

The 5 Languages of Appreciation in the Workplace

Presented by
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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 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.



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Acts of Service

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



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



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Physical Touch

Spontaneous celebration!



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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.

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MBA™ 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%)

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Discovery

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



64% of Americans
who voluntarily leave
their jobs do so be-
cause they don't feel
appreciated.

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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).

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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

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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!*

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