

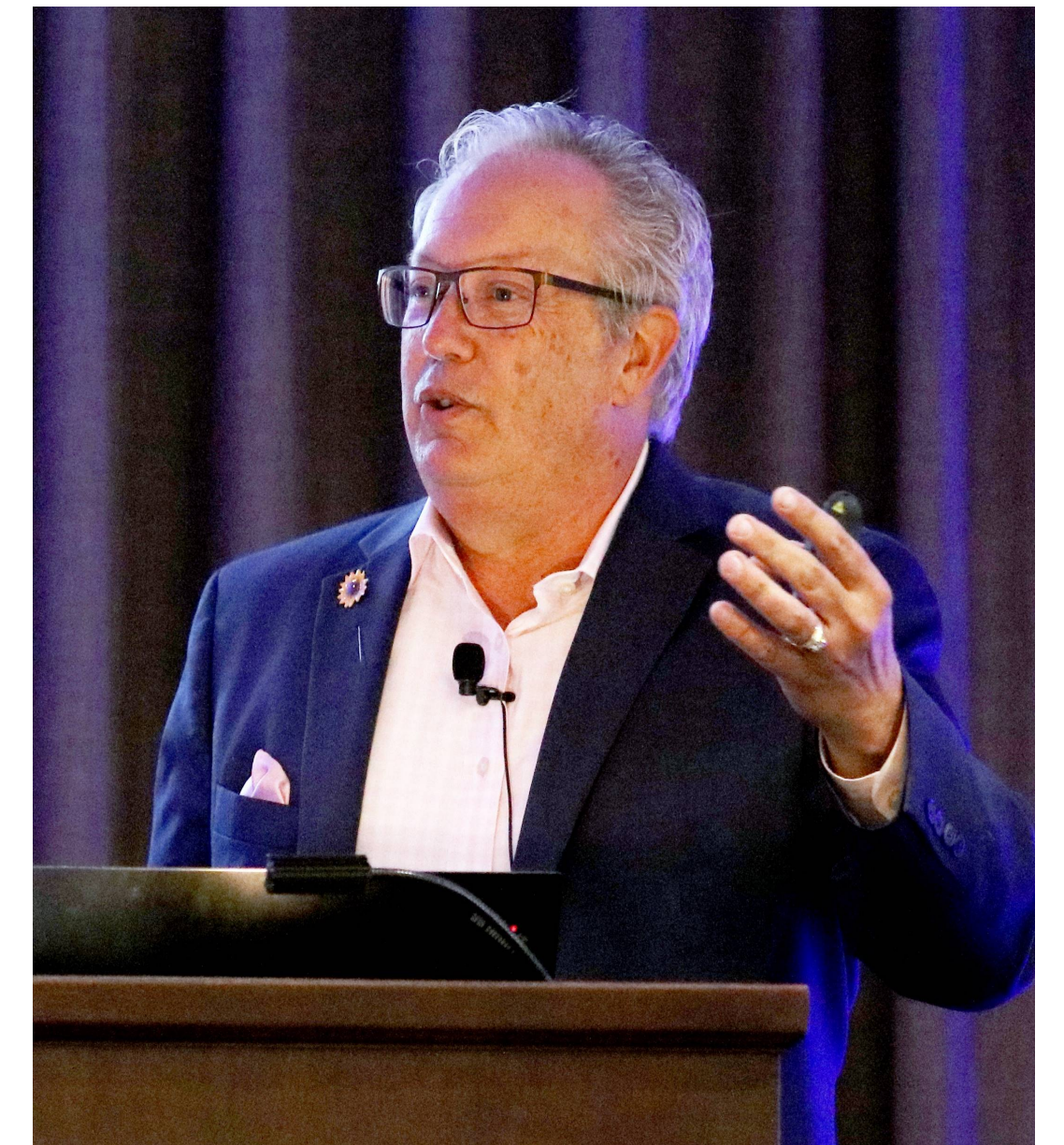
# **The Vocabulary of Diversity:** ***The 5 Languages of Appreciation***

with

Dr. Paul White

Psychologist, Co-author,

*The 5 Languages of Appreciation  
in the Workplace*



# “Vocabulary” of Diversity

“Vocabulary”  $\neq$  Words

“Vocabulary” = *Means of  
Communication*



# The Importance of Appreciation

Appreciation  $\neq$  *Words*



# Foundational Facts

People desperately want to  
feel appreciated.



# Foundational Facts

Most people don't feel  
appreciated.



# 65%\*

of North Americans report that they received **no recognition** or **no appreciation** at their workplace in the past year

\*[yesdrpaul@gmail.com](mailto:yesdrpaul@gmail.com)



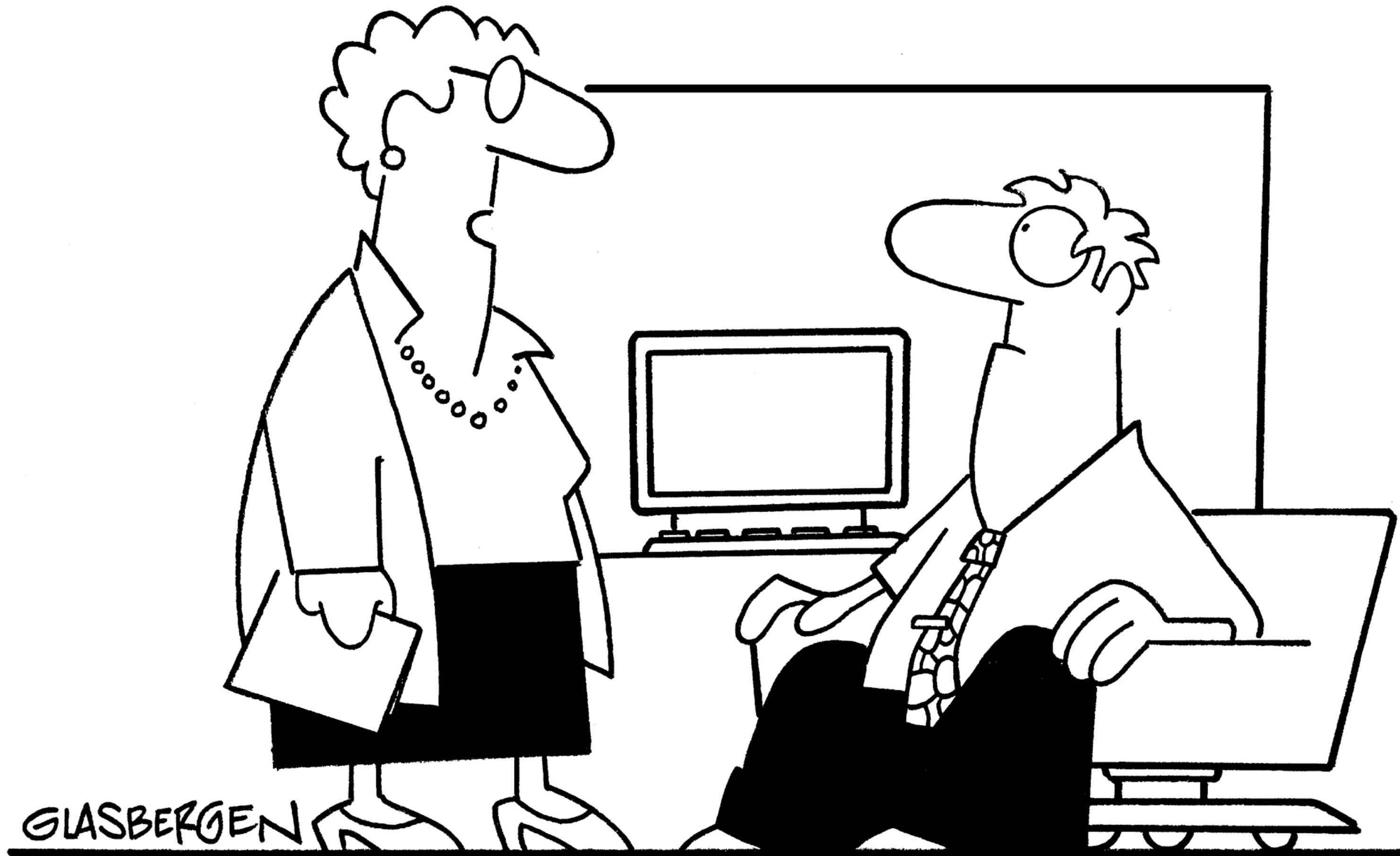
51%

of managers believe they do a good job of recognizing employees for work well done

17%

of employees believe their manager does a good job of recognizing employees

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**“If I walk past your desk without stopping to criticize your work, that counts as a compliment.”**



# 79%

of employees who quit their jobs cite a **lack of appreciation** as a **key factor** for their leaving



# The Value of Appreciation\*

Relationships improve

More positive workplace

Employee engagement increases

Conflict diminishes



\*Research citations available

# The Value of Appreciation\*

Turnover decreases  
Productivity & Profitability rise  
Tardiness & Absenteeism decline  
Customer Service Ratings increase



\*Research citations available

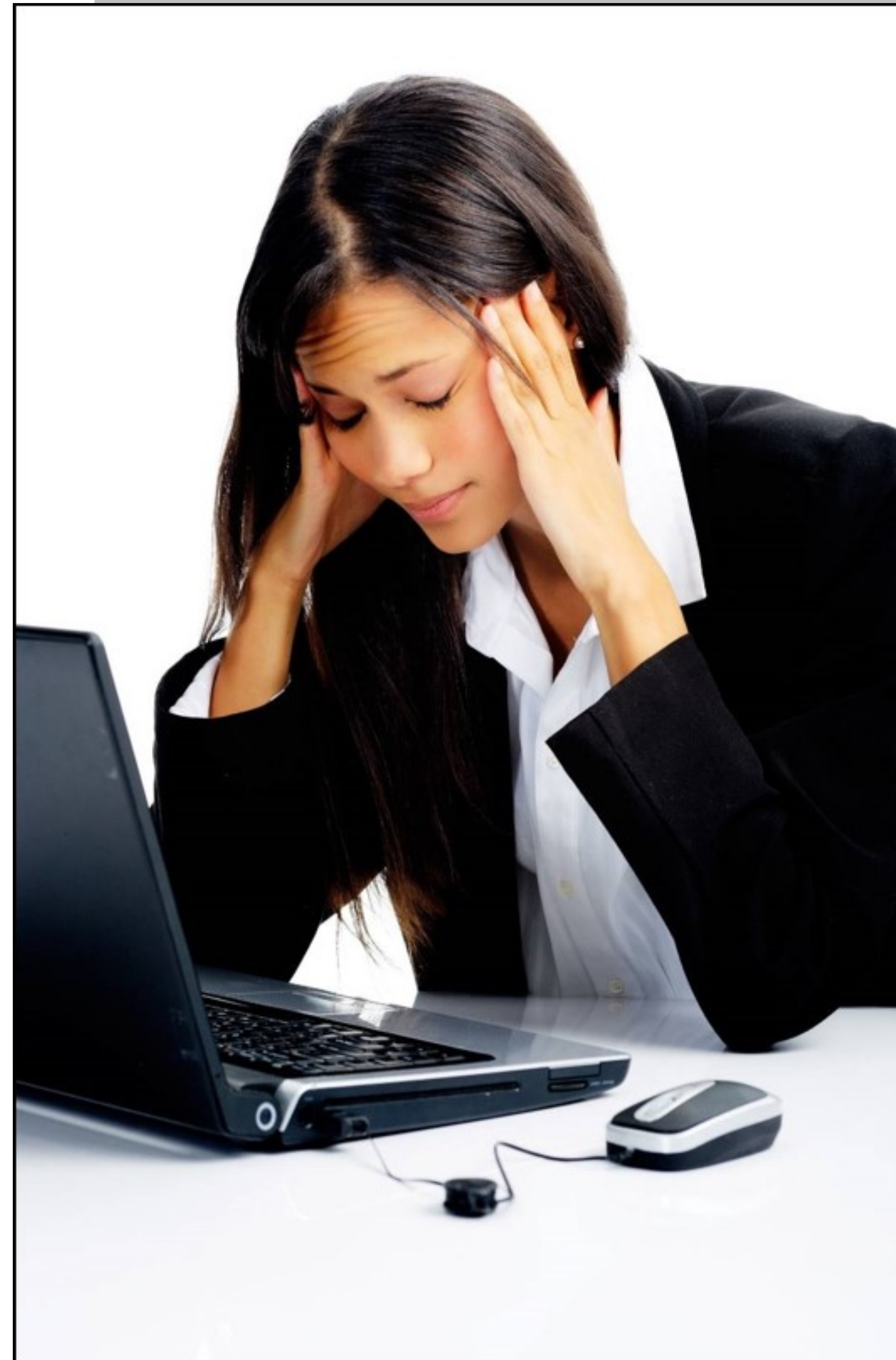


## Reflection Q1:

When you have felt appreciated by those with whom you work, how did that impact you?  
What were the practical results in your life?

# Reflection Q2:

When you have observed a colleague who did not feel valued, what was the impact on them? on their team? On the organization?





# Core Principle

Employee Recognition  
≠  
Authentic  
Appreciation

Most  
Employee  
Recognition  
Programs  
**DON'T WORK**

(in making individuals feel  
appreciated)





**“Every time you do something right, I will punch your rewards card. When you reach 10,000 punches, you earn a high five.”**



# The Primary Difference between Recognition & Appreciation



Performance



Person



# Reflection Q3:

Who is someone on your team that, if they didn't do their job, your life would be far more difficult? What do they do that you value?

Commit to letting them know your appreciation sometime this week. (Who? How? When?)





WORDS OF AFFIRMATION



QUALITY TIME



ACTS OF SERVICE



TANGIBLE GIFTS



PHYSICAL TOUCH

Languages of  
**5**  
Appreciation at Work™

# Core Principal #2

Not everyone  
feels appreciated  
in the same ways.





# WORDS OF AFFIRMATION

46%





# WORDS OF AFFIRMATION

Personal  
Communication





# WORDS OF AFFIRMATION

Written  
Communication





# QUALITY TIME

26%

Languages of  
**5** Appreciation at Work™







# QUALITY TIME

Focused  
Attention





# QUALITY TIME

Companionship





# ACTS OF SERVICE

22%

Languages of  
Appreciation at Work™





# ACTS OF SERVICE

COMMON SITUATION:  
Time-limited project





# ACTS OF SERVICE



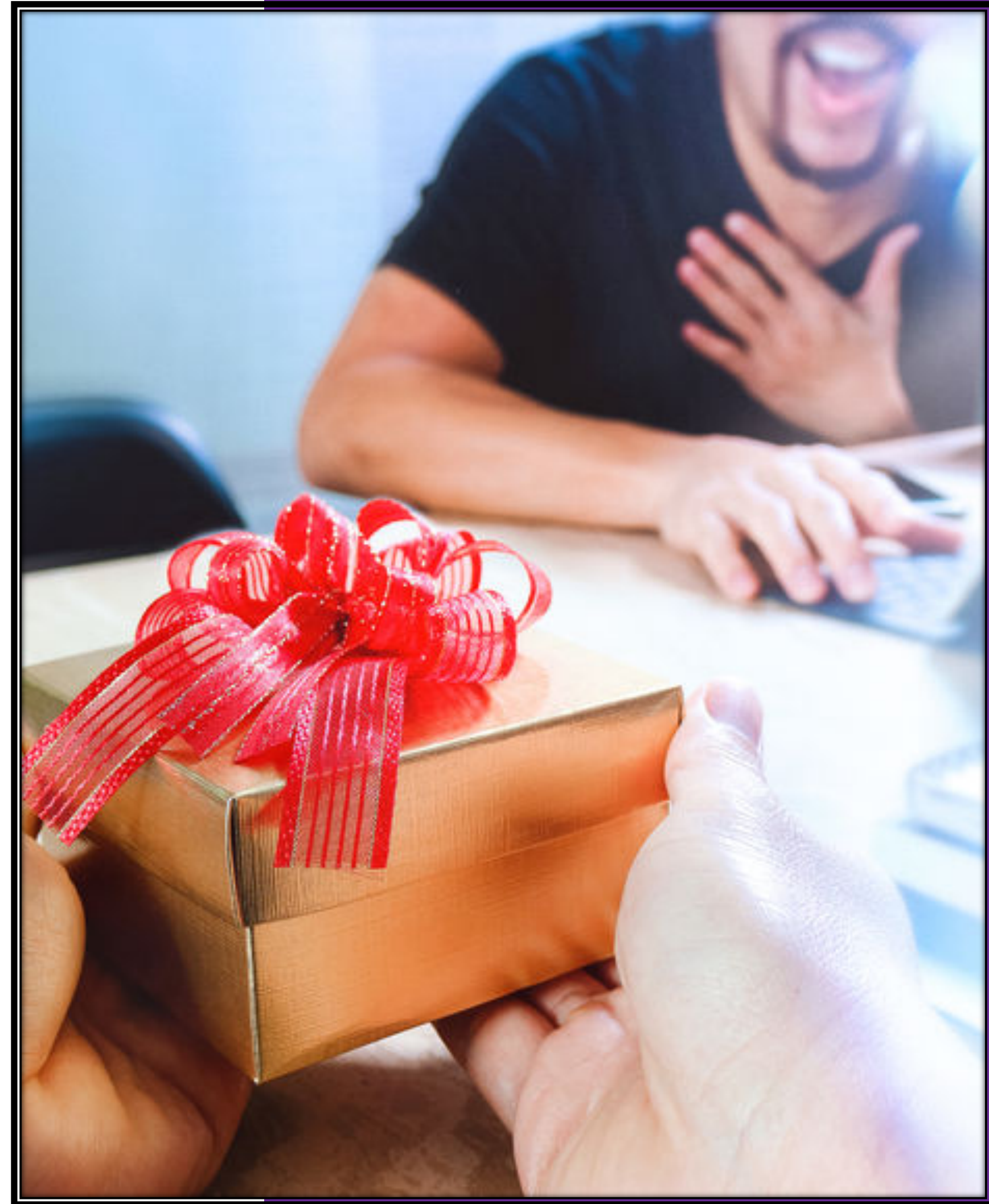
# ACTS OF SERVICE





# TANGIBLE GIFTS

6%





# TANGIBLE GIFTS

What do you think is the most common gift given in the workplace?





# TANGIBLE GIFTS





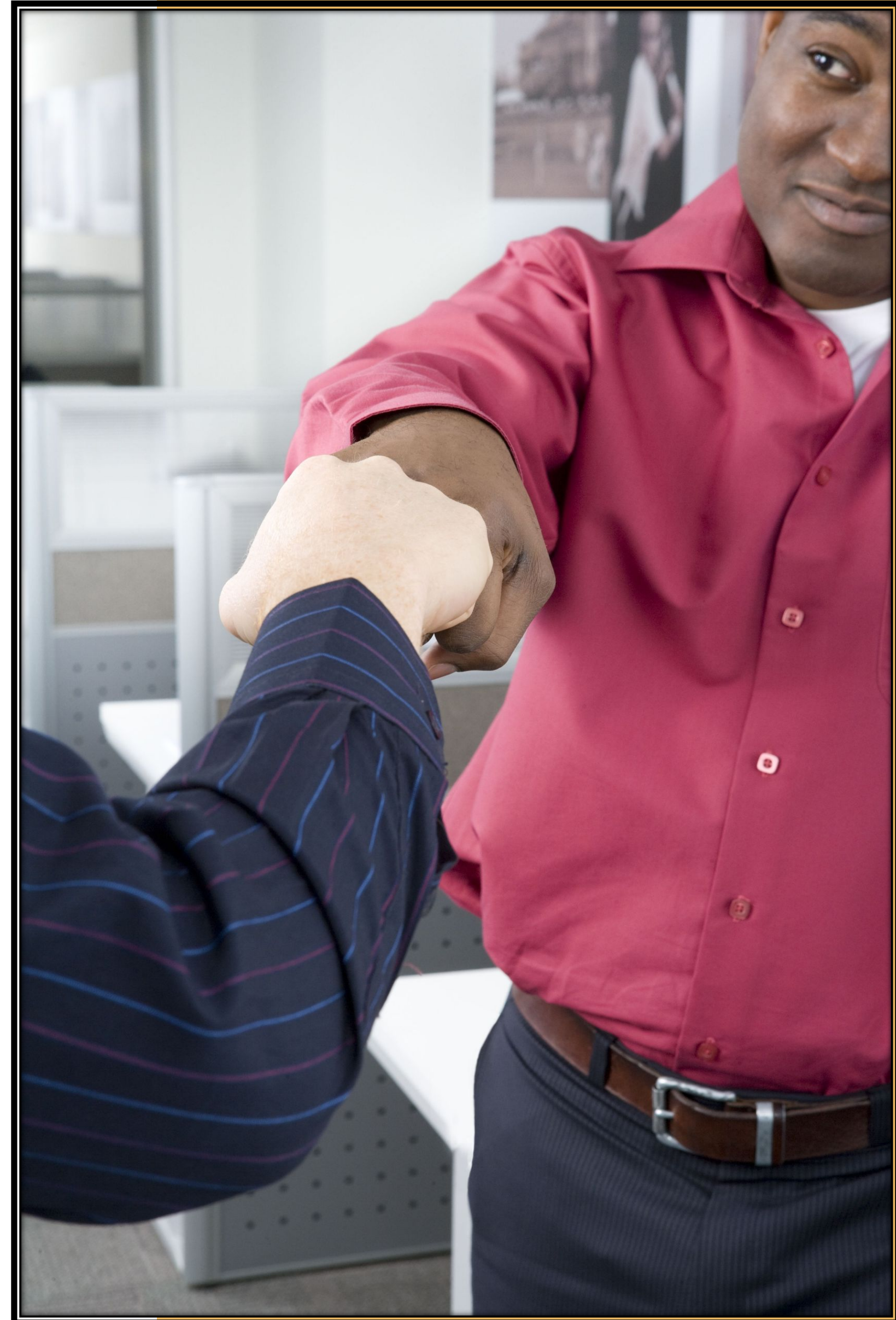
# TANGIBLE GIFTS





# PHYSICAL TOUCH

< 1%





HR LEADERS

&

PHYSICAL  
TOUCH



*APPROPRIATE  
PHYSICAL  
TOUCH*

**Spontaneous  
Celebration!**



# The Vocabulary of Diversity



WORDS OF AFFIRMATION



QUALITY TIME



ACTS OF SERVICE



TANGIBLE GIFTS



PHYSICAL TOUCH

Languages of  
Appreciation at Work™

# Thank You.

Any Questions?

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