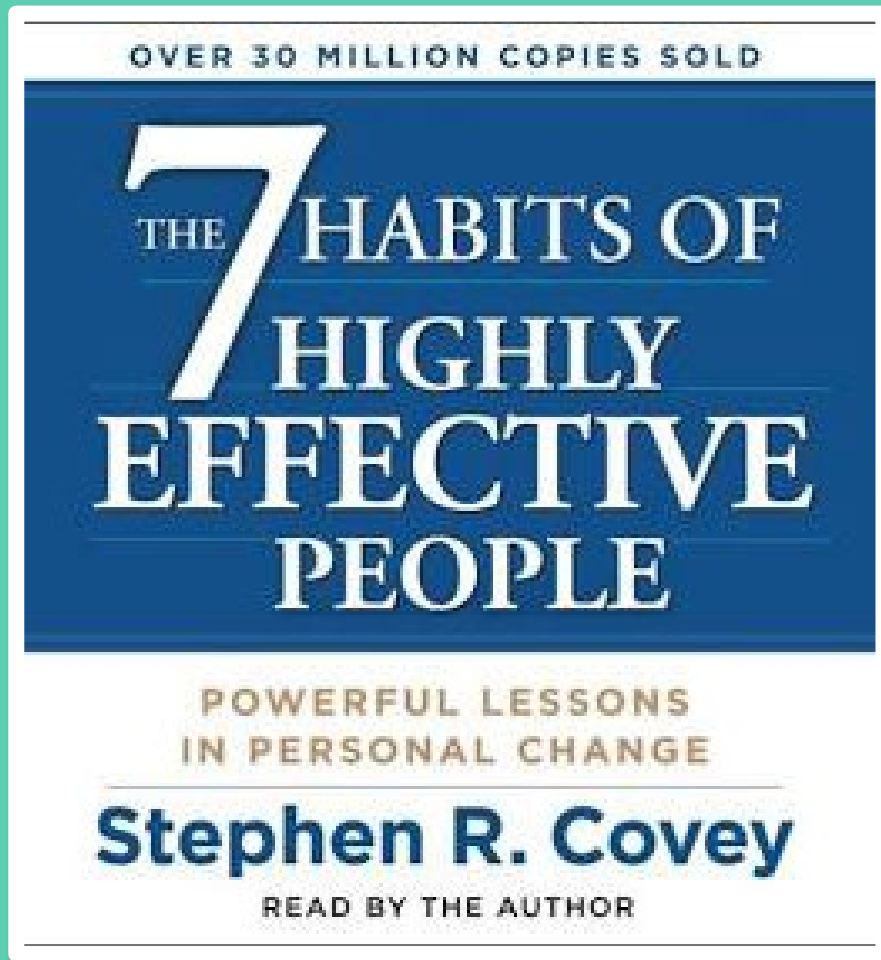




5 Languages of Appreciation in the Workplace to Avoid Burnout

Troy Kasting, Creekside High School



“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.”

Steven Covey

FIVE DIFFERENT GENERATIONS IN ONE WORKPLACE

2% Traditionalists

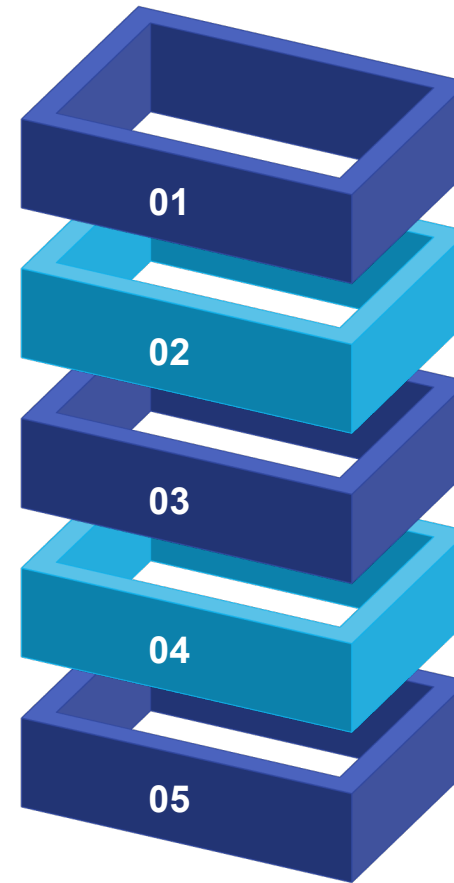
(born before 1946)

33% Generation X

(born between 1965 and 1976)

5% Generation Z

(born after 1997)



25% Baby Boomers

(Born between 1946 and 1964)

35% Generation Y, or Millennials

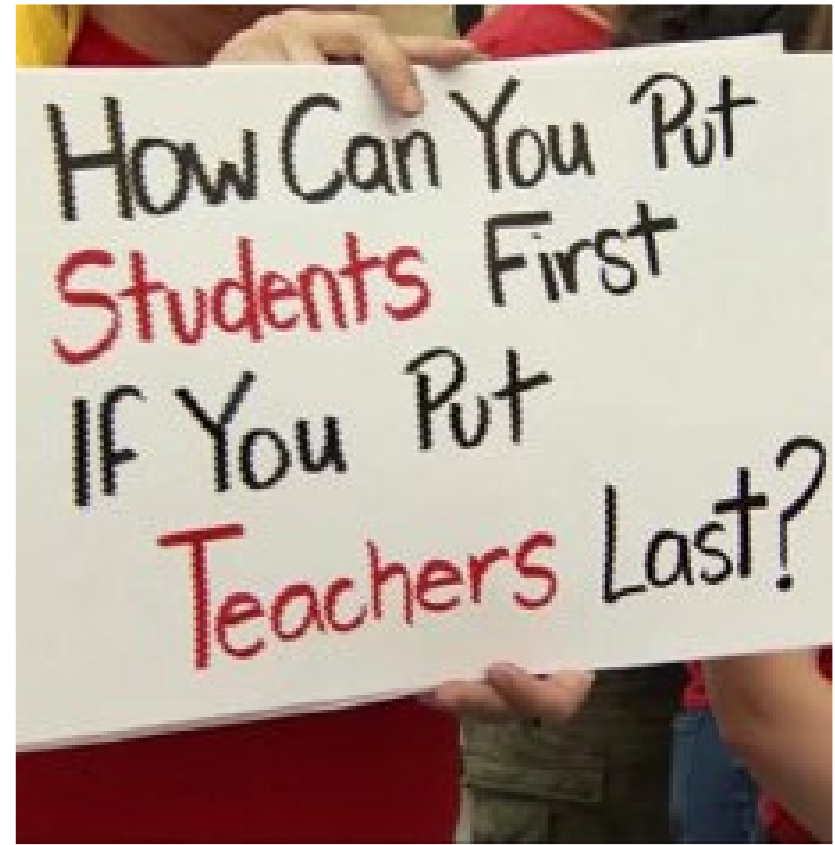
(born between 1977 and 1997)



2020 Edelman Trust Barometer

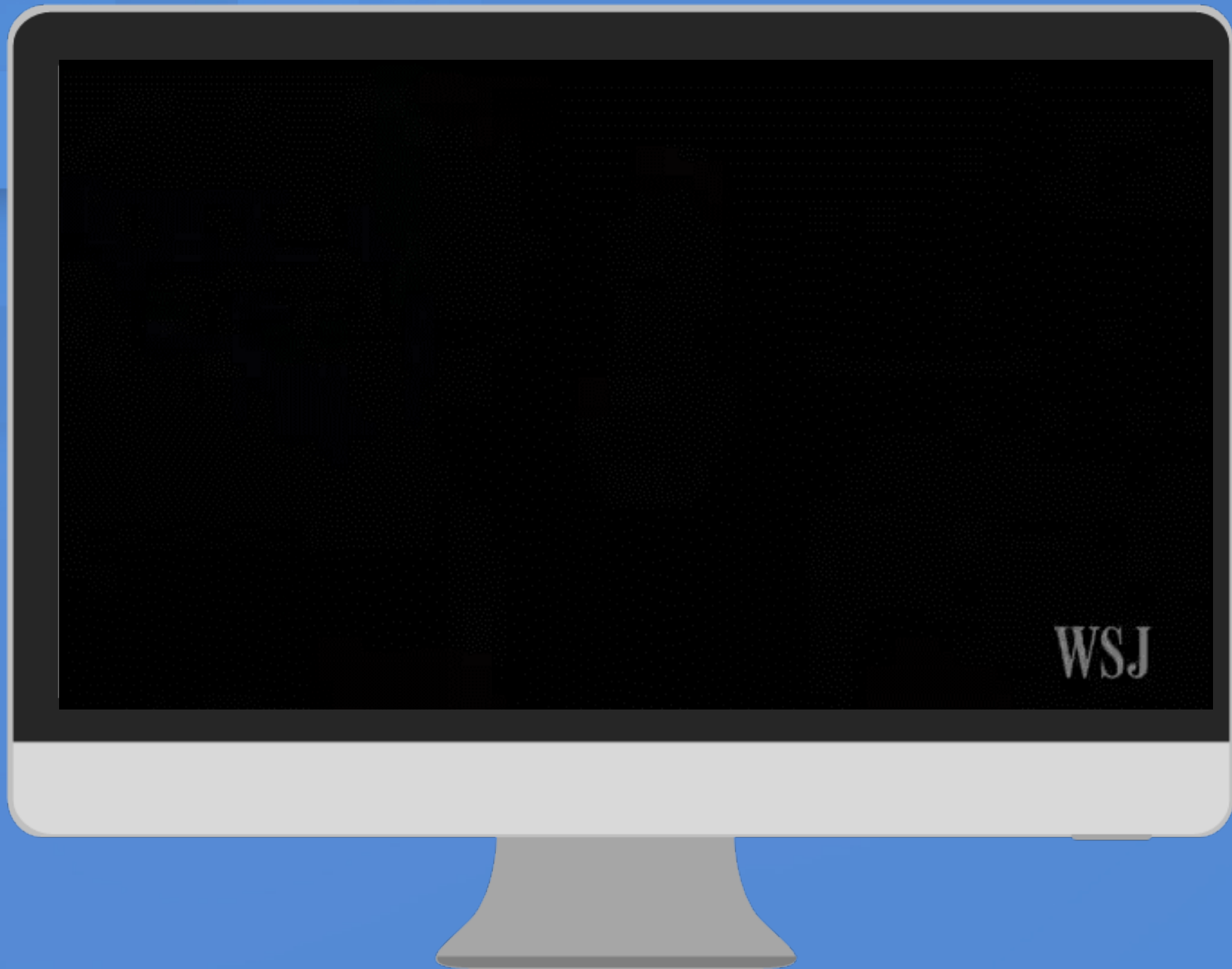
- **First time ever Americans now saying they are not confident hard work will lead to a better life**
- **Despite strong economy & full employment, Govt, Media, NGO's, Business all distrusted**
- **Only 43% of Americans believe they and their families will be better off in 5 years' time**
- **55% worry about "people like me losing respect and dignity I once enjoyed in this country"**

The Temperature is Rising

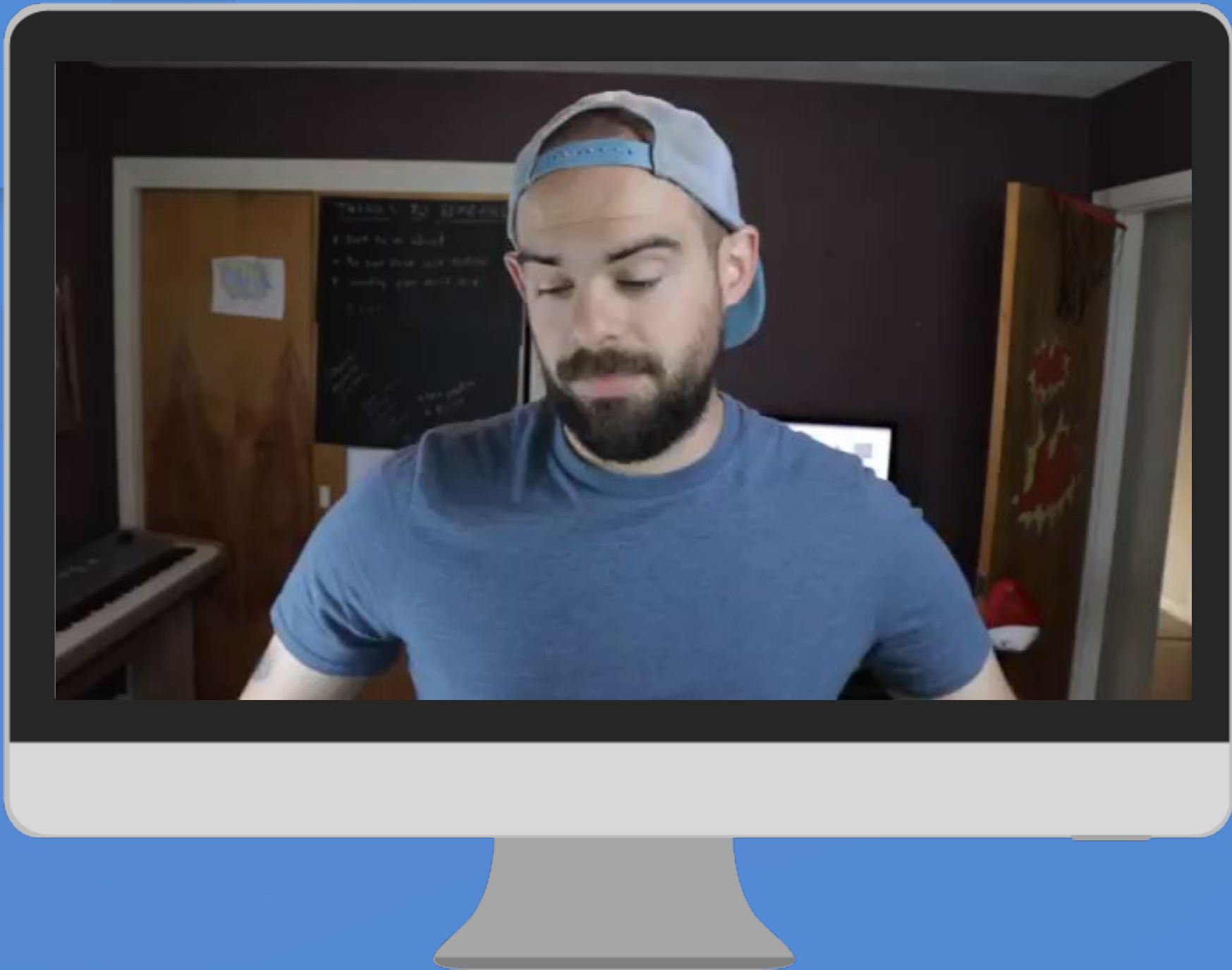


TRUST IS IN QUESTION





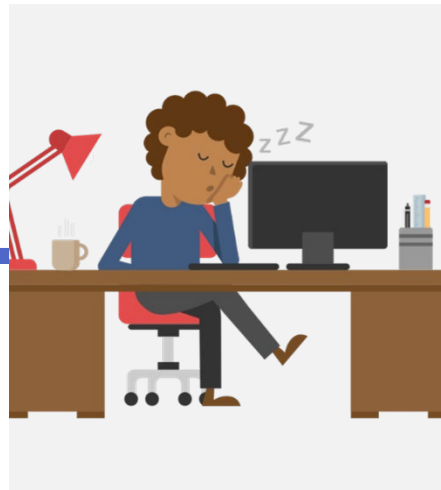
WSJ



Burnout Impacts Retention and Productivity



SYMPTOMS OF BURNOUT



SIGNS OF BURNOUT

% of respondents

were stressed

72%

85%

said their job intruded
on their personal life

considered
switching careers

67%

42%

lost sleep
over work

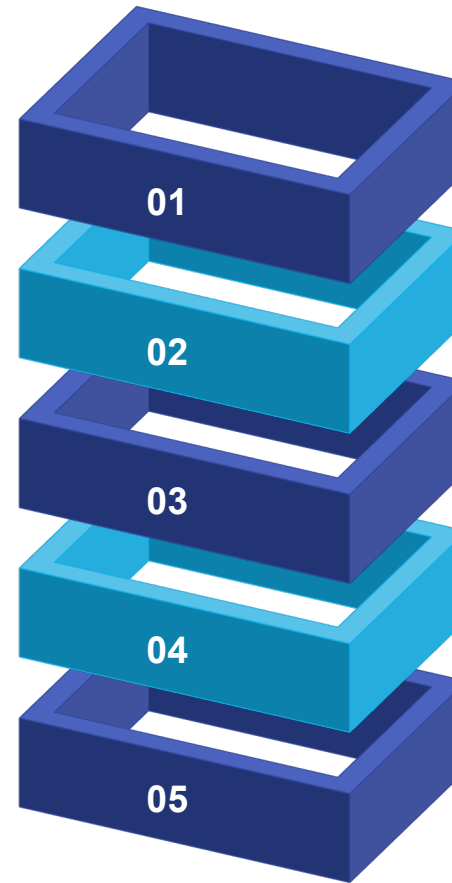


5 KEY PREDICTORS OF BURNOUT

FIRST IN/LAST OUT

SILENCE

COGNITIVE ISSUES



EVERYTHING IS A
PRIORITY

SOUR APPLE

Do you do a good job of recognizing employees' good work?

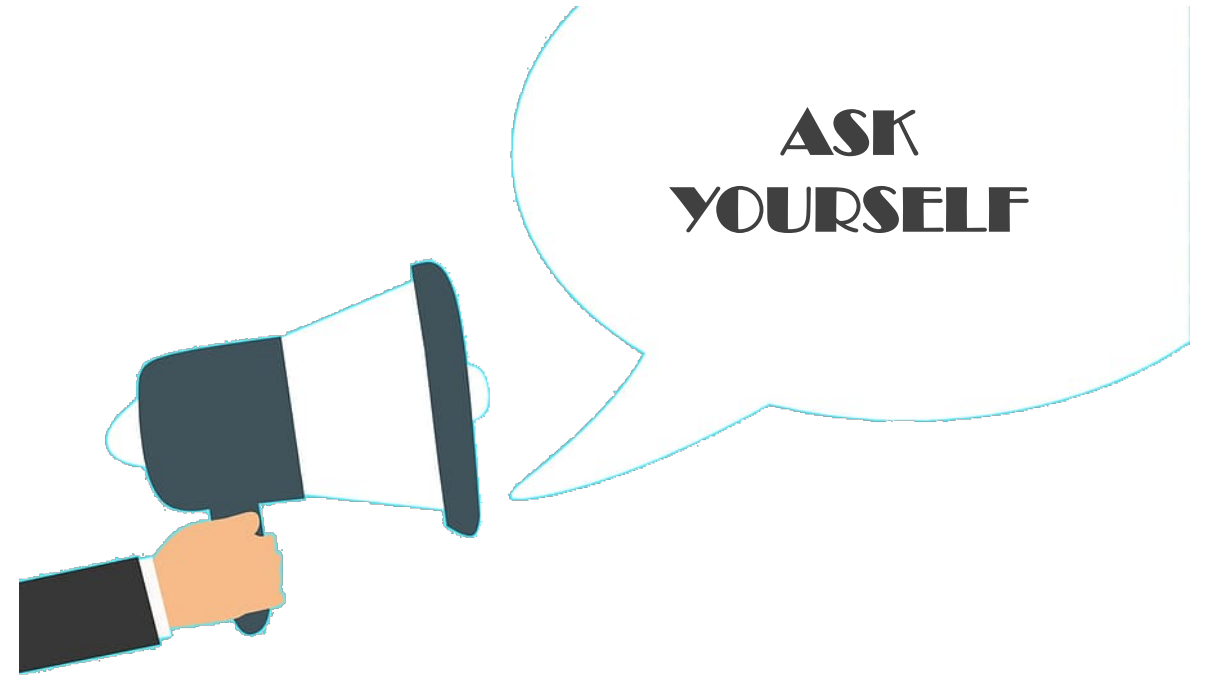
01

What percentage of employees think you do a good job of recognizing their good work?

02

What percentage of North American workers receive recognition in the past year?

03



POP QUIZ

51% of managers claimed they did a good job recognizing employees' good work. **Only 17% of those employees** said the manager showed recognition for a job well done

The most important factor related to job enjoyment cited by employees was feeling appreciated. Money was #8

65% of North American employees of all types received zero recognition in the past 12 months

74% never or rarely express gratitude to their boss



THE 5 LANGUAGES OF WORKPLACE APPRECIATION



APPRECIATION

Words of Affirmation

Quality Time

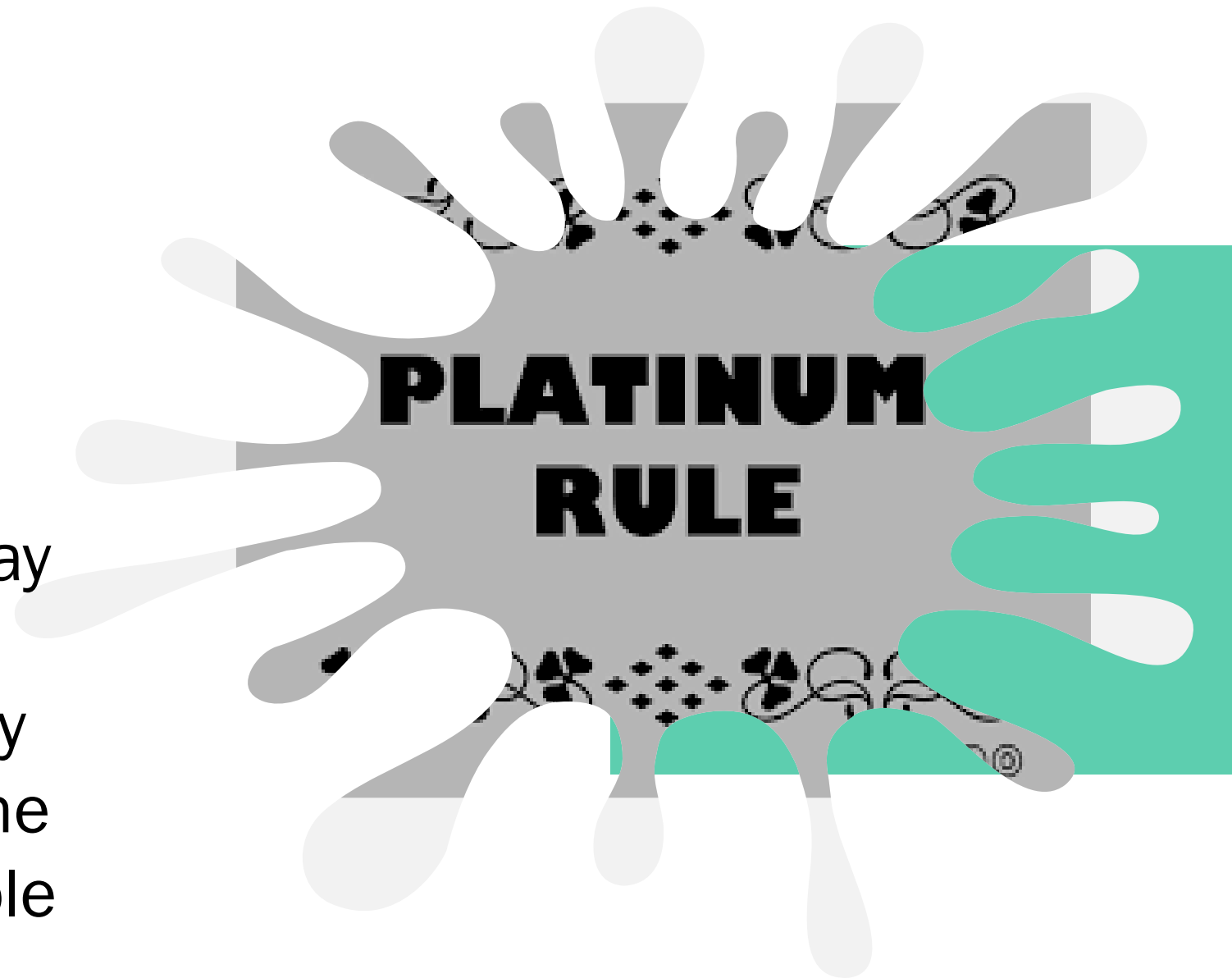
Acts of Service

Tangible Gifts

Physical Touch

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

Appreciate people in the way that they want to be appreciated. Not in the way that you might want or in the way that is most comfortable for you.



DIALECTS

Three
different
ways of
using
words to
affirm



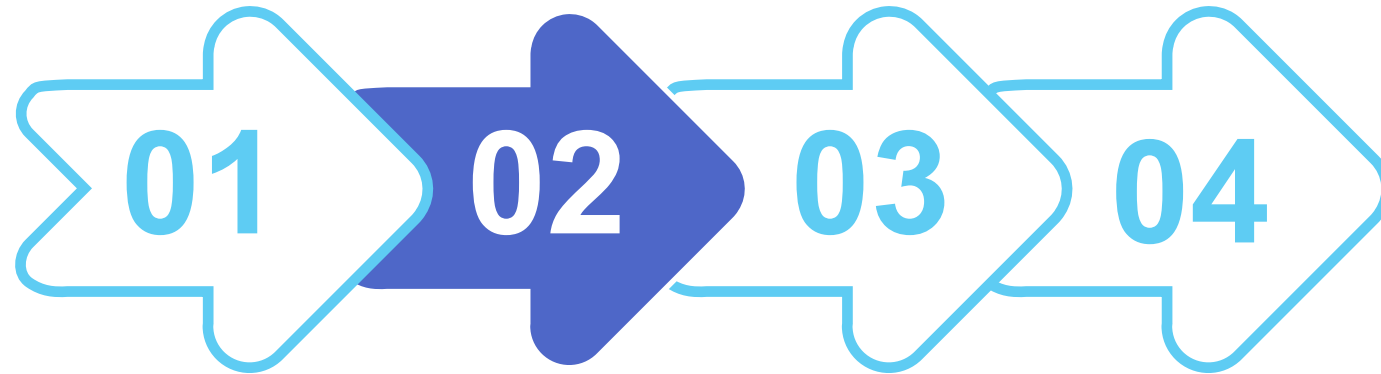
Quality time

This is the language that uses giving a person your undivided attention.

The key element of quality time is not proximity but personal attention.



Dialects – four different ways of using quality time to affirm



01 **Quality Conversation :**
empathetic dialogue – thoughts, feelings,
uninterrupted, create a safe environment maintain
eye contact, don't multitask, listen for feeling as
well as thoughts, affirm feelings, observe body
language, refuse to interrupt

03 **Small Group Dialogue**
Sharing ideas and suggestions

02 **Shared Experiences**
Invited to participate in activities

04 **Working in Close Physical Proximity to
Accomplish a Project**
making a difference together and/or contributions
valued by others

Acts of Service

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

Don't tell me show me!



Acts of Service

Tangible Gifts

This is the language that uses giving a person
a tangible gift/reward.

(not necessarily monetary)



Tangible gifts

Most effective when the gift shows that the giver has spent time and energy thinking about the gift.

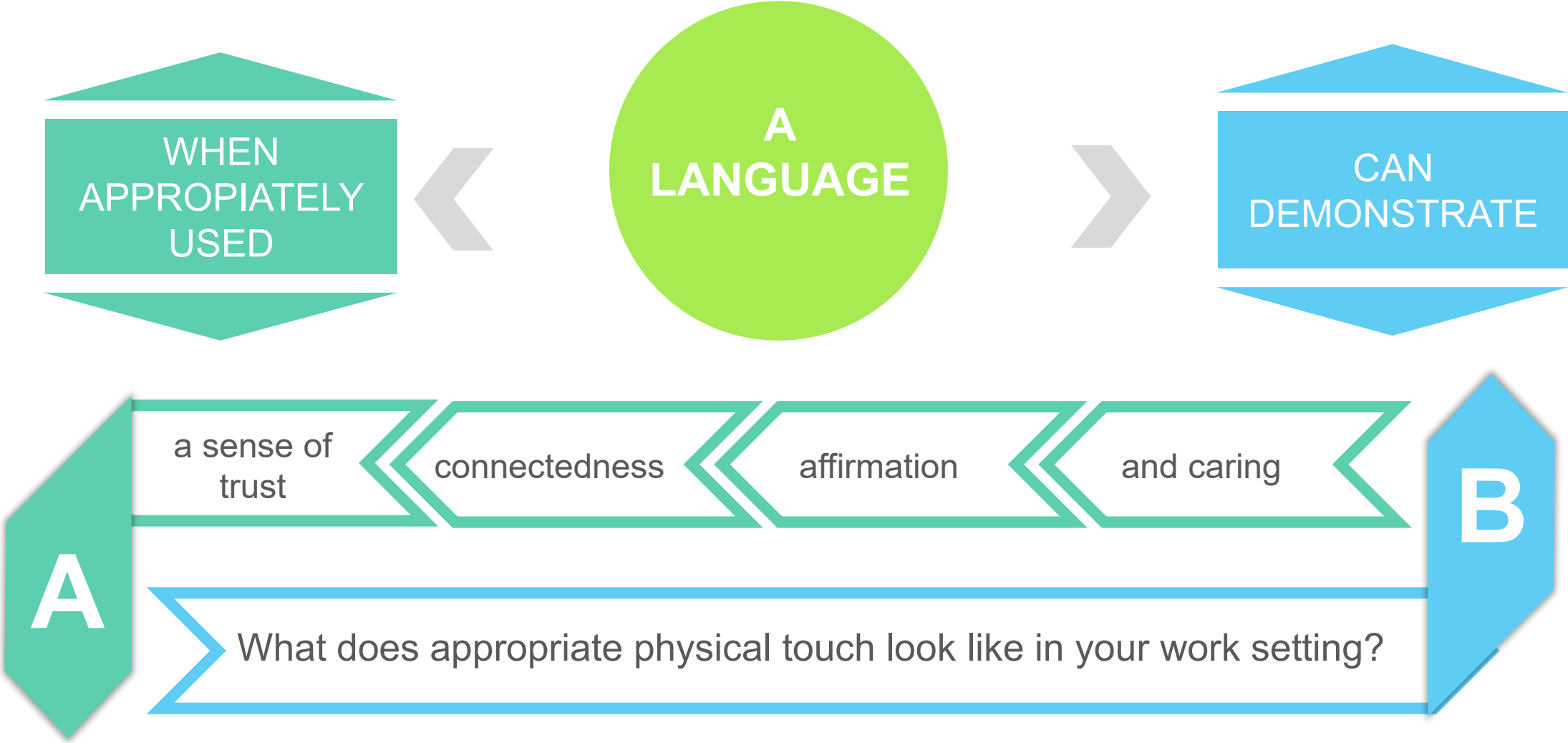
Be sure the gift is something that will actually be valued by the receiver.



Giving a gift to someone who doesn't really appreciate gifts has little impact and could create an offense.

Flex time or personal gift cards can be effective

PHYSICAL TOUCH



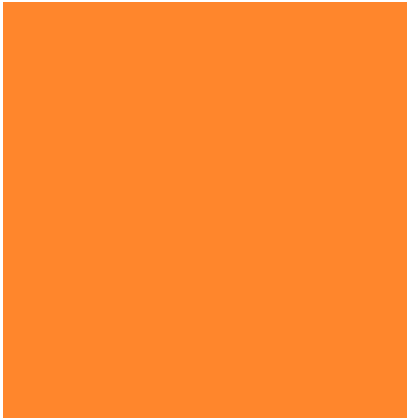
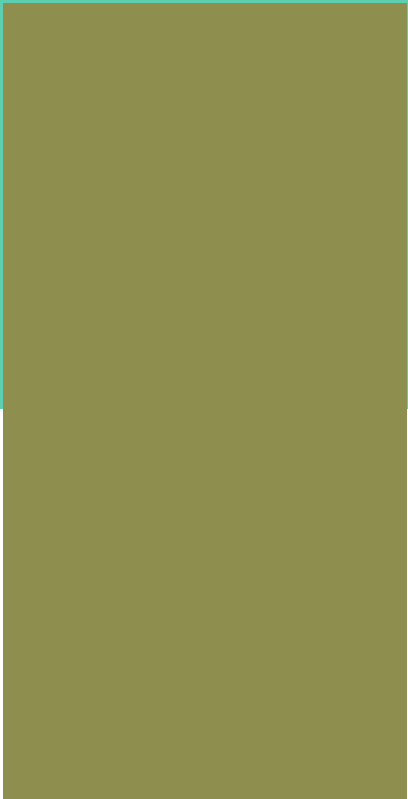


BUILDS

COMARADERIE



Blind spot



BLIND SPOT

a language we don't speak – something we don't know we don't know.

We don't value this language.
Assume others don't either

Work hard but people still don't feel appreciated.
“It doesn't count”

RESULTS?

- 1. Attendance improves & productivity increases**
- 2. Employees less irritable & internal conflict declines**
- 3. Employee turnover declines**
- 4. Customer (parents & students) satisfaction rises**
- 5. Supervisors & managers enjoy work more**
- 6. Relationships between management and employees improve**