Meaningful Appreciation in the Workplace

MWEA WWAdCon

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The Magic Formula

Aptitude + Attitude + Practice = Successful Employee
APTITUDE
Aptitude

aptitude

noun | ap - ti - tude | \'ap-tə- , tūd, -, tyūd\n
Can Do!
Learning Cycle

TRAINING:

- Provided in a logical, sequential manner
- Start small – build on concepts over time
- Allow for hands-on application
- Provide regular, SPECIFIC feedback
- Support and encourage growth
ATTITUDE
Attitude

attitude
noun | at·ti·tude | \\ˈa-təˌtūd, -ˌtyūd\
# Psychological Contract

Employees and employers should feel as though there is balance between efforts and rewards.

**EMPLOYEE INPUTS:**
- Work
- Time
- Effort
- Dedication
- Professionalism
- __________________________
- __________________________

**EMPLOYER OUTPUTS:**
- Pay
- Benefits
- Professional Development
- Rewarding Work
- Recognition
- __________________________
- __________________________
Psychological Contract

Employee Inputs = Employer Outputs
Employee Satisfaction & Engagement

A POSITIVE, HEALTHY WORK CULTURE =

- Increased job satisfaction
- Employees feel good about themselves and are happy
- Positive views of Psychological Contract
- Fair and balanced treatment at work
- Increased levels of trust, faith, commitment, enthusiasm
Basic Human Needs

- SAFETY – Physical Survival
  - Feelings of belonging, stability, protection

  AND...

- LOVE – Psychological Survival
  - Feelings of support, understanding, appreciation
Maslow’s Hierarchy of Needs

- Abraham Maslow, 1943
- Until the most basic needs are satisfied, a person cannot experience higher level feelings.
- This portion of the theory has been disproven – ie: those living in poverty can still experience love
- However, the more basic the need, the more attention we give it when we go without
In today’s workplace, employees are expected to consistently do **MORE with LESS**. Competition is greater, budgets are tighter and stress is a constant.

Turnover is inevitable, but **which of these factors** is the main contributor to an employee’s decision to leave?
Why Employees Leave

- Lack of Advancement Opportunities
- Better Pay and/or Benefits Elsewhere
- More Flexibility – Duties and/or Work Schedule
- Lack of Appreciation – Feeling like your contributions aren’t valued…a cog in the machine
- Personality Conflicts
- Poor Fit – Skills are not a good match for the position requirements
- Others?
Why Employees Leave

79% of people who quit their job cite lack of appreciation as their reason for leaving

The 5 Languages of Appreciation in the Workplace, Gary D. Chapman and Paul E. White, 2011
Say WHAT?!

65% of North Americans say they’ve received no appreciation or recognition in the last YEAR!

The 5 Languages of Appreciation in the Workplace, Gary D. Chapman and Paul E. White, 2011
How would you rate yourself?

51% of supervisors/managers feel they do a good job of making their employees feel appreciated

The 5 Languages of Appreciation in the Workplace, Gary D. Chapman and Paul E. White, 2011
What about the other 49%?

Reasons that supervisors don’t communicate appreciation (well and/or often)

- Lack of Time
- Low Priority
- History of Failure
- Uncertain as to How
- Others?
Would your employees agree?

17% of employees feel their supervisor/manager does a good job of making them feel appreciated

The 5 Languages of Appreciation in the Workplace, Gary D. Chapman and Paul E. White, 2011
The Disconnect - 51% vs. 17%

Employee Recognition ≠ Authentic Appreciation

- Top Down
- One-Size Fits All
- Generic

- Holistic
- Customized
- Genuine
What makes appreciation meaningful?
Meaningful Appreciation...

1. Is communicated regularly
2. Is provided in a language an employee values (personalized)
3. Is viewed as authentic and genuine
How do you like your boss to recognize you/your efforts?
The 5 Appreciation Languages

1. Words of Affirmation (spoken and/or written)
2. Tangible Gifts
3. Quality Time
4. Acts of Service
5. Physical Contact

The 5 Languages of Appreciation in the Workplace, Gary D. Chapman and Paul E. White, 2011
1. Words of Affirmation

- Spoken words, or
- Written words (text, email, thank you note)
  - Can affirm an employee’s accomplishments, character and/or personality
  - Preferences for how these are delivered: one-on-one, in front of the team, publically in front of entire organization
2. Tangible Gifts

- Gift Cards
- Tickets to an Event
- Food/Candy/Coffee
  - Has to be relevant to the individual – Ie: Don’t give a vegetarian a gift card to Omaha Steaks.
3. Quality Time

- Your one-on-one attention
  - Take them to lunch
  - Go for a walk
  - Schedule regular meetings to provide feedback and support
4. Acts of Service

- Making their job easier
  - Getting their equipment fixed/functioning
  - Getting answers to their questions

- Helping someone get their job done – pitching in when you see they are overloaded
  - Ask, ‘How can I help?’
  - Ask, ‘How would you like me to do it?’
5. Physical Touch

- Not a license to get hand-sy with your staff!
  - High fives
  - Fist bumps
  - Handshakes
  - Pat on the back (not to include rubbing or massaging)
Requires Little/No Money

Requires an investment of time, not significant financial resources
Signs Your Appreciation is Missing the Mark

- Discouragement
- Irritability and Resistance
- Increased Absenteeism or Tardiness
- Cynicism and Sarcasm
- Apathy and Passivity
- Social Withdrawal
- Negative Work Environment
Remember your Tendencies

We tend to show appreciation to others in ways that we like to receive appreciation ourselves. Similar to our natural communication and personality styles.

To customize the language you use:

1. Be aware that there are different styles
2. Have staff self-identify their wants/needs
3. Tailor your actions based on employee results
To Determine an Employee’s Language

- Observe Their Behavior
- Observe What They Request of Others
- Listen To Their Complaints

For more in-depth analysis:
- Complete the MBA (Managing by Appreciation) Inventory @ http://mbainventory.com/
A Little Fun!

Log on to:
http://www.5lovelanguages.com/profile/appreciation/

1. Enter your email address
2. Click ‘START’
3. Complete the short 3-4 question screening
4. Get your results!
Motivation and appreciation isn’t solely a top-down process. Not only do you as the manager need to be aware of your employees’ languages, but employees need to be aware of your language and each other’s language too if we really want to ‘feel the love’.
the MORE YOU PRACTICE THE BETTER YOU GET
Remember the Magic Formula

Aptitude + Attitude + Practice = Successful Employee
The Key Ingredient: YOU!

People don’t leave jobs, people leave people. Spend your time wisely to get the most out of your team:

- Providing Clear Direction and Opportunities to Develop Skills
- Giving Regular Feedback – honest, respectful, professional
- Appreciating the Efforts of your Team