

# The Languages of Appreciation

Appreciation in the Workplace

Society of Oral and Maxillofacial Surgery Administrators

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# The Languages of Appreciation





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# **“Appreciation” in the workplace**

## **What is it?**



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## Definition of Appreciation:

1. Recognition and enjoyment of the good qualities of someone or something
2. Increase in monetary value



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**It's part of  
Human Resources.**

# Key Findings in Today's Workforce



- **29%** of employees are engaged at work (they actually care)
- **54%** of employees are not engaged (they don't really care)
- **17%** of employees are actively disengaged at work (don't really care; spread it; get in the way of making good things happen)

- **79%** of employees who quit their jobs cite lack of appreciation as reason for leaving
- **65%** report they received little to no recognition or appreciation in their workplace



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**Today, people have become the primary source of competitive advantage.**



## Appreciation & Recognition:

There is a difference.

**RECOGNITION: What they DID**  
**This focus is on the productivity**

**APPRECIATION: What they FEEL**  
**This focus is on the PERSON**





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**Everyone needs to be shown appreciation in order to do their best work.**



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## POLL QUESTION #1

# When Do You Feel Most Appreciated?



- When someone says something encouraging?
- When someone spends quality time with you?
- When someone gives you something you want or value?
- When someone recognizes you need help – and helps?





**Appreciation can be shown for characteristics that aren't directly related to productivity:**

- **Cheerfulness**
- **Completing tasks without complaining (vs. negative reactors and whiners)**

YOU CAN SHOW APPRECIATION FOR THESE QUALITIES

EVEN IF THESE ARE NOT THE HIGHEST “PRODUCERS” ON THE TEAM

SOMETIMES WE LOOK FOR “PROGRESSION, NOT JUST PERFECTION”





## Mark Twain

*“I can exist for two weeks on a good compliment.”*



## Stephen Covey

*“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.”*



**People feel encouraged and valued in different ways.**

**It is most effective to encourage in the ways most meaningful to each individual.**

**We all have limited time and energy, so it's best to show appreciation in the way that is most effective**





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## Poll Question #2

# Does This Sound Familiar?

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- **We pay our employees fair enough, I shouldn't have to tell them I appreciate them**
- **In these tough economic times, they should be thankful to have a job**
- **We're running a business here, no time for warm and fuzzies**
- **How about me as a Manager? Don't I get to feel appreciated?**



# Consequences of Lack of Appreciation

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- 1. Employee turnover**
- 2. Poor attendance and productivity**
- 3. Patient relationships suffer**
- 4. Poor relationships among the team**
- 5. Overall negative morale and organizational culture**

# Cues that Appreciation is Missing



- **Discouragement**
- **Irritability and resistance**
- **Increased absenteeism/tardiness**
- **Cynicism and sarcasm**

- **Apathy/passivity**
- **Social withdrawal**
- **Negative work environment**



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## That being said....

Appreciation must be:

- Authentic
- Communicated regularly

**YOU HAVE TO RESPOND TO ROUGH SPOTS**



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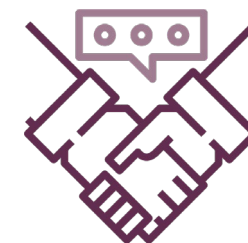
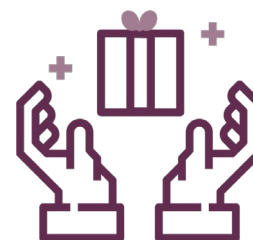
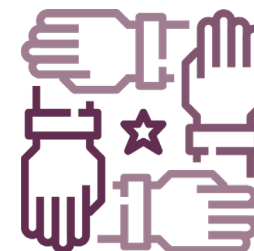
People **WILL** feel more valued if....

Appreciation is **individualized** and delivered in the “**language**” most important to them.



## THE FIVE LANGUAGES OF APPRECIATION IN THE WORKPLACE

- WORDS OF AFFIRMATION
- QUALITY TIME
- ACTS OF SERVICE
- TANGIBLE GIFTS
- PHYSICAL TOUCH



# Words of Affirmation



“The language that uses words to communicate a positive message to others”

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





# Quality Time



“The language where we give another person our undivided time and attention”

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



# Acts of Service



“The language that provides physical assistance to others”

- Ask first
- Be cheerful
- Do it their way
- Finish the task

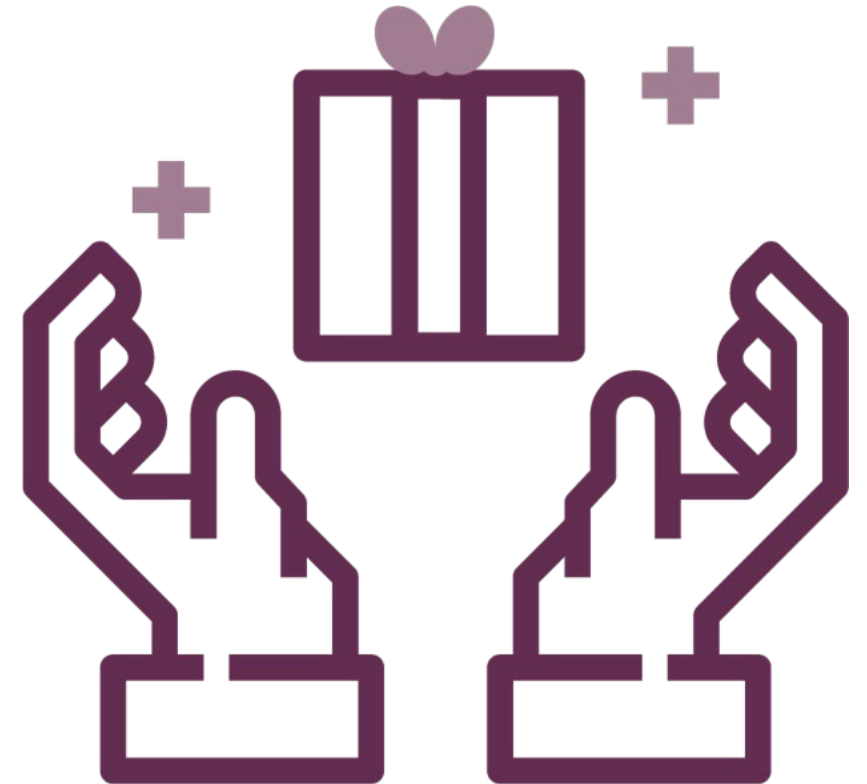


# Tangible Gifts



“The language of giving the right gift to a person who appreciates tangible rewards”

- Gifts do not have to be expensive
- Investigate what hobbies or interest
- Most common gift is food



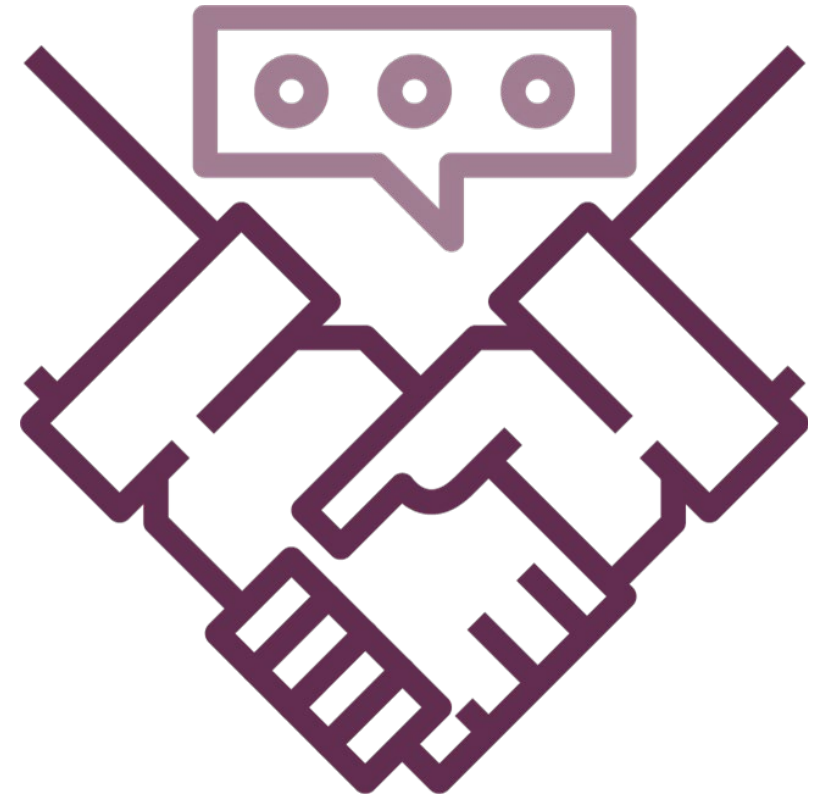
# Physical Touch

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“The language that has the potential to both encourage and hurt”

- Handshakes
- High fives and fistbumps
- Pat on the back





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What is your  
**primary** language?



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What is your  
**secondary** language?



# What is your **least valued** language?

Your least valued language may actually be the most important language in your career success and development = YOUR BLIND SPOT

# Overcome Your BLINDSPOT

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- Acknowledge your least valued language
- Identify colleagues with that language as a primary or secondary language

MAKE A PLAN





## WEIRDNESS

People often feel weird when they begin applying these concepts – especially when they’ve just received instruction on the “appreciation model”

CROSS YOUR ARMS!

# Overcome the Weirdness Factor



1. **Acknowledge it – understand that everyone is in the same situation.**
2. **Do it anyway! – Trying new behaviors almost always feels unnatural at the beginning.**
3. **Give one another the benefit of the doubt – Accept others' actions as being genuine.**





## Paul White

***“Remember, true appreciation is communicating to others that you value them as a person (not just for what they do).”***



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**Something BIG lacking in our world today**

**HUMILITY**



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We see you – **SOMSA**

# Appreciation in the Workplace



## Where do we go from here?

- Do nothing different, keep doing what you have been/are doing (definition of insanity)
- Take the MBA quiz  
[appreciationatwork.com](http://appreciationatwork.com)

## Thank you!

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