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

WisCaregiver Careers
Workforce Solutions
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with
Dr. Paul White

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

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

Most people don't feel appreciated.

Foundational Facts

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
A negative culture develops
Creates headaches for management
Call in "sick" more often
Don't follow policies & procedures
More irritability & conflicts
More customer complaints
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.

**Words of Affirmation**

**Quality Time**

**Acts of Service**

**Tangible Gifts**

**Physical Touch**

**Quality Time**

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

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
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:

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

MBA Group Profile:
Best Nursing Facility Staff in the U.S.

Key Perspective to Keep:

1. You are not asking your colleagues to do these actions for you.
2. 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 (and 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 !!!