The 5 Languages of Appreciation in the Workplace

Empowering Organizations by Encouraging People

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The Languages of Workplace Appreciation

- Words of Affirmation
- Quality Time
- Tangible Gifts
- Acts of Service
Why do employees leave?
Why do employees leave?
For more money?
Why do employees leave?
For more money?
Nope.
88% of people leave jobs for reasons other than money.
Reasons most often cited: psychological reasons, including not feeling trusted or valued.
What does this book have to offer?
What does this book have to offer?

Lindsay’s experience
What does this book have to offer?

Lindsay’s experience
Empirical evidence
What does this book have to offer?

Lindsay’s experience
Empirical evidence

The reality is that what makes one person feel appreciated does not make another person feel appreciated.
Disney model

Appreciation
Recognition
Encouragement
What does it take for recognition to be effective?

Must be individualized and delivered personally
What does it take for recognition to be effective?

Must be individualized and delivered personally

Viewed as valuable by the recipient
Employees are more likely to “burn out” if they don’t feel appreciated or emotionally supported by their supervisors.
Making It Personal

1. On a scale of 1-10, how appreciated do you feel by your immediate supervisor?
Making It Personal

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2. On a scale of 1-10, how appreciated do you feel by each of your co-workers?
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3. When you are feeling discouraged at work, what actions by others have encouraged you?
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2. On a scale of 1-10, how appreciated do you feel by each of 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?
Making It Personal

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 each of 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 coworkers know how to express appreciation to one another?
How interested are you in finding effective ways to support and encourage those with whom you work and thus create a more positive work environment?
The Languages of Workplace Appreciation
Words of Affirmation

Communicate a positive message to another person
Communicate a positive message to another person

• Individual
Words of Affirmation

Communicate a positive message to another person

• Individual
• Specific
Words of Affirmation

Focus on a person’s characteristics
Words of Affirmation

Focus on a person’s characteristics

• Honesty
Words of Affirmation

Focus on a person’s characteristics

• Honesty
• Compassion
Words of Affirmation

Focus on a person’s characteristics
  • Honesty
  • Compassion
  • Kindness
Focus on personality traits
Focus on personality traits
• Optimistic
Words of Affirmation

Focus on personality traits
  • Optimistic
  • Neat
Words of Affirmation

Focus on personality traits
  • Optimistic
  • Neat
  • Good listener
Words of Affirmation

Make it sincere
Words of Affirmation

Make it sincere
Make it personal
Words of Affirmation

Make it sincere
Make it personal
Be aware of the needs of the person you’re praising
Words of Affirmation

What’s your experience?
Quality Time

Quality conversation
Quality conversation

- Keep your attention on the person
Quality conversation

- Keep your attention on the person
- Don’t multitask
Quality Time

Quality conversation

• Keep your attention on the person

• Don’t multitask

• Focus on what you’re seeing and hearing
Quality conversation

- Keep your attention on the person
- Don’t multitask
- Focus on what you’re seeing and hearing
- Don’t interrupt
Quality
Time

Shared experiences
Quality Time

Shared experiences

• Build relationships while doing activities together
Quality Time

Shared experiences

• Build relationships while doing activities together

• Team volunteer projects
Quality Time

Small Group Dialogue

• Listening session
Quality Time

Be present
Quality Time

Be present
It’s not about you
Quality Time

What’s your experience?
Acts of Service

Give assistance without being asked for help
Acts of Service

Give assistance without being asked for help
Do your own work first
Acts of Service

Give assistance without being asked for help
Do your own work first
Ask before you help
Acts of Service

Give assistance without being asked for help
Do your own work first
Ask before you help
Serve voluntarily and cheerfully
Acts of Service

Give assistance without being asked for help
Do your own work first
Ask before you help
Serve voluntarily and cheerfully
Do it their way
Acts of Service

Give assistance without being asked for help
Do your own work first
Ask before you help
Serve voluntarily and cheerfully
Do it their way
Finish what you start
Acts of Service

Give willingly.
Acts of Service

What’s your experience?
Tangible Gifts

Give gifts to those who appreciate them
Give gifts to those who appreciate them
Give a gift that the person values
Tangible Gifts

Give gifts to those who appreciate them
Give a gift that the person values

- Tickets to sporting events
- Gift cards to restaurants
- Tickets to cultural events
- Gift cards for services such as manicures, a round of golf, a massage, etc.
Tangible Gifts

Give gifts to those who appreciate them.
Give a gift that the person values:

• Tickets to sporting events
• Gift cards to restaurants
• Tickets to cultural events
• Gift cards for services such as manicures, a round of golf, a massage, etc.
• Time off
Tangible Gifts

Give gifts to those who appreciate them
Give a gift that the person values

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• Time off
Tangible Gifts

Coworkers can give gifts, too.
Tangible Gifts

What’s your experience?
Physical Touch

Ummm, not a good idea
Share your preferred language.

- Words of Affirmation
- Quality Time
- Tangible Gifts
- Acts of Service
What’s your second language?

- Words of Affirmation
- Quality Time
- Tangible Gifts
- Acts of Service
What language is your least used?

- Words of Affirmation
- Quality Time
- Tangible Gifts
- Acts of Service
Discovering Your Coworkers’ Language

Observe their behavior
Discovering Your Coworkers’ Language

Observe their behavior
Note what they give to others
Discovering Your Coworkers’ Language

Observe their behavior
Note what they give to others
Note what they ask for from others.
Discovering Your Coworkers’ Language

Observe their behavior
Note what they give to others
Note what they ask for from others
Listen to their complaints
Potential Blind Spot

A person’s least valued language is really not important to him or her.
How do we overcome our blind spots?

Be intentional.
How do we overcome our blind spots?

Be intentional.

We normally do what we schedule,
How do we overcome our blind spots?

Be intentional.
We normally do what we schedule, so schedule ways to show you appreciate your coworkers.
How do we overcome our blind spots?

Be intentional. We normally do what we schedule, so **schedule ways** to show you appreciate your coworkers, and your employees.
How do we overcome our blind spots?

Be intentional. We normally do what we schedule, so schedule ways to show you appreciate your coworkers, and your employees, and your supervisors.
Employees: Help your supervisors get started.
Employees: Help your supervisors get started.

Ask “What am I doing well?”
Employees: Help your supervisors get started. Ask “What am I doing well?” and “What can I improve?”
If you don’t know what a person needs,
If you don’t know what a person needs, ask.
We all **speak** our own language.
We all speak our own language.

We need to be multilingual.
We all speak our own language. We need to be multilingual. Learn to speak other languages.