

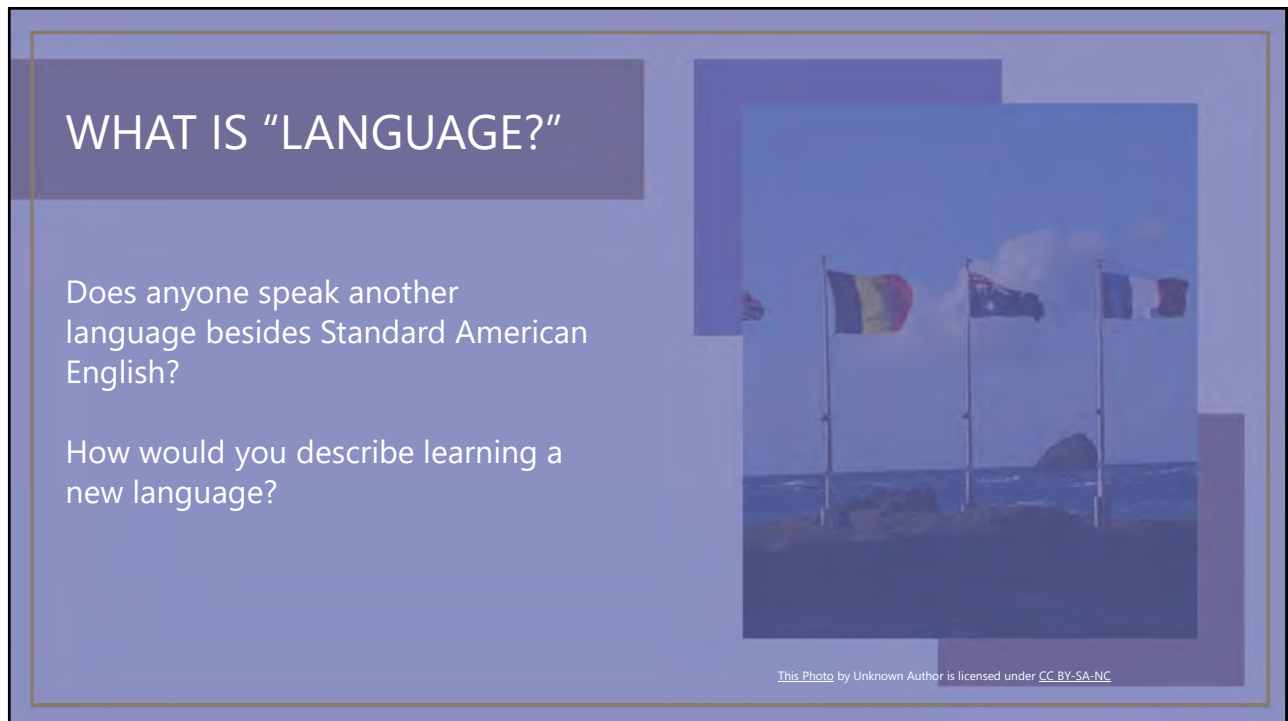
SPEAKING THE 5 LANGUAGES OF APPRECIATION IN THE WORKPLACE*

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PACFAA CONFERENCE
APRIL 1, 2022

*Please bring a pen or pencil and scratch paper!

AGENDA

- I. Definitions
- II. Communication in today's workplace
- III. "Seek first to Understand"
- IV. Introduction to the 5 Love Languages
- V. Brief Poll* (pen and paper)
- VI. Breakout discussions (2 – 5 people per group)
- VII. Q&A and closing
- VIII. Post-session follow up survey



LEARNING A NEW LANGUAGE

- Translating your native tongue
- Understanding the context
- Cultural component
- Tone can change the meaning



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WHY IS LEARNING THE LANGUAGES OF APPRECIATION IMPORTANT IN THE WORKPLACE?

- Common language can help build better working relationships
- Appreciation demonstrates value
- Only 1/3 workers in the U.S. strongly agree that they received recognition or praise for doing good work in the past 7 days (Gallup, 2016)
- 48% of American's working population is actively job searching or looking for new opportunities (Gallup, 2021)

In summary:

- Good relationships, consistent feedback, and good management practices show employees that they matter

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WORKING POST-COVID

How does working now differ from before the COVID-19 pandemic?

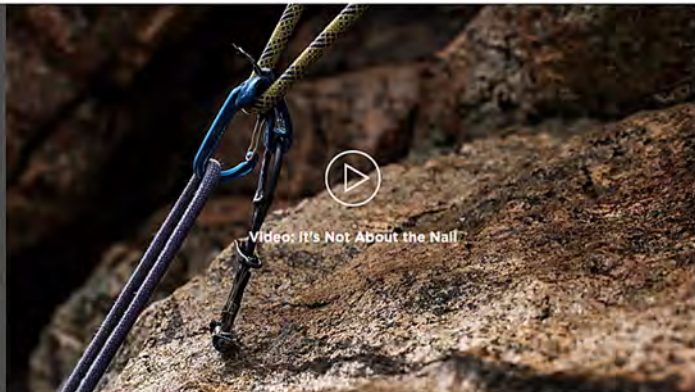


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WHAT DOES IT FEEL LIKE TO "BE HEARD?"

"Most people do not listen with the intent to understand; they listen with the intent to reply."

-DR. STEPHEN R. COVEY



Video: It's Not About the Nail

HABIT 5: SEEK FIRST TO UNDERSTAND, THEN TO BE UNDERSTOOD®

HOW TO LISTEN TO UNDERSTAND

What is the Golden Rule?

"Do unto others as you would have them do unto you."

Practicing the "Platinum Rule"

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



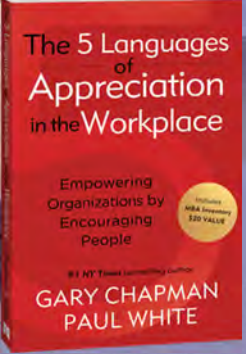


AN INTRODUCTION TO THE TEXT



Resources can also be found at your local library and at www.5lovelanguages.com

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AN INTRODUCTION TO THE TEXT



Resources can also be found at your local library and
at <https://mbainventory.com/>

LEARN YOUR "LOVE LANGUAGE"

- Let's take a poll.
- Read the statement.
- Select the letter of the phrase that most closely resembles you.
- Please make a note of the letters you selected.*

* We can't see individual answers, so please keep track of your letters

POLL QUESTIONS IN WORKSHOP

Of the following statements, which do you prefer?

- _____ makes me feel valued.
 - A. Being recognized for my achievements
 - B. Being greeted with a hug or a kiss on the cheek
 - C. Being recognized on a special day with a gift
 - D. Hanging out with my co-workers
 - E. Having a co-worker offer to do something for me
- _____ is really important to me.
 - A. Hearing thanks
 - B. Sitting next to my co-workers
 - C. Receiving a gift card as a thank you
 - D. People taking time to listen to my ideas
 - E. Trusting that something I asked to be done is completed
- After a large project is done...
 - A. I'd like acknowledgment for a job well done.
 - B. I'd be the one giving the high fives or fist bumps.
 - C. I'd enjoy a small token of appreciation for my efforts.
 - D. I'd like to go out to celebrate with my co-workers.
 - E. I'd appreciate others helping me wrap up.
- When I'm feeling stressed, _____ would help me feel better.
 - A. encouraging words
 - B. a hug from my best friend
 - C. someone taking the time and effort to get me something I like
 - D. people listening and showing genuine interest in what I'm saying
 - E. others helping me get things done

Of the following statements, which do you prefer?

- I need _____ every day.
 - A. to hear positive feedback
 - B. to physically interact with people
 - C. to feel appreciated with a tangible reward
 - D. to spend quality time with people
 - E. to know that my co-workers are willing to help
- I value _____.
 - A. written or verbal praise.
 - B. being physically present for others.
 - C. achievement awards or bonuses.
 - D. being listened to.
 - E. a cooperative environment.
- I feel special when people go out of their way to...
 - A. Tell me I'm doing a good job.
 - B. Give me a pat on the back or a hug.
 - C. Make a personalized gift for me.
 - D. Make time to spend with me.
 - E. Help me without being asked.

LEARN YOUR LOVE LANGUAGE

- This was a quick poll!
- The letter with the most answers is likely your love language

Column	Love Language
A	Words of Affirmation
B	Physical Touch
C	Receiving Gifts
D	Quality Time
E	Acts of Service



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PEOPLE HAVE PREFERENCES

Some people prefer not to be thanked in groups.

Some don't mind.

Some like being recognized in print/online.

Some hate pictures.

Some people like a party!

Some are content with just one or two people expressing appreciation.



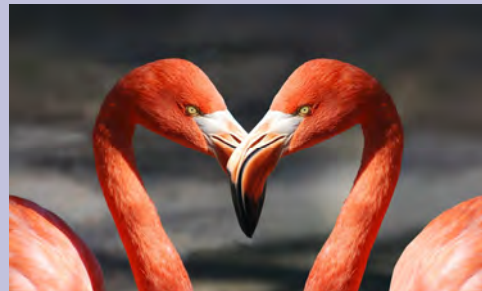
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SHARE THE LOVE!

Column	Love Language
A	Words of Affirmation
B	Physical Touch
C	Receiving Gifts
D	Quality Time
E	Acts of Service



Breakout sessions! (Don't go just yet!)

You will meet for 10 minutes.

You will be answering the following questions: Based on your love language, how would you like to be shown appreciation at work?

Based on your love language, what should people avoid doing (what makes you feel unappreciated)?

SHARE THE LOVE!

Column	Love Language
A	Words of Affirmation
B	Physical Touch
C	Receiving Gifts
D	Quality Time
E	Acts of Service



NOW - Please select a new session based on your letter.

Please select a session with no more than 5 people. Answer:

- Based on your love language, how would you like to be shown appreciation at work?
- Based on your love language, what should people avoid doing (what makes you feel unappreciated)?

Select one person to share in the chat or out loud when we return.

THE 5 LOVE LANGUAGES





How do you show appreciation at work to someone whose primary love language is Words of Affirmation?



WORDS OF AFFIRMATION

- Values recognition in the form of praise.
 - Tries to avoid criticism.
 - Be specific.
 - Be sincere.
- Acknowledge in the context of a positive and healthy relationship.



How do you show appreciation at work to someone whose primary love language is **Physical Touch**?



PHYSICAL TOUCH

- Appropriate physical touch in the workplace
- Intention is warm, supportive, and positive
- Consider culture, comfort level, and hierarchy





How do you show appreciation at work to someone whose primary love language is **Receiving Gifts**?

RECEIVING GIFTS

- Tangible rewards or tokens of appreciation
- Not necessarily an expensive gift
- A gift the person values will have the most impact
- May send a negative message to someone who does not have this as their love language



How do you recognize the work of
someone whose primary love language is
Quality Time?



QUALITY TIME

Prefers being with and doing things together
with friends and loved ones
Likes when people take the time to understand their feelings
Desires quality conversations

How could you show appreciation to someone whose primary love language is Acts of Service?



- Likes to create a stress-free environment
- May not request assistance, but does enjoy when others help
- Prefers that help is given voluntarily and at the same level of quality as they would do it.

SUMMARY: TRY FOR ALL FIVE


Make others a priority.
Listen actively.
Learn others' values and interests.
Reflect the person's preferences back to them.
Help others when you see the need.

WHICH LOVE LANGUAGE?	HOW TO COMMUNICATE	ACTIONS TO TAKE	THINGS TO AVOID
 WORDS OF AFFIRMATION	Encourage, affirm, appreciate, empathize. Listen actively.	Send an unexpected note, text, or card. Encourage genuinely and often.	Non-constructive criticism, not recognizing or appreciating effort.
 PHYSICAL TOUCH	Non-verbal – use body language and touch to emphasize love.	Hug, kiss, hold hands, show physical affection regularly. Make intimacy a thoughtful priority.	Physical neglect, long stints without intimacy, receiving affection coldly.
 RECEIVING GIFTS	Thoughtfulness, make your spouse a priority, speak purposefully.	Give thoughtful gifts and gestures. Small things matter in a big way. Express gratitude when receiving a gift.	Forgetting special occasions, unenthusiastic gift receiving.
 QUALITY TIME	Uninterrupted and focused conversations. One-on-one time is critical.	Create special moments together, take walks and do small things with your spouse. Weekend getaways are huge.	Distractions when spending time together. Long stints without one-on-one time.
 ACTS OF SERVICE	Use action phrases like "I'll help...". They want to know you're with them, partnered with them.	Do chores together or make them breakfast in bed. Go out of your way to help alleviate their daily workload.	Making the requests of others a higher priority, lacking follow-through on tasks big and small.

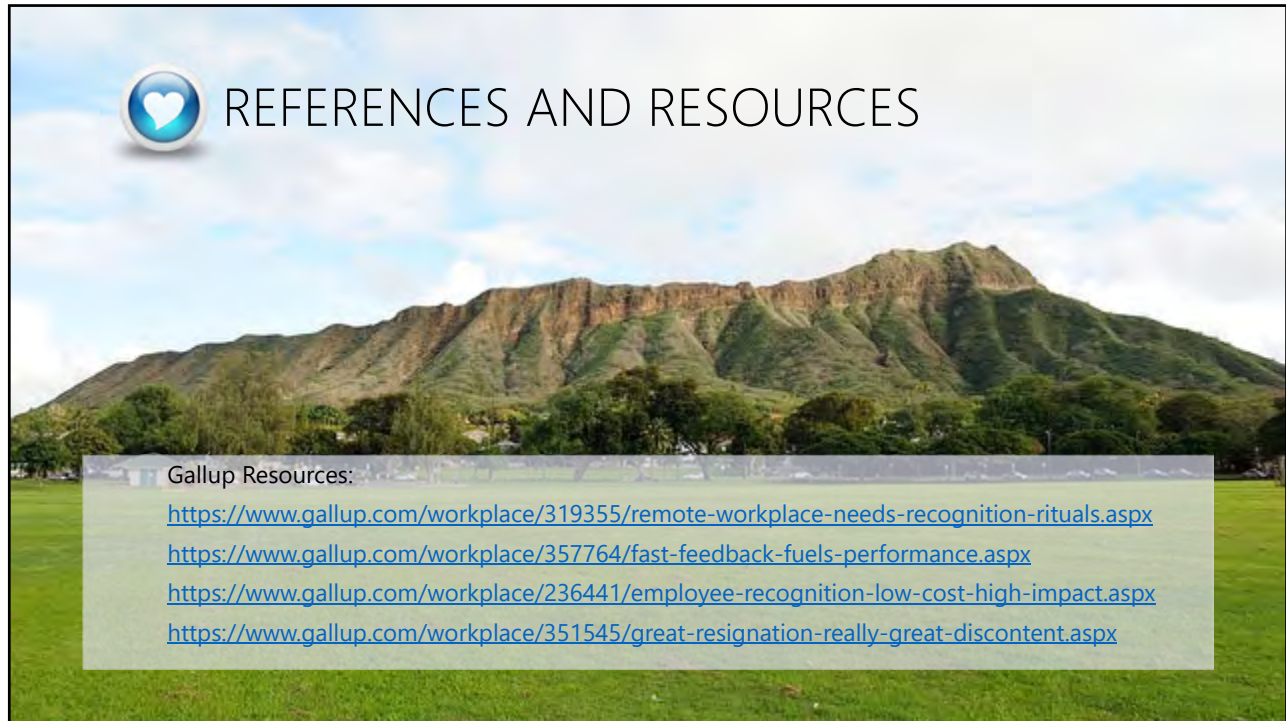
Graphic from fiercemarriage.com


QUESTIONS?

Please help me by completing a quick survey at
<https://bit.ly/5lasurvey>.



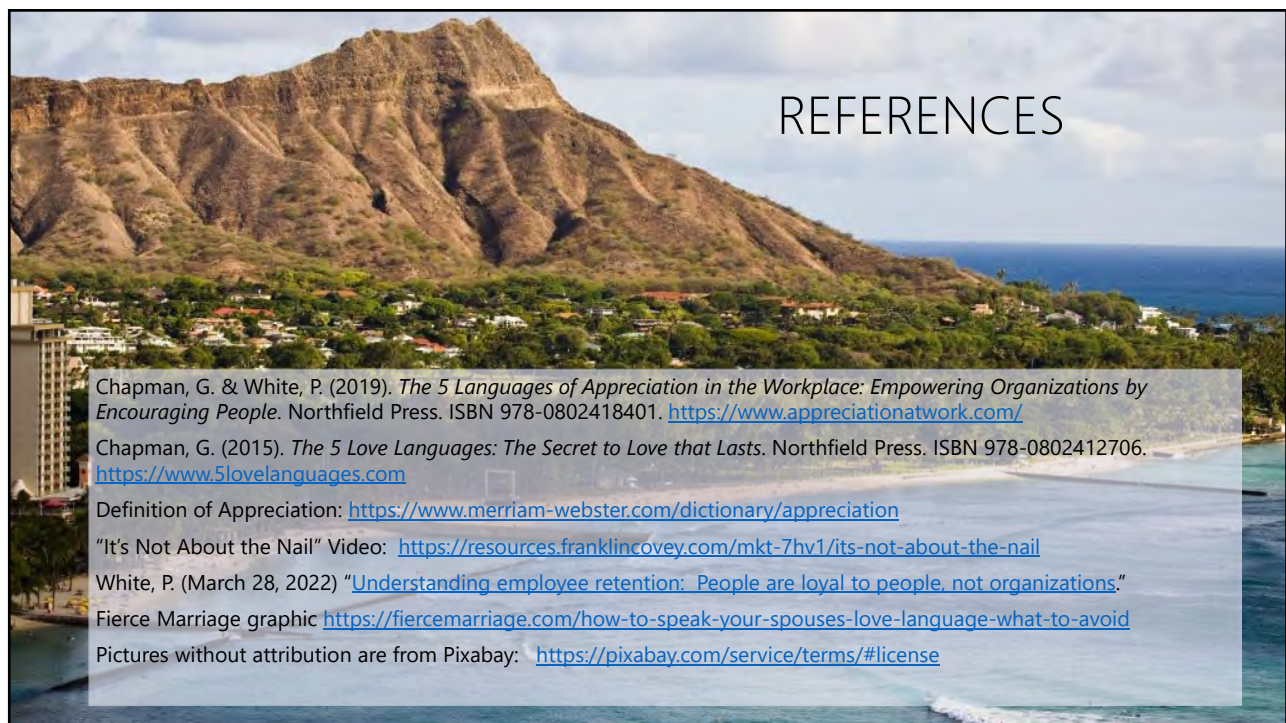
Thank you for your time and attention!



 REFERENCES AND RESOURCES

Gallup Resources:

- <https://www.gallup.com/workplace/319355/remote-workplace-needs-recognition-rituals.aspx>
- <https://www.gallup.com/workplace/357764/fast-feedback-fuels-performance.aspx>
- <https://www.gallup.com/workplace/236441/employee-recognition-low-cost-high-impact.aspx>
- <https://www.gallup.com/workplace/351545/great-resignation-really-great-discontent.aspx>



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Chapman, G. & White, P. (2019). *The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People*. Northfield Press. ISBN 978-0802418401. <https://www.appreciationatwork.com/>

Chapman, G. (2015). *The 5 Love Languages: The Secret to Love that Lasts*. Northfield Press. ISBN 978-0802412706. <https://www.5lovelanguages.com>

Definition of Appreciation: <https://www.merriam-webster.com/dictionary/appreciation>

"It's Not About the Nail" Video: <https://resources.franklincovey.com/mkt-7hv1/its-not-about-the-nail>

White, P. (March 28, 2022) "[Understanding employee retention: People are loyal to people, not organizations.](#)"

Fierce Marriage graphic <https://fiercemarriage.com/how-to-speak-your-spouses-love-language-what-to-avoid>

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