Engagement & Workplace Appreciation

The Samaritan Experience

Samaritan Health Services has created the following training to meet the 2018 training requirement for education related to customer service.

Assignment of this training has been approved by Gail Worden-Acree, VP SHS Human Resources.

Purpose for Training
Course Learning Objectives

After completing this course, you will be able to:

- Explain the importance of showing appreciation to colleagues
- Describe the main “languages” of appreciation in the workplace
- Identify your own primary and secondary appreciation languages
- Identify your own appreciation “blind spot”
- Identify your coworkers’ preferred languages of appreciation
- Show your appreciation to teammates in ways that will “fill their tanks”

WHY Show Appreciation?

Samaritan Health Services
**WHY Show Appreciation?**

**APPRECIATION: The Bottom Line**

When appreciation is lacking in the workplace, the results are:

1. a lack of connectedness with others and the mission
2. people begin to complain more about their work, coworkers, and supervisors
3. eventually employees think about leaving the organization

**WHY Show Appreciation?**

Next to physical survival, the greatest human need is to be understood, to be affirmed, to be validated, and to be APPRECIATED.
WHY Show Appreciation?

When appreciation is offered in meaningful ways:

1. Interactions take on a more positive tone
2. Tensions decrease
3. The workplace becomes more enjoyable
4. Employees stay with the organization longer
5. Quality goes up
6. Patient experiences improve

WHAT is Workplace Appreciation?
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Appreciation vs. Recognition

Recognition and appreciation are not the same:

- Recognition is about performance
- **Appreciation is about behavior and a person’s value**
- **Appreciation is shown through the use of several “languages”**

WHAT is Workplace Appreciation?

Appreciation Languages to Consider:

- Words of Affirmation
- Quality Time
- Acts of Service
- Tangible Gifts
WHAT is Workplace Appreciation?

- Each person has a primary and secondary language of appreciation. We can accept appreciation in ALL languages but one or two really “hit home” – we will truly feel encouraged by our primary language.

- We also tend to communicate appreciation to others in OUR preferred languages instead of those that most encourage THEM.

WHAT is Workplace Appreciation?

Our Blind Spots

- We usually show appreciation in our own preferred language.
- We rarely show appreciation in our least valued language.
- Our least valued language becomes a blind spot because we assume it will be of little value to others.
- Therefore even though I am expressing my appreciation in certain ways it may not be in my coworker’s preferred language.
The Main Languages of Appreciation

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Words of Affirmation</td>
<td>Reassuring words such as “thank you for your input” or “great job on the presentation” serve to motivate and show gratitude to many coworkers.</td>
</tr>
<tr>
<td>Quality Time</td>
<td>Going out of your way to spend a little more time with some teammates, discussing topics that are relevant and important to them, will provide extra motivation and encouragement.</td>
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<tr>
<td>Acts of Service</td>
<td>Your words of gratitude might have less impact on those teammates who would rather receive help finishing a task. Going out of your way to lend a hand means more to some than praise or quality time.</td>
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<tr>
<td>Tangible Gifts</td>
<td>Other people appreciate tangible gifts. The important thing here, however, is to make sure the gift is something they value in their life outside of work.</td>
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Identifying Your Languages of Appreciation

As you read about the most common workplace appreciation languages next, consider how important each one is to you. The goal is to identify your own primary and secondary language.

Words of Affirmation

This is the language that uses WORDS to communicate a positive message of appreciation to another person.

FUN FACT

More than 45% of employees site WORDS OF AFFIRMATION as their primary way to receive appreciation.
Words of Affirmation

Dialects

Click below to learn three different ways of using words of affirmation:

- Praise for Accomplishments
- Praise for Character
- Praise for Personality

Words of Affirmation

Praise for Accomplishments

Words praising the person for an achievement or accomplishment. Effective words of praise are specific and timely, e.g. “I like the way you are so friendly on the phone” versus “good job, guys.”

FUN FACT

Praising for accomplishments is the MOST COMMON dialect in the workplace.
Praise for Character: Focus on the WHO not the DO

Affirmation of character looks beyond performance and focuses on the inner nature of a person. Character is what a person will do when no one is watching...

"Have you ever expressed appreciation for character traits?"

Praise for Character

See below for a sample list of character traits to affirm in your coworkers:

- Honesty
- Loyalty
- Reliability
- Devotion
- Courageousness
- Conscientiousness
- Patience
- Fairness
- Kindness
- Sincerity
- Determination
- Persistence
- Helpfulness
- Humility
Praise for Personality

Affirmation for personality focuses on traits such as optimism, organization, passion, etc.

“I appreciate how you always have a positive outlook no matter what is happening.”

Praise for Personality

Unlike character, personality is defined as the traits YOU WERE BORN WITH. See below for a list of personality traits to affirm in your colleagues:

- Optimism
- Organization
- Imagination
- Confidence
- Friendliness
- Independence
- Adventurousness
- Fearlessness
- Intuitiveness

Observing and affirming someone’s personality traits helps them play to their STRENGTHS.
Words of Affirmation

WHAT? WHEN? WHERE?

- **Personal** – one-on-one feedback. Private conversation
- **Written affirmation** – an email, text, or handwritten note
- **Praise in front of others** – receiving praise in front of people who are important to you. Smaller groups are great for praise!
- **Public affirmation** – being public about affirmation is great depending on the person and event – make sure you know the person and their appreciation language

Quality Time

**FOCUSED ATTENTION** with a coworker (sitting down with them and asking how things are going) is a powerful way to show appreciation. Focused attention means showing brief but genuine interest in others.
Dialects
Click on the boxes below to learn more about four different ways of using quality time to affirm:

- **Quality Conversation**—empathetic dialogue
- **Shared Experiences**—invited to participate in activities
- **Small Group Dialogue**—sharing ideas and suggestions
- **Working in Close Physical Proximity**—making a difference together

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**Quality Conversation**

Empathetic dialogue is where two individuals share thoughts and feelings in a friendly, safe, and uninterrupted context.

Your first focus is on understanding THEIR thoughts and feelings. Once you have LISTENED well, then you can share your point of view.
Shared Experiences

For some, sharing experiences is important to feel connected and encouraged – sharing experiences creates a bond between coworkers.

Small Group Dialogue

Some people feel valued sharing ideas and suggestions in a small group setting instead of one-on-one. Look for ways to include others in small groups.
Close Proximity

Working in the same physical area with others when possible can add to a greater sense of accomplishment and appreciation.

Quality Time

Recommended Ways to Spend Quality Time

- Go to lunch together
- Take a walk together during a break
- Stop by and check in with them about how things are going
Acts of Service

This is the language that expresses a sincere desire to help with a cheerful attitude.

Don’t tell me, show me!
Actions speak louder than words!

These people don’t work for praise or recognition. They simply enjoy working and seeing tasks completed. Therefore, praising them or giving attention to their accomplishments doesn’t really motivate them.

Acts of Service

Providing assistance to your colleagues is a powerful expression of appreciation...

FUN FACT
Offering to do routine tasks you know they don’t enjoy will mean a lot to many coworkers!
Acts of Service

WHAT? WHEN? WHERE?

Always ask first, serve voluntarily, check your attitude, complete what you start, and be HUMBLE. Make sure your own responsibilities are covered before volunteering to help others.

Tangible Gifts

This is the language that uses giving a person a gift. It's interesting to note that only 10% of employees indicate receiving gifts as their preferred language of appreciation.

When gift giving IS appropriate it is the thought and attention behind the gift that sends a personalized message of thanks, appreciation, and encouragement.
Identifying Your Appreciation Languages

What did you identify as your PRIMARY and SECONDARY languages of appreciation?

What is your LEAST VALUED language? Remember to take extra time and effort to show others appreciation in this language since this might be a blind spot for you!

HOW to Show Your Appreciation

For appreciation to be truly effective it must be: individualized, personal, genuine, and authentic.

Discovering your coworkers’ appreciation languages is easy!

1. Observe what they do
2. Observe what they ask of others
3. Listen to their dislikes
4. Ask them!
Final Thought: You First?!

By effectively communicating appreciation and encouragement to others, YOU can be the inspiration that creates a more positive work environment for yourself and those around you.

REFERENCES

Concepts and tools for this e-learning module were derived from the book “The Five Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People” by Gary Chapman and Paul White (Northfield Pub. - 2012)