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August 29 – September 1, 2022 | Orlando, FL



Appreciation: Cultivating Respect & Value for Each Person





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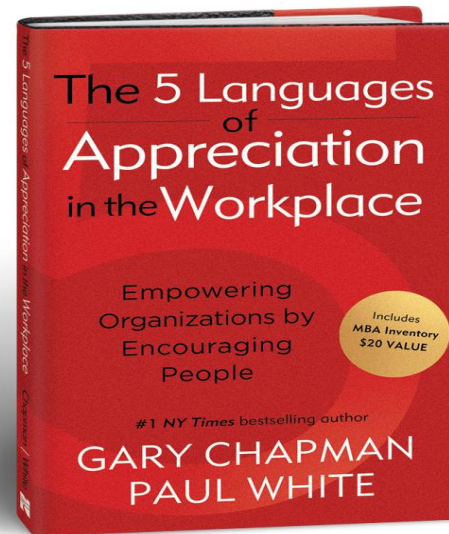
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LEARNING OBJECTIVES

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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