

Let the 5 Languages of Appreciation Work For You



Amy Blackman, CPRP
VP of Member Resources
City of West Palm Beach Parks and Recreation

Learning Outcomes

- Define each of the 5 languages of appreciation.
- Outline which of the five languages will best work with individual co-workers and significant others.
- Develop an Motivation By Appreciation (MBA) inventory to assist in implementing the model at work.

1. On a scale of 1 - 10 , how appreciated do you feel by your immediate supervisor?
2. On a scale of 1 - 10 , how appreciated do you feel by your co-workers?
3. When you are feeling discouraged at work, what actions by others have encouraged you?
4. When you want to communicate appreciation to your colleagues, how do you typically do so?
5. How well do you believe you and your co-workers know how to express appreciation to one another?
6. How interested are you in finding ways to support and encourage those you work with?

Managers' Five Greatest Concerns

- Discouragement
- Burnout
- Feeling Overwhelmed
- Losing the positive culture built over the years
- How to encourage employee with few financial resources available.

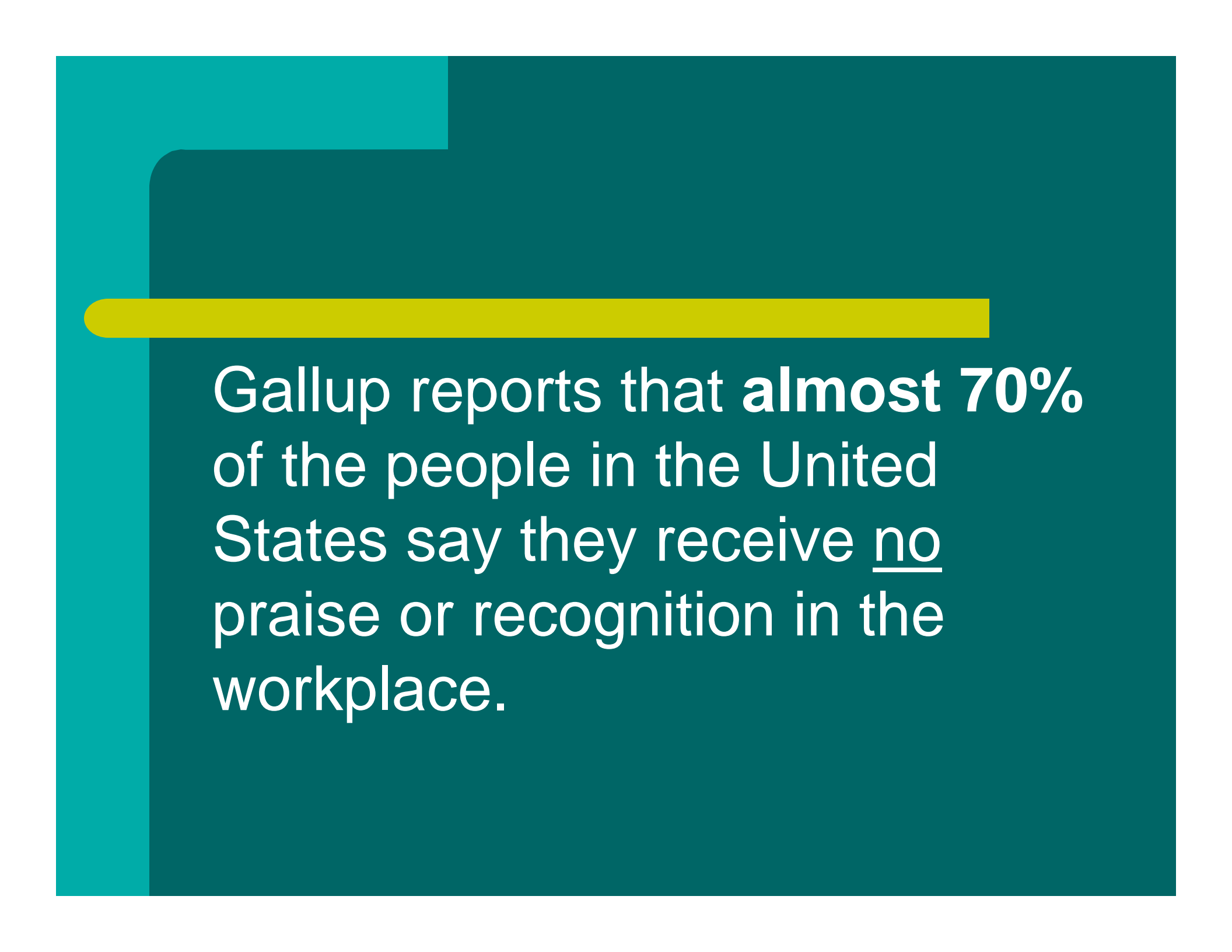
The background is a solid teal color. A horizontal yellow bar with rounded ends is positioned across the upper middle of the slide. The text is centered below this bar.

**Why learn the
languages?**

Why do employees leave?

89% of managers believe employees leave for more money, while 11% of managers believe employees leave for other reasons.

- Fact: 12% of employees leave for financial reasons, **88% leave for reasons other than money.**




Gallup reports that **almost 70%** of the people in the United States say they receive no praise or recognition in the workplace.

Job Satisfaction

The measurable assessment of the degree to which an employee or volunteer feels satisfied in his or her current role in a work-oriented organization.

Job Satisfaction and Appreciation

- Complexity of the work
- Financial pay
- General work conditions
- Recognition
- Being able to use one's skills and talents
- Perception that one's work is important and valued
- Quality of interpersonal relationships at work
- Coworker satisfaction
- Decision-making control
- Level of responsibility
- Workload

The background is a solid teal color. A horizontal yellow bar with rounded ends is positioned across the middle of the slide, partially overlapping the text area. The text is white and centered.

Introduction to the 5 Languages of Appreciation

The background is a solid teal color. A horizontal yellow bar with rounded ends is positioned across the upper middle of the slide. On the left side, there is a vertical teal bar and a lighter teal rectangular area in the top-left corner.

Words of Affirmation

Words of Affirmation

Words, both oral and written, can be used to affirm and encourage those around us. Some people prefer personal one-on-one communication, while others value being praised in front of others (but it is important to know that relatively few people like to receive public affirmation in front of a large group.)

Words of Affirmation

- Effective verbal praise is specific
- “Thanks for showing up early and making sure we were ready to go when the kids arrived” vs. “Thanks, you did a good job tonight”
- Employees feel generic phrases are not genuine

Affirmation of Character

- Affirmation of character is appreciated in those we work with.
- Perseverance, courage, humility, self-discipline, compassion, honesty, integrity, kindness, etc...
- Have you ever expressed appreciation for these traits?
- It's easy to give praise for accomplishment, but more difficult for praise that is focused on an individual's character.

Affirmation of Character

- Character looks beyond performance and focuses on the inner nature of a person.
- Character reveals what a person will do when no one is observing.
- Character traits are far more important to an organization.
- When we fail to focus on character traits – we fail to recognize one of our organization's greatest assets.

Focusing on Personality

- Personality is our normal way of approaching life.
- If we can understand our personality profile, we can learn to “play to our strengths”.
- When you observe and verbally affirm positive personality traits, you help the individual play to their strengths.
- Ex: “One of the things I admire about you is that you are always optimistic. I sometimes get discouraged but when I talk with you, I always go away with a more positive perspective. I appreciate that”

How and Where to Affirm

A thick, horizontal yellow bar with rounded ends, positioned below the title.

- Personal, one-on-one
- Praise in front of others

The background features a dark teal color with a lighter teal rectangular area in the top-left corner. A thick yellow horizontal bar with rounded ends is positioned across the upper middle of the slide.

Quality Time

Quality Time

Personal, focused time and attention with their supervisor is highly affirming for some. But others enjoy different types of time — “hanging out” with their coworkers, working together as a team on a project, or just having someone take the time to listen to them. And the type of time desired can differ significantly depending on whether it is with colleagues or with their supervisor.

Quality Conversation

- Managers often mistake a desire for quality time as an effort to “get in good” with the boss.
- Employees feel this is their way to feel connected to the larger purpose of the organization.
- Quality time is giving someone your undivided attention.
- Quality conversation is creating a safe environment where you can share your accomplishments, frustrations and suggestions.

Quality Conversation

- Maintain eye contact
- Don't do other things while you are listening
- Listen for feelings as well as thoughts
- Affirm their feelings even if you disagree with their conclusions.
- Observe body language
- Refuse to interrupt

Shared Experiences

- Some may benefit from sharing experiences.
 - Golfing
 - Fishing
 - Going to a sporting event

Small Group Dialogue

- Some may not be more comfortable talking with a supervisor one-on-one.
- Many supervisors some of the best ideas come from small groups where the manager is focused on team members ideas.

Working in Close Proximity

- Working in close physical proximity to coworkers in accomplishing a project.
- An experience is most satisfying when:
 - Staff believe what they are doing makes a difference
 - Contributions are recognized and valued by others

Examples of Quality Time

- Go to lunch together to talk about business issues
- Go to lunch together just for fun
- Stop by, sit down in my office, and check in with me about how things are going
- Take a walk together during the lunch hour
- Come “hang out” with the team at the end of the day
- Have an off-site retreat with staff
- Get together to watch sporting events
- Go to dinner with significant others
- Call just to chat

The background is a solid teal color. A bright yellow horizontal bar with rounded ends is positioned across the upper middle of the slide. In the top left corner, there is a lighter teal rectangular area that partially overlaps the main teal background.

Acts of Service

Acts of Service

Assisting in getting a task done can be extremely encouraging to a colleague. Helping a teammate “dig out” from being behind, working collaboratively on a project that would be difficult to do alone, or just working alongside with them on a task, are all ways to demonstrate appreciation for their efforts.

How to Serve Effectively

- Make sure your own responsibilities are covered first
- Ask before you help
- Serve voluntarily
- Check your attitude
- If you are going to serve, do it their way

Examples of Acts of Service

- Stay after hours to help with a project
- Offer to do a menial task so the team member can focus on a higher priority
- Volunteer to do work that the team member dislikes doing
- Help get a team members computer or electronic device to work more efficiently
- Assist in cleaning up equipment at the end of the day

The background features a dark teal color with a lighter teal rectangular area in the top-left corner. A thick yellow horizontal bar with rounded ends is positioned across the upper middle of the slide.

Tangible Gifts

Tangible Gifts

The key to an effective gift in the workplace is the “thought,” not the amount of money spent. Taking time to notice what your colleagues enjoy (chocolate, coffee, cashews), observing their hobbies and interests (sports, books, crafts) and buying them a small related gift shows that you are getting to know them as a person and understand what is important to them.

Gifts: Who and What

- Give gifts primarily to those that appreciate them
- Give a gift the person values
- Thoughtless gifts will convey a negative message
- Ask questions to find an appropriate gift:
 - What are some of your favorite musical artists?
 - What is your favorite magazine?
 - Who are your favorite sports teams?
 - What type of cuisine do you enjoy?
 - What events do you enjoy attending?

Examples of Tangible Gifts

- Tickets to sporting events
- Gift cards to restaurants
- Tickets to cultural events
- Small vacations/retreats
- Certificate to a spa, manicures, round of golf

WHAT!

Tangible Gifts



**But, I'm a Government
Employee....**

The background features a dark teal color with a lighter teal vertical bar on the left. A horizontal yellow bar with rounded ends is positioned above the text.

Appropriate Physical Touch

Appropriate Physical Touch

While we acknowledge that physical touch is less important in work-based relationships, and the potential for abuse exists, we still find that appropriate physical touch is meaningful. Usually, it occurs spontaneously and in the context of celebration — a “high five,” fist bump, slap on the back, or congratulatory handshake. To not touch one another at all often leads to a cold, impersonal environment.

Appropriate Physical Touch

- Is there a place for physical touch in the workplace?
- Appropriate physical touches are a fundamental aspect of human behavior.
- Research shows that babies that are held, hugged and touched tenderly develop a healthier emotional life than those that go long periods of time without physical contact.
- We must learn from those that we are touching what he or she perceives as an affirming touch.

MBA Inventory



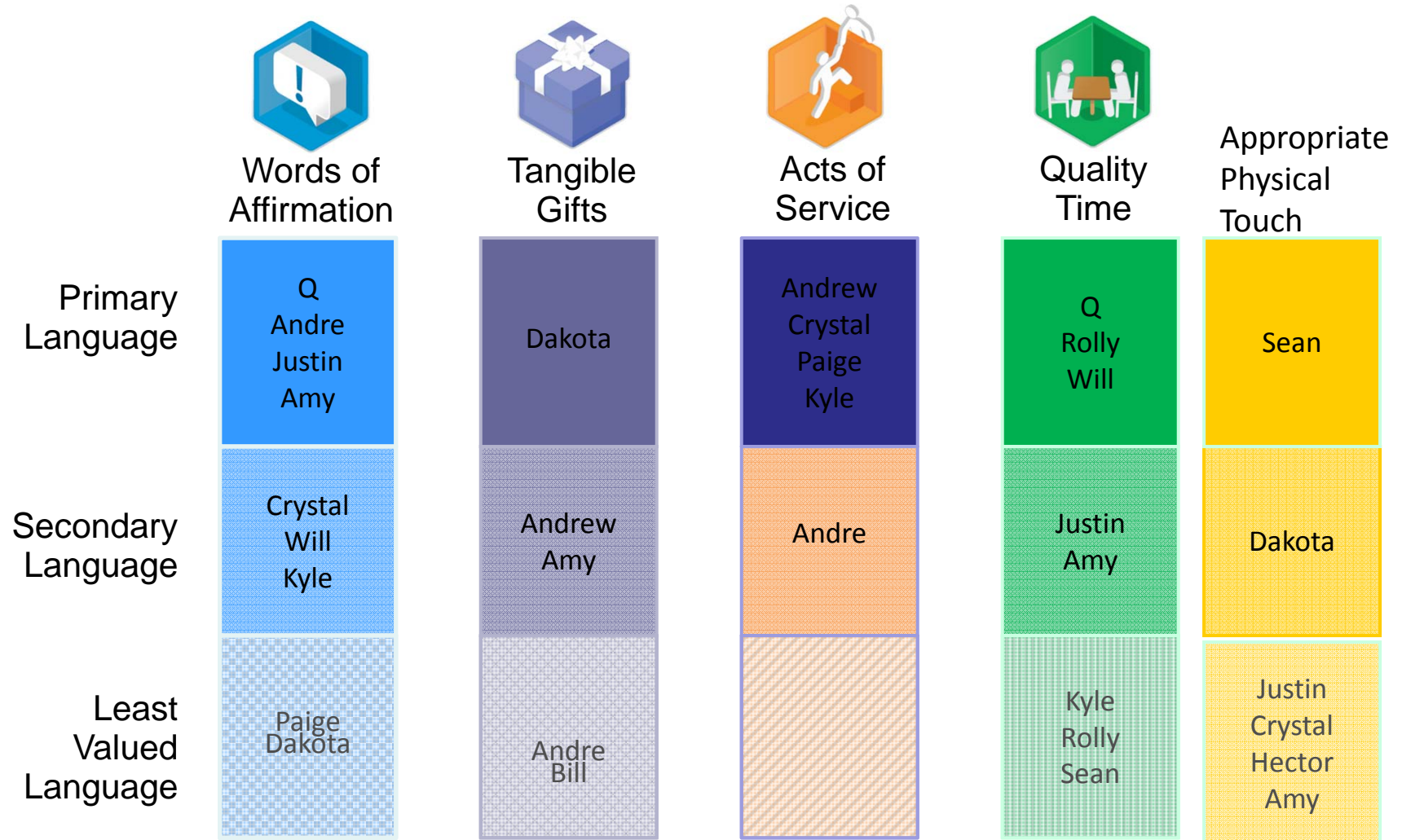
- Define your primary and secondary languages
- Define your co-workers languages

Applying the Concepts

- Discovering your coworkers' language.
 - Observe their behavior.
 - Observe what they request of others.
 - Listen to their complaints.

MBA Group Profile:

Warren Hawkins Aquatic Center



Recognition vs. Appreciation

- Recognition focuses on performance or the achievement of certain goals
- Appreciation focuses on the value of the individual employee
- Recognition focuses on what the person does
- Appreciation focuses on who the person is

Overcoming Your Challenges

1. Busyness
2. Communicating appreciation is not important to your organization.
3. Feeling overwhelmed with existing responsibilities.
4. Structural and procedural issues that inhibit effective communication.
5. Personal discomfort with communication appreciation

The background is a solid teal color. A bright yellow horizontal bar with rounded ends is positioned across the upper middle of the slide. On the left side, there is a vertical teal bar and a teal rectangular shape with a rounded top-left corner.

Put Your Plan Into Action!

Discussion

References



The Five Languages of Appreciation in the Workplace

Gary Chapman and Paul White