# The 5 Languages of Appreciation in the Workplace

Presented by

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#### Go Lance!



51% of managers believe they do a good job of recognizing a job well done.





# Only 17% of their employees agree with them.





#### Recognition vs. Appreciation

#### Recognition

- Focuses on performance or the achievement of goals
- Focuses on what is good for the company
- Tends to be top-down, coming from leadership

#### **Appreciation**

- Focuses on the value of the individual
- Focuses on what is good for the company and the employee
- Can be communicated in any direction







#### **Traditional Programs**

- Generic
- General
- Infrequent
- Group-based





## Recognition & Appreciation Valued by Employees

- Regularly communicated in their "language"
- Delivered individually
- Feels personal
- Perceived to be genuine and authentic





#### Words of Affirmation

Use of words to communicate a positive message to others.







#### Words of Affirmation

- Personal, one-on-one
- Praise in front of others
- Written communication
- Public affirmation







Public Praise: appreciation in front of one or more persons, in a public forum such as a meeting or a broad form of communication such as a newsletter or BOLD newspaper.





#### **Quality Time**

### Giving another person our undivided attention.



Note: The key element of Quality Time is personal attention.





#### **Quality Time**

- Focused attention
- Companionship
- Shared Experiences
- Personal connection through listening and sharing





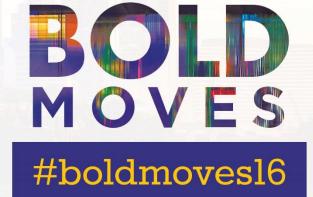


#### **Acts of Service**

Providing physical assistance to others.







#### **Acts of Service**

- Ask first
- Be cheerful
- Do it their way
- Finish!





#boldmoves16



#### Tangible Gifts

Giving the right gift to a person who appreciates tangible rewards.



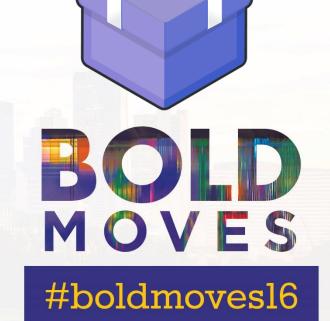
Note: You must give a gift the person values.





#### Tangible Gifts

- Focus on experiences not things
- Investigate what their interests & hobbies are
- Most common gift is food





#### Physical Touch

Spontaneous celebration!







#### Physical Touch

- Handshakes
- High fives & fist bumps
- Pats on the back
- Culturally influenced







#### Exercise

- Based on the descriptions, take your "best guess" at your Language of Appreciation.
- Choose a partner or two (someone who has a different language!) and discuss why or what about that "language" makes you feel valued.
- Record on the flipcharts, both the language you used to show appreciation and your "best guess" at your appreciation language.



#### MBA<sup>TM</sup> Inventory Stats

- Over 80,000 Respondents
- 66.5% Female, 33.5% Male
- Primary Language
  - Words 47.5%
  - Time 24.4%
  - Services 22.6%
  - Gifts 5.5%
- Least Valued Gifts (68.5%)







#### Discovery

- Observe their behavior
- Observe what they request of others
- Listen to their complaints







64% of Americans who voluntarily leave their jobs do so because they don't feel appreciated. BOLD





## Replacement cost: 130% of Annual Salary





#### **Best Practice:**

Thinking of the cost of appreciation as part of the compensation their package (.75 - 2.5% of annual salary). MOVES



#### Benefits of Using 5LAW

- Interactions take on a more positive tone
- Pre-existing relational tensions begin to decrease
- The workplace environment becomes more enjoyable
- Quality team members stay longer
- The work produced is of higher quality
- Customers report higher levels of satisfaction





#### Q & A

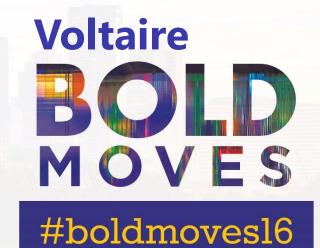


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Appreciation is a wonderful thing: It makes what is excellent in others belong to us as well.





## Please don't forget to fill out your session evaluation! Donna Coppock

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