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ap·pre·ci·ate /ə'prēSHē, āt/

1. recognize the full worth of.
 synonyms: value, respect, prize, cherish, treasure, admire, hold in high regard, hold in esteem, rate highly, think highly of, think much of, have a high opinion of

2. understand (a situation) fully; recognize the full implications of.
 synonyms: acknowledge, recognize, realize, know; be aware of, be conscious of, be cognizant of; be alive to, be sensitive to, be alert to; sympathize with, understand, comprehend, perceive, discern; informal take on board, be wise to

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Why Workplace Appreciation Matters

“Strange, isn't it? Each man's life touches so many other lives. When he isn't around he leaves an awful hole, doesn't he?”

- Clarence, *Angel 2nd Class*
It's A Wonderful Life





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Why Workplace Appreciation Matters

Next to physical survival, the greatest need of a human being is psychological survival, to be understood, to be affirmed, to be validated, to be appreciated.

- Steven Covey, author of *The 7 Habits of Highly Effective People*



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Why Workplace Appreciation Matters

When relationships are not nurtured by a sense of appreciation, the results are predictable:

- Team members will experience a lack of connectedness with others and with the mission of the organization.
- Workers will tend to become discouraged, feeling “There is always more to do and no one appreciates what I’m doing.”
- Often, employees will begin to complain about their work, their colleagues, and their supervisor.
- Eventually, team members start to think seriously about leaving the organization and they begin to search for other employment.

— Gary Chapman, *The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People*



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Why Workplace Appreciation Matters

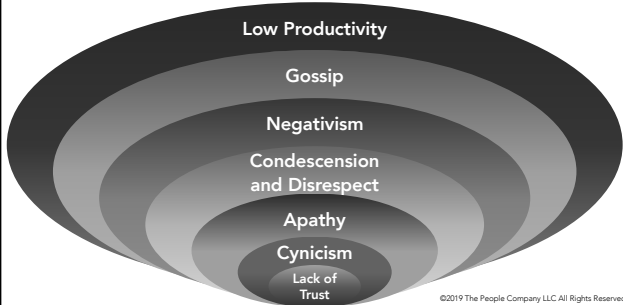
- Appreciation improves performance through support and encouragement
- Appreciation is not directional; it can be communicated from anyone to anyone else
- As coworkers and leaders, we should know how to encourage and motivate our team members



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The Need for Workplace Appreciation



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The Need for Workplace Appreciation



<https://www.gallup.com/workplace/28027/employee-engagement-drives-growth.aspx>



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Benefits of Workplace Appreciation

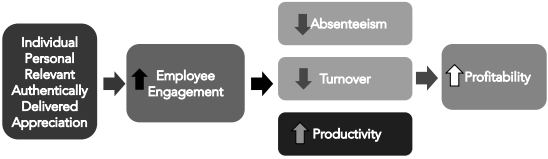
- Improved attitude about coming to work
- Improved attendance, productivity and commitment
- Reduced employee turn over
- Diminished tension and conflict
- Improved customer satisfaction
- Fewer on-the-job accidents
- Less employee theft
- Higher customer ratings



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The Bottom Line



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graph LR
    A[Individual Personal Relevant Authentically Delivered Appreciation] --> B[Employee Engagement]
    B --> C[↓ Absenteeism]
    B --> D[↓ Turnover]
    B --> E[↑ Productivity]
    C --> F[↑ Profitability]
    D --> F
    E --> F
  
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How to Appreciate People in the Workplace

- Take the time to get to know people
- Individually tailored and delivered personally
- Relevant and valuable to the individual
- Communicate in ways that are meaningful to them based on what they have contributed to a situation
- Be authentic or they'll absolutely know it and you will have failed to meet their deepest needs for appreciation



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Platinum Rule

Do unto others as *they would have you do* unto them.

Appreciate people in the way *they want* to be appreciated, not in the way you might want to be appreciated or in the way that is most comfortable for you.

Chatham, Lynn D., and Paul S. White. The 7 Languages of Appreciation in the Workplace. Empowering Organizations by Encouraging People. Northfield Publishing, 2013.

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**Looking for What They Want
Discovering Your Coworkers' Appreciation Language**

Observe	Observe	Listen
Observe their behavior. What do they ask for?	Observe what they request of others. How do they show appreciation to others?	Listen to their complaints, especially when they don't get what they ask for.

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How Do You Like To Be Appreciated



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It's Not About The Money




12  **79**

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You're Probably Not As Good As You Think



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5 Languages of Workplace Appreciation






For appreciation to truly be effective in must be *individualized, personal, genuine and authentic.*

Chapman, Gary D., and Paul E. White. The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People. Northfield Publishing, 2013.

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5 Languages of Workplace Appreciation

-  Words of Affirmation
-  Quality Time
-  Acts of Service
-  Tangible Gifts
-  Physical Touch

Chapman, Gary D., and Paul E. White. The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People. Northfield Publishing, 2013.

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5 Languages of Workplace Appreciation

Words of Affirmation

- Using words to communicate a positive message to another person
- Affirming positive characteristics about a person

Chapman, Gary D., and Paul E. White. The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People. Northfield Publishing, 2013.

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5 Languages of Workplace Appreciation

Words of Affirmation - Methods

- Praise for Accomplishment
- Affirmation for Character - *focus on "who" more than the "do"*
- Affirmation for Personality

Chapman, Gary D., and Paul E. White. The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People. Northfield Publishing, 2013.

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5 Languages of Workplace Appreciation

Quality Time

- Giving a person your undivided attention
- Emphasizing personal attention, not proximity

Chapman, Gary D., and Paul E. White. The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People. Northfield Publishing, 2013.



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5 Languages of Workplace Appreciation

Quality Time – Methods

- Quality Conversation
- Shared Experiences
- Small Group Dialogue
- Working in Close Physical Proximity to Accomplish a Project

Chapman, Gary D., and Paul E. White. The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People. Northfield Publishing, 2013.



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5 Languages of Workplace Appreciation

Acts of Service

- Expressing a sincere desire to help with a cheerful attitude
- Don't just say it. Show it.

Chapman, Gary D., and Paul E. White. The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People. Northfield Publishing, 2013.



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5 Languages of Workplace Appreciation


Acts of Service – Methods

- Ensure your own responsibilities are covered before volunteering to help someone else
- Ask before you jump into helping
- Serve voluntarily
- Check your attitude
- If you are going to help, do it the way they want it done
- Finish what you start

Chapman, Gary D., and Paul E. White. The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People. Northfield Publishing, 2013.

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5 Languages of Workplace Appreciation


Tangible Gifts

- Giving a person a tangible gift/reward - not necessarily monetary

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5 Languages of Workplace Appreciation

Tangible Gifts - Considerations

- Gift shows that the giver has spent time and energy thinking about the gift
- Gift is something that will actually be valued by the receiver
- Gift giving to someone who doesn't really appreciate it oftentimes has little to no impact and can create offense

Chapman, Gary D., and Paul E. White. The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People. Northfield Publishing, 2013.

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5 Languages of Workplace Appreciation

Physical Touch

- Appropriate touch to demonstrate a sense of trust, connectedness, affirmation and caring

Is there such a thing as appropriate physical touch in a work setting?

Chatham, Lynn D., and Paul L. Wright. The 5 Languages of Appreciation in the Workplace. Empowering Organizations by Encouraging People. Northfield Publishing, 2013.

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Appreciating Others



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