Languages of Appreciation

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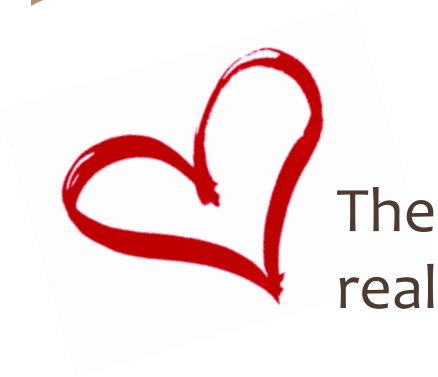
A LEGACY OF LEADING

It all Starts with Motivation

Employee Motivation



The heart of motivation is to give people what they really want most from work.

The more you are able to provide what they want, the more you should expect what you really want.

* Productivity
* Quality
* Service

Barriers to Motivation

* Barriers may include unaware or absent managers, inadequate buildings, outdated equipment, and entrenched attitudes.
  * We don't get paid extra for working harder.
  * We've always done it this way.
  * Our bosses don't have a clue about what we do.
  * It doesn't say that in my job description.

Enthusiasm is Contagious

A great place to start learning about motivation is to start understanding your own motivations.

* What motivates you?
* How is your job configured to support you own motivations?
* What can you do to better motivate yourself?

This Is Important… But Why?

Why Do Employees Leave?

Belief:

89% employees leave for more money.

11% employees leave for other reasons.

Fact:

12% of employees leave for financial reasons.

88% **leave for reasons other than money.**

Authentic Appreciation

* 70% of employees say they receive no praise or recognition at work.
  * Feel undervalued
  * Discouraged
  * Increased burnout
  * Loss of positive culture

Without a sense of being valued by supervisors and colleagues, employees start to feel like a machine or a commodity.

Recognition vs. Appreciation

* Largely about behavior.
* About improving performance.
* Focus on what is good for the college.
* Top-Down

* Focuses on performance PLUS employees value as a person.
* Emphasizes what is good for both the college and employee.
* Communicated in any direction.

The 5 Languages of Appreciation

Words of Affirmation

Words of Praise

* Words (oral and written) can affirm and encourage.
* Personal one-on-one communication or praise in front of others.
* Effective verbal praise is specific
  * "Thanks for showing up early and making sure we were ready to go when the guests arrived" vs. "Thanks, you did a good job tonight"
* Generic phrases $\neq$ genuine

Affirmation of Character

* Positive character traits:
  * Perseverance, courage, humility, self-discipline, compassion, honesty, integrity, kindness, patience, unselfishness, etc…
* Have you ever expressed appreciation for these traits?
* More difficult for praise that is focused on an individual's character.

Focusing on Personality

* Personality is our normal way of approaching life.
* If we can understand our personality profile, we can learn to “play to our strengths”.
* When you observe and verbally affirm positive personality traits, you help the individual play to their strengths.
  * Ex: “One of the things I admire about you is that you are always optimistic. I sometimes get discouraged but when I talk with you, I always go away with a more positive perspective. I appreciate that”

Before you Speak… THINK

T – is it True?

H – is it Helpful?

I – is it Inspiring?

N – is it Necessary?

K – is it Kind?

Quality Time

Quality Time

* Personal, focused attention.
* “Hanging out” with coworkers.
* Team projects.
* Take time to listen.

* Remember: type of time desired may differ significantly depending on whether it is with colleagues or with a supervisor.

Quality Time

* Often mistake desire for quality time as effort to “get in good” with the boss.
* Feel connected to the larger purpose of the organization.
* Safe environment where you can share your accomplishments, frustrations and suggestions.

Quality Conversation

* Maintain eye contact.
* Pay attention – don’t do other things.
* Listen for feelings as well as thoughts .
* Affirm their feelings.
* Observe body language.
* Do not interrupt.

Shared Experiences

* Some may benefit from sharing experiences

Examples of Quality Time

* Go to lunch.
* Stop by, sit down, and check in.
* Take a walk during the lunch hour.
* Come “hang out” with the team.
* Have an off-site retreat.
* Get together to watch sporting events.
* Go to dinner with significant others.
* Call just to chat.

Acts of Service

Acts of Service

* Assist in getting a task done.
* Help “dig out” from being behind.
* Work collaboratively on a project that would be difficult to do alone.
* Work alongside on a task.

How to Serve Effectively

* Make sure your own responsibilities are covered first.
* Ask before you help.
* Serve voluntarily.
* Check your attitude.
* If you are going to serve, do it their way.
* Complete what you start.

Examples of Acts of Service

* Stay after hours to help with a project.
* Offer to do a menial task so they can focus on a higher priority.
* Volunteer to do work that they may dislike doing.
* Help get computer or electronic device to work more efficiently.
* Assist in cleaning up at the end of the day.
* Bring in coffee or food.

Tangible Gifts

Tangible Gifts

* Key is “thought,” not the amount of money spent.
* Take time to notice what your colleagues enjoy (chocolate, coffee, cashews).
* Observe hobbies and interests (sports, books, crafts).
* Buy a small related gift shows that you are getting to know them as a person and understand what is important to them.

Gifts: Who and What

* Give gifts to those that appreciate them.
* Give a gift the person values.
* Thoughtless gifts will convey a negative message.
* Ask questions to find an appropriate gift:
  * What are some of your favorite musical artists?
  * What is your favorite magazine?
  * Who are your favorite sports teams?
  * What type of cuisine do you enjoy?
  * What events do you enjoy attending?

Examples of Tangible Gifts

* Tickets to sporting events
* Gift cards to restaurants
* Tickets to cultural events
* Certificate to a spa, manicures, round of golf
* Training in another location
* Leave early (X, Y, Mellenials)

Examples of Tangible Gifts

Use candy and other treats to help share a thank you/encouragement message including:

* Kudos to you!
* You are worth 100 Grand!
* Thanks for all the laughs and Snickers!
* Thanks for the Mounds of work you do!
* You deserve an extra Payday!

APPROPRIATE

Physical Touch

Appropriate Physical Touch

* Physical touch is less important in work-based relationships, and the potential for abuse exists, appropriate physical touch is meaningful.
* Usually, is spontaneous and in the context of celebration.
  * "high five," fist bump, slap on the back, or congratulatory handshake.
* To not touch one another at all often leads to a cold, impersonal environment.

Appropriate Physical Touch

* Is there a place for physical touch in the workplace?
  * Appropriate physical touches are a fundamental aspect of human behavior.
  * Research shows that babies that are held, hugged and touched tenderly develop a healthier emotional life than those that go long periods of time without physical contact.
* We must learn from those that we are touching what he or she perceives as an affirming touch.

Applying the Concepts

* Discovering your coworkers' language.
  * Observe their behavior.
  * Observe what they request of others.
  * Listen to their complaints.