

Creating a More Positive Work Culture with the 5 Languages of Appreciation

WisCaregiver Careers Workforce Solutions

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with
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Goals for Today

1. Give you a vision of how to make your workplace a **more positive environment**.
2. Introduce some differences between employee recognition and **authentic appreciation**.
3. Define the core conditions necessary for team members to **truly feel valued**.
4. Give you **practical tips** and resources that you can use immediately.
5. Have at least a little **FUN** together !!

Reality Check: Workplaces in General

- Lots of demands.
- Constant change (internally & externally).
- Pockets of negativity within most workplaces.
- Intergenerational tension & feelings of disrespect.
- Difficulty in finding (& keeping) good employees.

The Importance of **Appreciation**

Foundational Facts

People desperately want to feel **appreciated** and **valued** in their jobs.

Most people don't feel **appreciated**.

79%

of employees who quit their jobs cite **lack of appreciation** as a key reason for their leaving

65%

of North Americans report that they received **no recognition** or **no appreciation** at their workplace in the past year

87%

of job seekers report the **#1 characteristic** they desire in a workplace is to **feel valued**

51% of **managers believe** they do a good job of recognizing employees for work well done.

17% of **employees believe** their manager does a good job of recognizing them for doing a work well done.

Why Don't Most People Feel Valued?

- They don't hear much positive.
- The messages that are sent aren't that meaningful to them.
- They feel the sole focus is on their performance, and not about them as a person.
- They don't think people are sincere.

When people don't feel valued or appreciated, **what happens over time?**

Confused Frustrated Discouraged Irritable

What's the impact on the organization?

- Tardiness increases
- Productivity decreases.
- Higher staff turnover.
- Call in "sick" more often.
- A negative culture develops.
- Creates headaches for management.
- More customer complaints.
- Don't follow policies & procedures.
- More irritability & conflicts.

If appreciation is so important, why isn't it communicated more?

- Busyness.
- It isn't valued highly by the individual or organization. (They think it's stupid.)
- People have tried and it didn't work. (They don't know what else to do.)

FACT:

We absolutely know how to train employees to successfully communicate **authentic appreciation**.

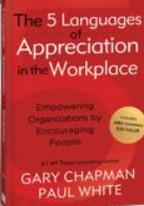
(And have done so repeatedly in a wide variety of settings.)

CLIENT LIST

- Microsoft
- Nike
- NASA
- DIRECTV
- Miller Coors
- Ben & Jerry's
- Eli Lilly
- Long term nursing facilities
- Dozens of hospitals & medical clinics
- Centers for Disease Control
- Manufacturing plants
- Public school systems
- Government agencies

Section 2

Recognition,
Appreciation &
The 5 Languages



Employee
Recognition
≠
Authentic
Appreciation

Most
Employee
Recognition
Programs
**DON'T
WORK**



3 Most Common Responses to Employee Recognition Programs

Apathy **Sarcasm** **Cynicism**

Why Most Employee Recognition Programs **Don't** Work

- Generic Actions
- Group-based
- Verbal + Rewards
- Infrequent
- Organizational / Impersonal
- Not Perceived as Genuine

Differences between Recognition & **Appreciation**

The Primary Difference between Recognition & **Appreciation**

↓
Performance

↓
Person

What is the **#1** factor that affects how much people enjoy their jobs?

That people **feel appreciated** (not just that recognition is given).

4 KEY CONDITIONS

For People to Truly Feel Valued

People will feel valued

IF

Appreciation is:

- communicated regularly
- expressed in the 'language' and actions most important to the recipient
- is individualized and delivered personally
- viewed as being authentic.

Core Principle #1

Not everyone feels appreciated in the same way.





Acts of Service

“Small acts that can help make
a colleague’s day go better.”
(context: when behind on a big project)



Tangible Gifts



Tangible Gifts

“Small things that show you are getting to
know your colleagues (and what they like).”

Tangible Gifts



What do you think is the
most common “gift” in the
workplace? **FOOD**

Tangible Gifts



Only 6% of employees choose tangible
rewards as the primary way they want to
receive **appreciation**.

Physical Touch



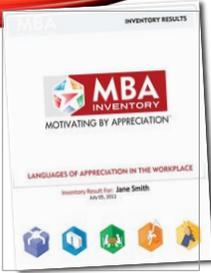


Physical Touch

Spontaneous Celebration

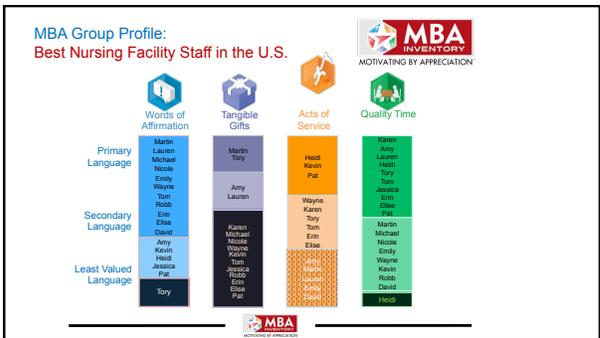
Core Principle #2

People want to know they are **valued** by their *supervisor* and their *colleagues*.



Creates an Individualized report that identifies your:

- Primary & Secondary Languages of Appreciation
- Least Valued Language (blind spot)
- Specific actions important to you
- From whom you want the action



Key Perspective to Keep:

- You are not asking your colleagues to do these actions for you.
- You are saying: "If you want to show appreciation to me, or encourage me, this is how you 'hit the mark'."

(So you don't waste your time and energy doing something that isn't important to me.)

Common Responses

- Enthusiastic Supporter
- Curious and Genuinely Open
- Healthy Skeptic
- Overwhelmed
- Not Interested

Creating an Initial Action Plan

1. Think of **who** you would like to **encourage**.
2. Identify for **what** you want to **communicate appreciation**.
3. Determine **how** (& **when**) you will communicate your appreciation.

Action Plan

2. Explore the resources available to help your staff **learn how to communicate authentic appreciation** to others.

Available Resources



- Books
- Codes for taking the *MBA Inventory*
- Appreciation at Work online "train the trainer" course
- Articles & videos:
www.appreciationatwork.com



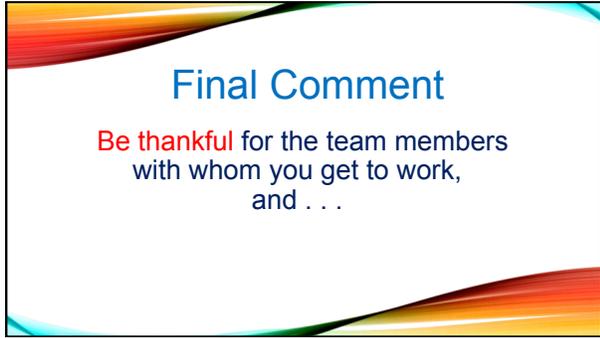
The Impact of Authentic Appreciation

When Staff Feel Valued

- Relationships improve:
Supervisor / Employee, Coworkers
- Decreased tardiness & people calling in "sick"
- Diminished internal tension and conflict
- Increased employees' job satisfaction
- Decreased staff turnover
- Greater productivity
- Improved customer satisfaction
- A more positive workplace!

Reminder --

- If you want the handout version of today's slides, email me at yesdrpaul@gmail.com
- Additional information at www.appreciationatwork.com



Final Comment
Be thankful for the team members
with whom you get to work,
and . . .



**ENJOY THE
DAY !!!**