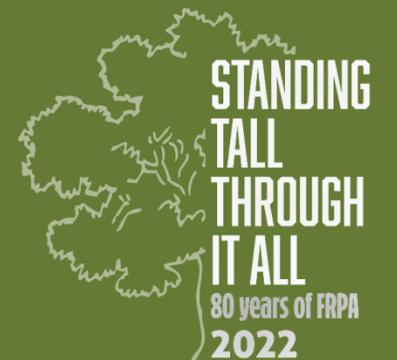




**Welcome to the 2022 FRPA Conference!**  
**August 29 - September 1, 2022 | Orlando, FL**



# Appreciation: Cultivating Respect & Value for Each Person





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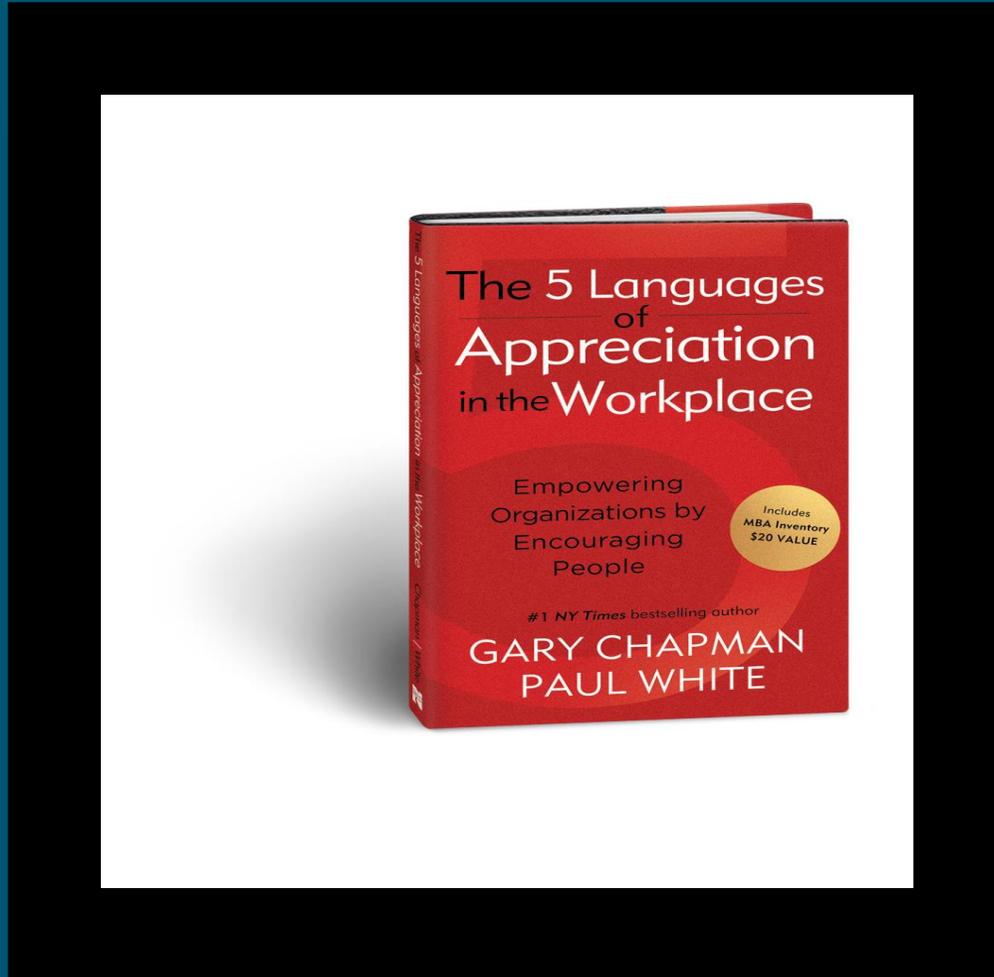
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# LEARNING OBJECTIVES

1. Define and describe the importance of appreciation at work and how this is a good sustainability plan for an organization and how it will benefit the community you serve.
2. Explore the 5 Languages of Appreciation and discuss different scenarios at how to apply it in your own work environment.
3. Discuss how to incorporate this information to an overall plan to build better and more sustainable teams by investing in each employee as a valued member of your parks and recreation department.

# The 5 Languages of Appreciation in the Workplace



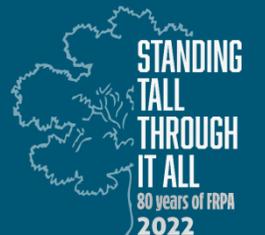
# Why: The Importance of Appreciation

Humans need to be seen, understood, appreciated & valued at their job

What we do (aka our job) is part of our purpose & identity

Appreciation improves relationships & satisfaction

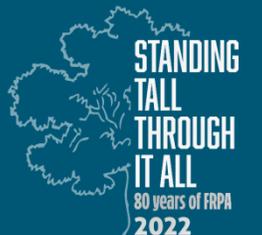
Feeling valued brings out your best



# Why: Business Strategy & Sustainability

79% of people who quit their jobs cite “lack of appreciation” as a key reason for leaving

Staff turnover is a high, non-productive business cost



# Signs we Need Appreciation at Work

Discouragement, irritability & resistance

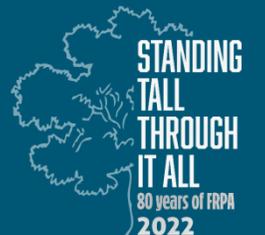
Increased tardiness, absenteeism and/or presenteeism

Cynicism & sarcasm

Apathy & passivity

Social withdrawal

Negative work environment (backstabbing, etc)



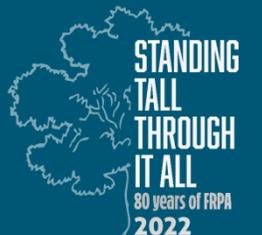
# Why Doesn't it Happen?

Perception of “soft”

Lack of time

Not confident I know how

What else?



# 5 Languages of Appreciation

Words of Affirmation

Quality Time

Acts of Service

Tangible Gifts

Physical Touch



# Words of Affirmation

Using words to communicate a positive message to others

Can include:

Personal (1 on 1)

Praise in front of others

Written praise

Public affirmation



# Words of Affirmation

**Communicate:** encourage; affirm; appreciate; empathize; active listening

**Actions to take:** send unexpected message; encourage genuinely & often

**Avoid:** non-constructive criticism; not recognizing effort



# Quality Time

Giving another person our undivided attention

Includes:

Focused attention

Companionship

Shared experiences

Connecting through listening & sharing



# Quality Time

**Communicate:** uninterrupted & focused; 1 on 1 time critical

**Actions to take:** create special moments together; take walks; be present

**Avoid:** distractions; going long times without 1 on 1 time



# Acts of Service

Provides physical assistance to others

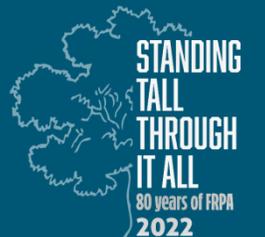
Includes:

Ask first

Be cheerful

Do it their way

Finish the task



# Acts of Service

**Communicate:** action phrases (I'm with you, I'm partnered with you)

**Actions to take:** do chores together; alleviate their workload

**Avoid:** making requests from others a higher priority; not following through on tasks you committed to



# Tangible Gifts

Giving the right gift to a person who appreciates tangible rewards

Includes:

Experiences or things

Investigate interests & hobbies



# Tangible Gifts

**Communicate:** thoughtfulness; make them feel like a priority; speak purposefully

**Actions to take:** thoughtful gifts & gestures; small things matter; express gratitude when you receive

**Avoid:** forgetting special occasions; unenthusiastic gift receiving



# Physical Touch

Spontaneous celebration

Includes:

Handshakes

High fives/fist bumps

Pat on the back

Culturally influenced



# Physical Touch

**Communicate:** non-verbal body language & touch emphasize love

**Actions to take:** depends on relationship

**Avoid:** Physical neglect; receiving affection coldly



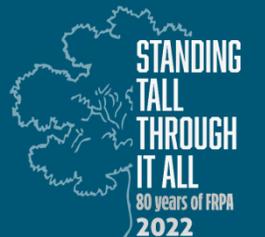
# Applying Language of Appreciation

Within my top two languages, how do I like to receive appreciation?

Blind spot-not everyone has the same language

How do those around me best receive appreciation?

Let go of “weirdness”



# The “Weird” Factor

Acknowledge it

Accept vulnerability is OK

New norms & behaviors take time

Be genuine & extend grace for effort

Lesson in communication



# References

Chapman, Gary & White, Paul (2007). The 5 Languages of Appreciation in the Workplace.

Lencioni, Patrick (2002). The Five Dysfunctions of a Team.





# Thank You!

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