMacroSW
RT @AlyssaLotmore: A3: We can feel caught in the regulations of bureaucracies & frustrated by the lack of resources. Feelings of powerlessn...

Julio Ramirez @julioram816
@AlyssaLotmore @OfficialMacroSW Negative work environment means unhappy employees that reflects in their work #macrosw
spoopy local witch @kingdomofwench 42 minutes ago
#MacroSW A3 con't (It can also drive social workers out of the field)

Christopher Thomas @cdt133 42 minutes ago
A3: It's draining, most of all. It's difficult to provide good service when you're unhappy. It also makes it less likely that the agency is prioritizing client needs, I think. #macrosw

Erika Jones @erikaejones 41 minutes ago
@AlyssaLotmore @OfficialMacroSW A3.2 Having good supervisors and getting supervision often are critical to maintaining employee productivity and motivation in an agency. If your supervisor isn’t there when you need them, or isn’t giving the supervision that is needed, things will go wrong. #MacroSW

Michelle L. Ferrini @MichelleLFerri2 41 minutes ago
A3: Negative culture can impact service delivery, decrease motivation, and ultimately change the entire climate of the organization. #macroSW

Jacob Friedman @jf279BuffaloMSW 41 minutes ago
@AlyssaLotmore @OfficialMacroSW A3: A toxic environment breeds poor performance in most sectors of life. A social worker specifically needs to keep their focus on the client and their presenting problems. If an environment is taking their mind to a different place and can result in a negative impact. #macrosw

Amneris @AmnerisfMorales 41 minutes ago
A3 A negative culture can affect the agency's overall reputation in the community, high employee turn over, and clients continue to face barriers #MacroSW
Eva Schaefer @EvaSchaefer9 41 minutes ago
A3 - Negative culture leads to low morale of staff which then negatively impacts the clients #macrosw

Rebecca Szymanski @PSmitty2theResQ 41 minutes ago
One of the hardest things for me is needing a vacation but not having the time to take one. And I have the vacation time to take, I just can't justify taking it because I am so behind ALL. THE. TIME. #macrosw

Ashley Amidon @amidon_ashley 41 minutes ago
@AlyssaLotmore @OfficialMacroSW It is so critical! And if supervisors don't feel supported, how can they support their staff? #macrosw

Brianna Miller @BriannaUBSW 41 minutes ago
@AlyssaLotmore @OfficialMacroSW This would be the spoken and unspoken rules of an organization. This has to deal with how the organization is structured, managed, maintained, etc. This also deals with the feeling people have while they are at work and their thoughts and opinions about their environment #MacroSW

Kristen Hibit @HibitKristen 41 minutes ago
@AlyssaLotmore @OfficialMacroSW A3: #macrosw https://t.co/wAyo3Gee6Q

Alex @Alex49470939 40 minutes ago
RT @AlyssaLotmore: A3: The relationship btwn worker & client is important for the therapeutic process. Relationship boundaries are on a con...
Elizabeth Cho @EchoMSWStudent
It can perpetuate a cycle of distrust within clients/future clients and deter those who need assistance from seeking help #macrosw

Jaclyn P @JaclynP19
A3 Negative agency culture has a clear impact on employees, which can be seen by clients and families. This creates tension and ultimately a disconnect in services #MacroSW

Charla Cannon Yearwood @CharlaYearwood
Stop procrastinating with #macrosw and the library website. Grade those papers. -the woman whispers to herself.

Alyssa Lotmore @AlyssaLotmore
Q4. Professionals, especially in the field of social work, are exposed to not only their own personal trauma, but also the trauma of others. What are ways agencies can support and promote self-care for their employees? #MacroSW @OfficialMacroSW https://t.co/MJGvXVnOcs

#MacroSW Moderator @OfficialMacroSW
RT @jf279BuffaloMSW: @AlyssaLotmore @OfficialMacroSW A3: A toxic environment breeds poor performance in most sectors of life. A social work...

Niara Morrow, MSW, LSW @SWMorrow
Basically #MacroSW

#MacroSW Moderator @OfficialMacroSW
RT @AlyssaLotmore: Q4. Professionals, especially in the field of social work, are exposed to not only their own personal trauma, but also t...
cecel crowley @cecelcrowley8
Q3: having a negative work environment can hurt a organization in a lot of ways. Negative work environments put burdens on workers and clients realize that #macrosw

Niara Morrow, MSW, LSW @SWMorrow
A4: ALLOW MENTAL HEALTH DAYS!!! #MacroSW

Richard Boyer @Richard_G_Boyer
@AlyssaLotmore @OfficialMacroSW A4. Flex work schedules, individual & group retreats, paid short-term sabbatical. #MacroSW

Ashley Amidon @amidon_ashley
A4: #MacroSW As a supervisor in a crisis agency, I have noted the lack of guidance supervisors are provided. Often times folks are promoted from within, but lack supervisory skills in terms of how to support workers on the front line.

Siena Masecchia, UBSSW Student @MasecchiaSiena
A4: Being able to have the conversation about the trauma workers are experiencing and how they feel about that is critical support. #macrosw

Jacob Friedman @jf279BuffaloMSW
@AlyssaLotmore @OfficialMacroSW A2: Unfortunately, I have and it is difficult. It makes you question your decisions and consistently feel scrutinized. #macrosw

LiPnng @LeLipingLizard
A3. A negative culture results directly in poor customer service which means that both clients and workers are unhappy. #macrosw
Whitney @WhitneyUBSSW
A4 1/4 Vicarious/secondary trauma are real! So is compassion fatigue; our jobs can be emotionally taxing/demanding. Clients die, we have to keep up with Tx plans/progress notes/assessments, working OT isn't always paid, and we also often have stress at home. Some ideas: #MacroSW

39 minutes ago

Whitney @WhitneyUBSSW
A4 2/4 Delineate clear boundaries between work/personal time. The investment expected of workers is often unequal to the org’s investment in worker needs. Avoiding assigning workloads inherently expecting workers to do excessive unpaid work to meet time demands can help #MacroSW

39 minutes ago

Kristen Hibit @HibitKristen
@AlyssaLotmore @OfficialMacroSW A3: when staff is impacted by poor leadership and agency culture, it is shown in client outcomes. High turn over and burned out staff directly impact the clients. #MacroSW

39 minutes ago

leigh @ew_UbMSW
RT @SWMorrow: A4: ALLOW MENTAL HEALTH DAYS!!! #MacroSW

39 minutes ago

Brianna Miller @BriannaUBSW
@AlyssaLotmore @OfficialMacroSW I worked at an organization with such a toxic environment that I had to quit! The people had awful attitudes, the clinicians were rude to clients, and there was so little empathy and understanding. I hope the people there start to remember why they chose this field #MacroSW

39 minutes ago

Ashley Amidon @amidon_ashley
A4: #MacroSW Lack of guidance for supervisors leads to lack of support during one on one supervision, which is integral for frontline workers both in terms of support and fostering positive professional growth and development.

39 minutes ago
Whitney @WhitneyUBSSW
A4 3/4 Protect supervision – sometimes appts. move for legitimate reasons, and that is fine! But I have noticed that those who have supervision “moved” often don’t get supervision at all. Debriefing in supervision can be cathartic + can mitigate vic. traumatization. #MacroSW

Matthew L. Schwartz, MBA, LMSW ⚊ @TheMattSchwartz @CharlaYearwood #MacroSW https://t.co/jp46YwfxRy

Erika Jones @erikaejones @PSmitty2theResQ Absolutely. I’m sorry you’ve had to deal with that, though. It shouldn’t be this way. We need highly trained and motivated staff to not only keep our clients in a good place, but to look out for ourselves and others, as well. #MacroSW

Whitney @WhitneyUBSSW
A4 4/4 Paid MH days – many DC orgs (common in smaller nonprofits) allot, in addition to vacation/sick time, a certain number of “no questions asked” mental health days. We can’t help others well if we are not given space to take care of ourselves without repercussions. #MacroSW

Micaela Armenia @micaela_armenia @Richard_G_Boyer @AlyssaLotmore @OfficialMacroSW Through providing excellent supervision! #macroSW

Margaret Simkins @Magstou
A4 Trainings about vicarious trauma and trauma linked to negative work experiences are helpful, but managers and supervisors that lead and support change around trauma-informed *practice* within and outside the agency are really what is needed. #MacroSW
Alyssa Lotmore @AlyssaLotmore
A4: Social Wkrs are exposed to the trauma of others. A healthy workplace culture can include supports like access to professional development & resources that promote self-care. A more balanced workplace environment can lead to more balanced boundaries. #MacroSW

leigh @ew_UbMSW
A4: letting their workers know that their voices are heard #macrosw

Emily Tout @EmilyTout96
@AlyssaLotmore @OfficialMacroSW A4. Trauma informed care approach for the clients. Support for the employees and encouragement for their own trauma treatment, along with mental health days. Implementing MH days into benefits of employees can go a LONG way! #macroSW @UBSSW @OfficialMacroSW

Brianna Miller @BriannaUBSW
@AlyssaLotmore @OfficialMacroSW There is definitely a detrimental impact on clients when the culture of an agency is not ideal. If the people working are not happy or they are burnt out, they are not at their best and are not delivering the best possible services #MacroSW

leigh @ew_UbMSW
A4: allocate days for mental health to let their workers know that it’s imperative that they take time for themselves #macrosw

Kelsey @KelseyCreteki
@AlyssaLotmore @OfficialMacroSW A3: Negative agency culture can have a large impact and sometimes create a disservice to clients. If members in the organization are not expressing positive and healthy work habits, then it will most likely affect the clients. #MacroSW
Zachary Bodack @BodackZachary
Currently the agencies I work for have many different programs that they help promote self-care. The biggest promotion in self care is to understand what you believe helps relieve stress or ways to to use your time outside of work to help you de stress.
#macrosw

Siena Masecchia, UBSSW Student @MasecchiaSiena
RT @ew_UbMSW: A4: letting their workers know that their voices are heard #macrosw

Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW A4 I think it’s extremely important to not JUST talk about self-care. We can ask the question of “how do you use self-care” or even “DO you use self-care”, but an agency should push for active self-care. Even something simple. #MacroSW

Matthew L. Schwartz, MBA, LMSW @TheMattSchwartz
A4 Allow employees to schedule in self-care DURING THE WORK DAY! Back to back appointments, without a paid lunch, or time to do some mindfulness, create burnout My MBA here: Law of Diminishing Returns. Spouting self-care and giving out water bottles is not enough. #MacroSW

Amanda McGraw @AmandaMcGraw12
@AlyssaLotmore @OfficialMacroSW Provide good, available supervision!One of the biggest issues with my unit is unsupportive supervision that feels rushed, stressful, and overly critical. This makes workers be reluctant to seek supervision which makes our jobs more stressful with heavier-feeling loads. #MacroSW

Dayaa. @sedayaaa
A4: These agencies can provide personal counseling for staff members and also hold trainings that teach self care. #MacroSW
Meghan Murphy @MeghanM27815353 @AlyssaLotmore @OfficialMacroSW
A4: this can be combated through mental health days, support systems, flexible work hours and manageable caseload #macrosw

Jennifer Merica @MericaJennifer
A4: Agencies should provide self-care workshops for their employees as well as encourage and allow self-care days. #macrosw

Niara Morrow, MSW, LSW @SWMorrow
A4: And something you can do for yourself: find supportive coworkers! Even if your work environment isn’t ideal, that one person can make a big difference in keeping you sane lol #MacroSW

leigh @ew_UbMSW
RT @sedayaaa: A4: These agencies can provide personal counseling for staff members and also hold trainings that teach self care. #MacroSW

Siena Masecchia, UBSSW Student @MasecchiaSiena
RT @sedayaaa: A4: These agencies can provide personal counseling for staff members and also hold trainings that teach self care. #MacroSW

LiPinng @LeLipingLizard
A4. Training days, paid days off for self care, and good supervision #macrosw

Samantha Arcara @SamanthaArcara
A4 Trauma informed care applied to organizational culture- safety, choice, collaboration, trust, & empowerment #macrosw
#MacroSW Moderator @OfficialMacroSW

RT @TheMattSchwartz: A4 Allow employees to schedule in self-care DURING THE WORK DAY! Back to back appointments, without a paid lunch, or t...

Amneris @AmnerisfMorales

A4 To include more conversations in the agency's strategic plans. Agencies sometimes bring guest speakers, and have a retreat day
to talk about it, but often times it is forgotten. But when self-care is integrated as part of the agency's goals it is easier to implement #MacroSW

leigh @ew_UbMSW

A4: spreading education on what self-care is and all the ways their workers can utilize them #macrosw

Jacob Friedman @jf279BuffaloMSW

@AlyssaLotmore @OfficialMacroSW A4: An agency can allow flexibility with things like paid leave time. They can also sponsor therapy, fitness classes, and other mindful practices that give workers opportunities to de-stress. #macrosw

Kristen Hibit @HibitKristen

RT @AlyssaLotmore: A3: We can feel caught in the regulations of bureaucracies & frustrated by the lack of resources. Feelings of powerlesn...

Eva Schaefer @EvaSchaefer9

A4 - Agency support for employee self-care is so important! The agency can support its staff by providing breaks, supervisor chats/debriefings, clearly defined boundaries between work and home time. #macrosw
Jmasaed @Jmasaed1
@AlyssaLotmore @OfficialMacroSW
A4: I think allowing employees to have control over their schedules. Employees want to feel like the company they work for does actually care about them and their outside lives. So, allowing flexibility in work schedules can probably be one way to help promote self-care. #macrosw

Laura WS @LShucard
Q4: Agencies can encourage employees to take time for self-care throughout the workday. They can also provide supervision to process feelings. They can be mindful about not overworking staff as well...lol #macrosw

Matthew L. Schwartz, MBA, LMSW @TheMattSchwartz
A4.1 Have folks work as a team and use collaborative documentation in sessions so that everyone can help, and no one person gets behind #MacroSW

Sarismatic @sarendipidie
At my internship interview today I was asked the question what do I do for self care and it wasn't lip service. I really appreciate an agency where that is a question they ask at the interview because they stress the importance of it #macrosw

reenehen @reenehen1
A.4 #macrosw Excellent supervision and support is a definite plus and creates job satisfaction where workers will go above and beyond.

kiddlebee @kiddlebee2
#MacroSW A4: Having a debriefing counselor on site. Having a safe room on site that is a no talking zone, filled with soothing sounds, lighting, and scents, so that workers can use the space to decompress and desensitize.
Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW A4.2 There are steps that could, and should, be taken to ensure that a worker is not becoming vicariously traumatized. This again goes back to supervision, but could even just implemented in ways like: being allowed to vent to your supervisor (con’t) #MacroSW

Lisa @safetymom4
A4: compulsory retreats and self-care days to in a sense force downtime to reflect and improve mental health #MacroSW

Alyssa Lotmore @AlyssaLotmore
A4: I created a lunchtime workout group as a way to decrease stress and also work on our own health! #MacroSW https://t.co/vXHYmo5RjW

Ashley Amidon @amidon_ashley
@TheMattSchwartz @OfficialMacroSW Agreed! And it certainly isn’t trauma-informed! #macrosw

Matthew L. Schwartz, MBA, LMSW @TheMattSchwartz
A4.2 Promote wellness by mandating that employees use vacation time: employees that don’t will burn out #MacroSW

leigh @ew_UbMSW
RT @AlyssaLotmore: A4: I created a lunchtime workout group as a way to decrease stress and also work on our own health! #MacroSW https://t....

mswstudenteant @mswstudenteant
A1: Informal structures are sometimes be difficult to learn and navigate. #MacroSW
Sarismatic @sarandipidie  
The agency director told me that they discuss self care methods at least once a month and ask people to share what works for them at the meeting #macrosw

35 minutes ago

Zachary Bodack @BodackZachary  
@EmilyTout96 @AlyssaLotmore @OfficialMacroSW @UBSSW I definitely agree for mental health days! Sometimes labeling a mental Health day there should be a separate category of days such as there are sick days and vacation days because your mental health is just as important as your physical health. #macrosw

35 minutes ago

Erika Jones @erikaejones  
@AlyssaLotmore @OfficialMacroSW or making your employees feel as though they CAN use their vacation time. So many people seem to hold onto that time and not use it because they feel like they still have so much to do and feel guilty taking time to take care of themselves. #MacroSW

34 minutes ago

Brianna Miller @BriannaUBSW  
@AlyssaLotmore @OfficialMacroSW Q4: Agencies should be able to provide adequate benefits for their employees, such as PTO and salary, as these can be a source of stress but are also very valuable when available. There should be adequate supervision and a work environment that socially supports employees #MacroSW

34 minutes ago

#MacroSW Moderator @OfficialMacroSW  
RT @AlyssaLotmore: A4: I created a lunchtime workout group as a way to decrease stress and also work on our own health! #MacroSW https://t....

34 minutes ago
Niara Morrow, MSW, LSW @SWMorrow
A4: In a couple of my jobs, we were allowed one 30 minute break and two 15 minutes breaks each day. Take advantage of that time! #MacroSW

Julio Ramirez @julioram816
@AlyssaLotmore @OfficialMacroSW Casual Fridays. JK. Honestly it's about making workers feel empowered and providing adequate breaks and time off and quality supervision. #macroSW

Rebecca Szymanski @PSmitty2theResQ
A4: It took me YEARS to figure out self-care. Agencies should help people find what works for them, instead of telling everyone to take a nice bath with a glass of wine. A 5-mile run in the biting cold works much better for me. #macrosw

Jmasaed @Jmasaed1
RT @AlyssaLotmore: A4: Social Wkrs are exposed to the trauma of others. A healthy workplace culture can include supports like access to pro...

Elizabeth Cho @EchoMSWStudent
A4) Employees to take lunches no matter how busy it gets, proper use of vacation time, and realistic caseloads! #macrosw

Amanda McGraw @AmandaMcGraw12
@AlyssaLotmore @OfficialMacroSW Our agency just scheduled two different days where employees could schedule short massages during the workday with professionals coming in and setting up in our office. It wasn't a huge thing but it sure cheered everyone up for a few days! #MacroSW
Erika Jones @erikaejones
@TheMattSchwartz Exactly! I couldn’t agree more with everything is this thread. The idea of building in time for self-care could help so much. Agencies can promote self-care all they want, but they need to show an effort in making it happen. #MacroSW

Michelle L. Ferrini @MichelleLFerri2
A4: Utilize supervision, encourage self-care, provide trainings, etc. #MacroSW

Alyssa Lotmore @AlyssaLotmore
Q5: What are ways to improve workplace culture at the agency level? #MacroSW @OfficialMacroSW https://t.co/hjiWmdp6O4

Siena Masecchia, UBSSW Student @MasecchiaSiena
RT @EchoMSWStudent: A4) Employees to take lunches no matter how busy it gets, proper use of vacation time, and realistic caseloads! #macrosw

Kristen Hibit @HibitKristen
RT @BodackZachary: @EmilyTout96 @AlyssaLotmore @OfficialMacroSW @UBSSW I definitely agree for mental health days! Sometimes labeling a ment...

Ashley Amidon @amidon_ashley
@granditsra @AlyssaLotmore @OfficialMacroSW We take our staff on a retreat every year! It is the day I look forward to most! #macrosw

leigh @ew_UbMSW
A5: displaying what healthy / positive communication is #macrosw
Siena Masecchia, UBSSW Student @MasecchiaSiena 32 minutes ago
A5: Celebrating every member's contributions to that agency & encouraging other agencies to do the same. It is important to empower. #macrosw

Alex @Alex49470939 32 minutes ago
RT @sarandipidie: I think that flexibility is key no matter what job you are in but if compromise means compromising your ethics, morals, e...

Danielle hoare @Daniellehoare_ 32 minutes ago
A5: Ways to improve workplace culture can consist of empowering the workers and keeping positive communication in the agency #macrosw

#MacroSW Moderator @OfficialMacroSW 32 minutes ago
RT @AmandaMcGraw12: @AlyssaLotmore @OfficialMacroSW Our agency just scheduled two different days where employees could schedule short massa...

Kelsey @KelseyCreteki 31 minutes ago
@AlyssaLotmore @OfficialMacroSW Agencies can promote self-care by providing various wellness classes or discounts at local gyms and studios. If an agency buys lunch for the employees occasionally, maybe they can provide healthier options. Lunch time yoga classes. #MacroSW

Rebecca Szymanski @PSmitty2theResQ 31 minutes ago
YES. And then I feel like new people get socially penalized for not knowing the unspoken rules right away. #macrosw
Amneris @AmnerisfMorales 31 minutes ago
A4 Also to recognize their employees for their work and performance. Sometimes we do so much and we feel undervalued. If agencies include more staff recognition, workers will want to continue to perform their best #MacroSW

Jennifer Merica @MericaJennifer 31 minutes ago
A5: Nurture teamwork, increase effective communication, invest in employee perks and reward good performance, mindful of burnout. #macrosw

Erika Jones @erikaejones 31 minutes ago
@PSmitty2theResQ Everyone has different ways that they utilize self-care and you’re exactly right. There needs to be better promotion of various forms of self-care. Meditation and yoga aren’t for everyone, either! #MacroSW

Niara Morrow, MSW, LSW @SWMorrow 31 minutes ago
A5: When in doubt, ask for suggestions from employees #MacroSW

Matthew L. Schwartz, MBA, LMSW ⚠ @TheMattSchwartz 31 minutes ago
A4 Have office Cats :-) #MacroSW
https://t.co/w4rlRDmYJE

Margaret Simkins @Magstou 31 minutes ago
A4: HR addressing inconsistencies between values and practice at all levels of the agency. #MacroSW

#MacroSW Moderator @OfficialMacroSW 31 minutes ago
RT @AlyssaLotmore: Q5: What are ways to improve workplace culture at the agency level? #MacroSW @OfficialMacroSW
https://t.co/hjiWmdp604
leigh @ew_UbMSW
A5: portraying to other members how important it is to be professional but yet personable / pleasant at the same time #macrosw

Richard Boyer @Richard_G_Boyer @AlyssaLotmore @OfficialMacroSW A5. Better hiring practices that filter out toxic personalities and attracts competence. #MacroSW

Whitney @WhitneyUBSSW
Now this is an environment I would be loyal to! It sounds like they practice what they preach about self-care! So many times orgs harp on self-care yet provide no opportunity to do so at work and bog down staff with huge work loads. #MacroSW

Ashley Amidon @amidon_ashley
A5: #MacroSW one way is to provide proper guidance for supervisors in order to facilitate proper support for staff/front line workers! It is not fair for supervisors to go in unknowingly. Then everyone is set up for failure, including the client.

Zachary Bodack @BodackZachary
I aspire to share self-care ideas with co-workers but understand not everyone destresses the same. Some people like to workout, some people like to hangout and watch Netflix but to get people talking gets the ideas flowing which allows for discussion about self-care #macrosw

Margaret Simkins @Magstou
A5. Envision it, lead it, teach it, model it, monitor it and give feedback about what you want to see (rather than not see) in your agency. Support these at every level of the agency (management, supervisors, workers, support staff, volunteers, etc.) #MacroSW
Jenna Turchiarelli @JennaTurchiare1
A4: Self-care is so essential to longevity in the human services and social work field that taking a "mental health day" should be supported instead of a reason to scrutinize and interrogate staff. Mental health is just as important and valid as physical health. #MacroSW

Eva Schaefer @EvaSchaefer9
A4 - the supervisor at my internship integrated a time slot in my schedule for self care only - it's been a life saver at times! Should be part of everyone's daily schedule #macrosw

Emily Tout @EmilyTout96
@BodackZachary @AlyssaLotmore @OfficialMacroSW @UBSSW Absolutely Zach!!! I 100% agree!!!! #MacroSW

Kristen Hibit @HibitKristen
@AlyssaLotmore @OfficialMacroSW To start, leadership needs to be clear on their expectations of staff regarding work-life balance. Leaders also need to demonstrate their own expectation in having positive boundaries. #macrosw

Siena Masecchia, UBSSW Student @MasecchiaSiena
Thanks for a great first experience in a live twitter chat! Hope everyone has a great night and gets some well needed rest! #macrosw

Matthew L. Schwartz, MBA, LMSW ⚡ @TheMattSchwartz
A5 Agencies have to hire for agency culture! Have culture coaches!! They have made a HUGE difference at my agency! They monitor the agency culture and also TEACH it! #MacroSW
Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW A5 Recognition!!! It’s so important to truly recognize employees for what they do. It could be simple things, like an email or however else you can give praise. But just tell people you notice them doing a great job. It goes a long way. #MacroSW

#MacroSW Moderator @OfficialMacroSW
RT @TheMattSchwartz: A5 Agencies have to hire for agency culture! Have culture coaches!! They have made a HUGE difference at my agency! The...

Whitney @WhitneyUBSSW
A5 1/6 Professional development opportunities! Let staff in good standing explore outside of the scope of their role every once in a while & give them the space to be successful. It allows employees to grow based on their interests and may thwart burnout/reduce turnover. #MacroSW

Niara Morrow, MSW, LSW @SWMorrow
A5: Communication is key. Let your employees know you value them, work with them, be supportive. #MacroSW

Jenna Turchiarelli @JennaTurchiare1
A5: Gather feedback from staff and actually USE IT! If workplace culture needs to be improved, utilize the knowledge and insight of the staff that spend majority of their waking hours inside of the agency. #MacroSW

Whitney @WhitneyUBSSW
A5 2/6 Facilitate ongoing training & education. This is a field in which keeping current with research is integral if we are to best serve our clients, especially given the increasing inclusion in research that continues to reveal new practice insights for diverse groups #MacroSW
Rebecca Szymanski @PSmitty2theResQ 29 minutes ago
A5: I say go to the employees, especially the people on the bottom rungs of the organization. They deserve their voice to be heard. #macrosw

Alyssa Lotmore @AlyssaLotmore 29 minutes ago
A5: Opportunities for employees to feel listened to and heard by administration, agency investment in employee professional development, acknowledgement of staff accomplishments... there are many little things that can be done to improve the agency culture. #MacroSW

Laura WS @LShucard 29 minutes ago
Valuable contributions need to be recognized and good communication is important! #macrosw

Whitney @WhitneyUBSSW 29 minutes ago
A5 3/6 Actively seek out our feedback! Creating cultures of trauma-informed care requires us to be TIC with staff, too, which entails collaborating with and hearing from those who do work on the front lines to inform policy and procedures. Don’t just do surveys–listen! #MacroSW

Whitney @WhitneyUBSSW 29 minutes ago
A5 4/6 Welcome & highlight all ideas & perspectives in full staff meetings. Allow employees to explore novel evidence-based solutions and engage in cross-team collaboration. Everyone deserves to be heard, but not all orgs engender culture that makes all feel heard/valued #MacroSW
Whitney @WhitneyUBSSW
A5 5/6 Celebrate the small victories, too! Recognition for a job consistently well done can boost morale. While we aren’t in this work for the glory and accolades, it is easy to focus on our less successful moments. Being reminded of our strengths is nice—and empowering! #MacroSW

Elizabeth Cho @EchoMSWStudent
Q5) Competent trainings, open communication, consistency in management #macrowsw

Amneris @AmnerisfMorales
@Magstou I like this! Agencies should also be accountable for the services it provides. #MacroSW

Christopher Thomas @cdt133
A4: People in helping professions need space and time, which means that productivity will sometimes need to suffer if their wellbeing is truly valued. #macrowsw

Niara Morrow, MSW, LSW @SWMorrow
A5: Bring your pet to work day 👀 #itried #MacroSW

Alyssa Lotmore @AlyssaLotmore
Every professional is susceptible of moving outside of the ideal balanced range, depending on the situation, but with the guidance and support of the agency and its leadership, the worker has a better chance to remain in the center of the boundaries continuum. #MacroSW https://t.co/BJcbWs3SZM
Emily Tout @EmilyTout96
@AlyssaLotmore @OfficialMacroSW A5. This is such a tough one. Team building, agency meetings, checking in with staff, supporting one another and the employer supporting the staff for whatever need is necessary, take feedback from staff and implement it into the agency practice. #macroSW @UBSSW @OfficialMacroSW

Rebecca Szymanski @PSmitty2theResQ
This is what they do at my current job and it has made a WORLD of difference. #macrosw

Whitney @WhitneyUBSSW
A5 6/6 Providing perks that align well with an org’s values can help foster cohesion and reinforce the common goals staff are all working toward. Volunteering together, wellness retreats, team outings, etc. also can boost morale—which can improve client outcomes. #MacroSW

Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW A5.2 And going back to the self-care, I think agencies need to step up a little more as a whole to promote good self-care. Without it, the culture of the agency will suffer. Find new and exciting ways to help people utilize self-care! #MacroSW

Zachary Bodack @BodackZachary
I think the main way to improve agency culture to come in with the as positive attitude you can. Leave work at work and use self-care to come into work with as best a perspective as possible to help spread your attitude. It doesn’t always work but it can help #macrosw
kiddlebee @kiddlebee2
#MacroSW A5: Gatherings that promote strength focused activities and introduce the perspectives of others. #MacroSW

Erika Jones @erikaejones
RT @SWMorrow: A5: Communication is key. Let your employees know you value them, work with them, be supportive. #MacroSW

Jacob Friedman @jf279BuffaloMSW
@AlyssaLotmore @OfficialMacroSW A5: Organizations can be responsive to their employees. I have often seen organizations allow employees to speak their mind without actually creating change because of it. If the will of the employees was attended too then it would create a space that fosters good work. #macrosw

Jenna Turchiarelli @JennaTurchiare1
@BodackZachary Starting the conversation of self-care is arguably more important than having a solution. You are right, everyone is different, so taking the role of beginning and normalizing that conversation is a worthwhile endeavor for sure #MacroSW

Eva Schaefer @EvaSchaefer9
A5 - make changes for yourself (even small ones, like going for a walk during your lunch) and others may follow. Talk with a supervisor (alone or with others) about changes that may benefit the staff and the agency, and consequently the clients as well #macrosw

Brianna Miller @BriannaUBSW
@granditsra @AlyssaLotmore @OfficialMacroSW Great point! Higher ups will make changes that they think will work without consulting any of the people the change will affect #MacroSW
Samantha Arcara @SamanthaArcara 27 minutes ago
A5 Effective communication, fostering relationships amongst all levels of staff with opportunities to voice needs #macrosw

Amanda McGraw @AmandaMcGraw12 @AlyssaLotmore @OfficialMacroSW 27 minutes ago
Invest in a therapy dog! #macrosw

kiddlebee @kiddlebee2 27 minutes ago
A5: Trauma-informed leadership! In a Trauma-informed space! #MacroSW

Zachary Bodack @BodackZachary 27 minutes ago
RT @JennaTurchiare1: @BodackZachary Starting the conversation of self-care is arguably more important than having a solution. You are right...

reneehen @reneehen1 27 minutes ago
A.5 #macrosw Ways to improve workplace culture is by not participating in lateral violence and sustaining a positive attitude which will help create a better energy within the workplace.

Amneris @AmnerisfMorales 27 minutes ago
A5 Probably implement an internal assessment/review of their performance, their management, relationships with staff. Agencies should constantly seek feedback from their staff and their communities to find ways to improve their service delivery #MacroSW

Whitney @WhitneyUBSSW @SWMorrow 26 minutes ago
I fully support this measure!! #MacroSW
Kristen Hubit @HibitKristen
@AlyssaLotmore @OfficialMacroSW Lunch breaks, even though they are federally required, often we work through them. We need to be more innovative in getting people out of their work space and promoting that short period of time to disconnect and have self care mid day. #MacroSW

Amanda McGraw @AmandaMcGraw12
@TheMattSchwartz @OfficialMacroSW Wow, this is an amazing idea!! I wish everyone could have this. #macrosw

Jmasaed @Jmasaed1
@AlyssaLotmore @OfficialMacroSW A5: I think every employee in the work place has some thought about how the workplace can become better. In order to improve the workplace culture, allowing the employees to give suggestions and taking their opinions into consideration can be one way to help. #MacroSw

Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW A5.3 Also I like the idea of bringing animals into the workplace!! (Dogs, cats, doesn’t matter!) I also don’t care if they’re emotional support animals or not, I’m gonna need a more significant amount of dogs at work. (That number is currently 0). #MacroSW

Michelle L. Ferrini @MichelleLFerri2
A5: Invest in your employees, motivate them and let them know they are well needed. Collaborate, communicate, be transparent. #MacroSW

Alex @Alex49470939
RT @TheMattSchwartz: A5 Agencies have to hire for agency culture! Have culture coaches!! They have made a HUGE difference at my agency! The...
Emily Tout @EmilyTout96
@AmnerisfMorales And actually implement it!! I worked for an agency that did this - but the feedback was *never* implemented - if that's the case, what is the point? #macroSW

Jenna Turchiarelli @JennaTurchiare1
@amidon_ashley Proper guidance is such a necessity. A job description is helpful but supervisory level staff have a lot on their plate. One unprepared or unequipped supervisor can bring down an entire team. I support this! #MacroSW

Matthew L. Schwartz, MBA, LMSW ⚡️ @TheMattSchwartz
@AmandaMcGraw12 @OfficialMacroSW It has been absolutely AWESOME! We LOVE our coaches! #MacroSW

Whitney @WhitneyUBSSW
RT @TheMattSchwartz: A5 Agencies have to hire for agency culture! Have culture coaches!! They have made a HUGE difference at my agency! The...

Rebecca Szymanski @PSmitty2theResQ
My work has this great thing called a kudos box, when someone does something awesome we write them a little note and drop it in. Then we read them out loud to each other once a month or so #macrosw

LiPinng @LeLipingLizard
A5. educating the staff #macrosw
Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW People don’t realize how far a little recognition could go! I’ve seen it in both directions. No recognition causes employees to become more negative, but a quick email or a piece of paper that says “hey, we see you! keep up the good work!” can changeattitudes quick! #MacroSW

Kelsey @KelseyCreteki
@AlyssaLotmore @OfficialMacroSW A5: Hiring effective managers who can accomplish their job and promote positive work culture and vice versa with the agencies other employees. Communication between all levels and an understanding and commitment to the mission. #MacroSW

Meghan Murphy @MeghanM27815353
@AlyssaLotmore @OfficialMacroSW A5: I think creating a safe place for employees to tell supervisors what they need or would want could be a great place to start #macrosw

Kylie Bradley-Moreschi @kylie44164448
A2. Absolutely! I’ve worked at agencies where morale is low, people are burnt out, management is overwhelmed. Honestly, it made me become more selective with where I choose to work in the future! #macroSW

Niara Morrow, MSW, LSW @SWMorrow
Fantastic chat as always! Thank you @OfficialMacroSW @AlyssaLotmore #MacroSW

Payt @paytonpool
A5: Agencies should do a better job of teaching conflict resolution skills. If an employee is unhappy about something, they should know how to express their feelings and feel comfortable while doing so. #MacroSW
Jenna Turchiarelli @JennaTurchiare1
Lets talk about self-care people- it's an essential part of healthy living! How do you show yourself love when feeling wiped out? #MacroSW @OfficialMacroSW @UBSSW

Zachary Bodack @BodackZachary
@HibitKristen @AlyssaLotmore @OfficialMacroSW I can live by this I can count the number of lunch breaks I have actually had where I wasn’t working at my one agency just because I didn’t want to get behind on my work. #macrosw

Margaret Simkins @Magstou
Yes! This involves a process of implementation, monitoring, giving feedback, modifying and improving. Change management is no easy thing, but so necessary.

Sarismatic @sarandipidie
I love this idea. making sure there is not a toxic culture is a form of self care in itself as in not having to work in such a negative environment.

Amanda McGraw @AmandaMcGraw12 @PSmitty2theResQ We do this too! Supervisors have noticed our culture has been struggling a little so now they read them to us every week 😁 #MacroSW

#MacroSW Moderator @OfficialMacroSW
RT @paytonpool: A5: Agencies should do a better job of teaching conflict resolution skills. If an employee is unhappy about something, they...
Margaret Simkins @Magstou
A5. Supervision skills are not inherited because you have been a good worker. Training supervisors to supervise is necessary. #MacroSW

Matthew L. Schwartz, MBA, LMSW @TheMattSchwartz
Thank you @AlyssaLotmore and @OfficialMacroSW!! Wonderful #MacroSW chat everyone! :-) https://t.co/NCZRSbXp7t

Amneris @AmnerisfMorales
A5 Always demonstrate humility, that the Agency can only run well when everyone is informed and aware of what the vision is. Some agencies change policies and rules excluding their workers and without realizing how it can impact their work with their clients #MacroSW

Alyssa Lotmore @AlyssaLotmore
Thank you so much for joining this #MacroSW chat. A great dialogue about the importance of agency culture and balanced boundaries. Again, I’m Alyssa Lotmore from @UAlbanySSW and co-host of @socialworkersfm... great chatting with all of you tonight!!! @OfficialMacroSW https://t.co/oFYdMRRMRO

Amanda McGraw @AmandaMcGraw12
@JennaTurchiare1 @OfficialMacroSW @UBSSW I make myself watch ten minutes of funny animal videos on reddit 🤣 #MacroSW

Erika Jones @erikaejones
@AlyssaLotmore @OfficialMacroSW A5.5 I wish everyone was able to have an open line of communication with their supervisors, senior management, etc. It’s so helpful. It really makes you feel like your voice is being heard and that your opinion matters. #MacroSW
#MacroSW Moderator @OfficialMacroSW
Thank you everyone! #macrosw

#MacroSW Moderator @OfficialMacroSW
RT @AlyssaLotmore: Thank you so much for joining this #MacroSW chat. A great dialogue about the importance of agency culture and balanced b...

Kylie Bradley-Moreschi @kylie44164448
@OfficialMacroSW A3. I think about burnt out clinicians who work with clients. They may be on edge, lack compassion, or fail to provide quality services to a vulnerable population. #MacroSW

spoopy local witch @kingdomofwench
#MacroSW A5 Agencies need to actually take action when someone there is abusive and turning the culture toxic, instead of covering it up.

Margaret Simkins @Magstou
What a great chat! Thanks to everyone for this experience! #MacroSW

Laura WS @LShucard
Nice chatting with you all! Have a good night everyone! #macrosw

youngah kim @youngahkim9
I learned a lot. It was a great chat! Thank you!!#CSUDHmsw501 #MacroSW

Whitney @WhitneyUBSSW
Thanks for a stimulating #MacroSW chat, @AlyssaLotmore & @OfficialMacroSW! Such a great topic tonight--though it's always worth staying up past my bedtime to learn from so many great minds meeting at this weekly chat. :)

Niara Morrow, MSW, LSW @SWMorrow
Taking notes on everyone’s ideas like #MacroSW
https://t.co/sk7aKe9y1B

20 minutes ago

Amneris @AmnerisfMorales
@Magstou That is true Margaret! I had supervisors who really needed to improve their communication skills and assertiveness when facing conflict in the workplace. #MacroSW

20 minutes ago

Elizabeth Cho @EchoMSWStudent
Thank you for the wonderful conversation! These types of conversations need to happen more in the workplace #CSUDHmsw501 #macrosw

20 minutes ago

Niara Morrow, MSW, LSW @SWMorrow
Good night everyone! Remember, tomorrow is FRIDAY!!!
#MacroSW

19 minutes ago

Erika Jones @erikaejones
@AlyssaLotmore @UAlbanySSW @socialworkersfm @OfficialMacroSW Thank you for some great questions and a good chat, everyone! It’s really great getting to hear all this different opinions and viewpoints. Enjoy the rest of your Thursday, everyone! #MacroSW

19 minutes ago

reneehen @reneehen1
Good night everyone! #macroSW

19 minutes ago

Sarismatic @sarandipidie
Having supervisors in place who do not react punitively to constructive criticism is key. I think that positivity has to start at the top #macrosw

19 minutes ago
Marissa Diaz @Marissa_Diaz_ 19 minutes ago
Thank you so much for this wonderful experience!
#CSUDHmsw501 #macrosw

Eva Schaefer @EvaSchaefer9 19 minutes ago
Thanks for an interesting first twitter chat @AlyssaLotmore
#macrosw

Jenna Turchiarelli @JennaTurchiare1 18 minutes ago
Thanks for all the wonderful input fellow #MacroSW chatters!!
Looking forward to next week <3

Trendsmap Buffalo @TrendsBuffalo 18 minutes ago
#macrosw is now trending in #Buffalo https://t.co/i0DrZU7AZi
https://t.co/dN8MFcs0bd

Kylie Bradley-Moreschi @kylie44164448 18 minutes ago
@OfficialMacroSW A4. Re-traumatization is a very real thing for professionals. It’s important we understand what trauma informed care is as well as have peer support when coping with the traumas of our clients. Self care is vital to ensure appropriate services! #MacroSW

Rebecca Szymanski @PSmitty2theResQ 18 minutes ago
Or the opposite problem, when supervisors have low emotional maturity and create conflict...

Amneris @AmnerisfMorales 17 minutes ago
Thank you so much! This was great... a little difficult to keep up, but I read very interesting comments. Have a goodnight!
#MacroSW
Kylie Bradley-Moreschi @kylie44164448 @OfficialMacroSW A5. One of the most effective ways I’ve seen workplace culture improved is by having higher ups learn and get to know ground level employees #macroSW

Rand @my_warden @AlyssaLotmore @OfficialMacroSW A4: I was overworked with virtually no support for a population and community that is my own. It literally almost took me clean out. Considered leaving social work entirely. It also taught me there’s nothing noble about martyrdom. Grateful for that. #MacroSW

Sarismatic @sarandipidie WOW that went quickly... Thanks for the educational and stimulating conversation..and a nice introduction to twitter #macrosw

Anne Chillingworth Shaffer @professoranne RT @OfficialMacroSW: A1: Agency culture reflects the direction of the managers and leaders of the organization #macrosw

Scott Schnelle @scott_schnelle RT @ew_UbMSW: A3: When an agency has a negative work environment, it creates for poor service delivery to clients who then suffer from that...

Anne Chillingworth Shaffer @professoranne RT @WhitneyUBSSW: A4 1/4 Vicarious/secondary trauma are real! So is compassion fatigue; our jobs can be emotionally taxing/demanding. Clien...
Anne Chillingworth Shaffer @professoranne
RT @EBelluomini: How is social work education preparing for the future in their specializations? @CSocialWorkEd @nasw #socialwork #social...

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