



Helping Leaders, Individuals and Teams

Learn,  
Communicate &  
Connect

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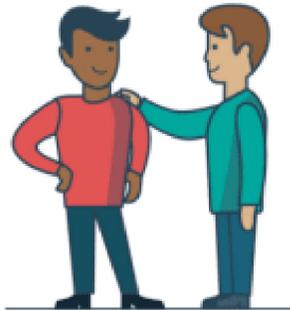
## Appreciation *in the Workplace*

### Recognition vs. Appreciation



**RECOGNITION**  
is about performance

**"You did a great job!"**



**APPRECIATION**  
is about the person

**"You're a valuable  
member of our team!"**

**Last month I talked about how workers, right now, need compassion, empathy, understanding and perspective-taking. If you missed that one, click [here](#) to download it.**

This month, I want to address appreciation. Much of what I am sharing comes from the research of Dr. Paul White which is shared in the book he co-wrote with Gary Chapman, **The Five Languages of Appreciation**. You may have heard of another book they wrote, The Five Love Languages – also a great read!

**People desperately have a need to be appreciated. 65%**



Joy Conley Kacik

Joy has 35 years of experience as a professional negotiator, trainer and organizational development specialist building effective leaders and teams. She has done extensive facilitation of strategic planning initiatives, group conflict resolution, training design, communications, management and coaching.

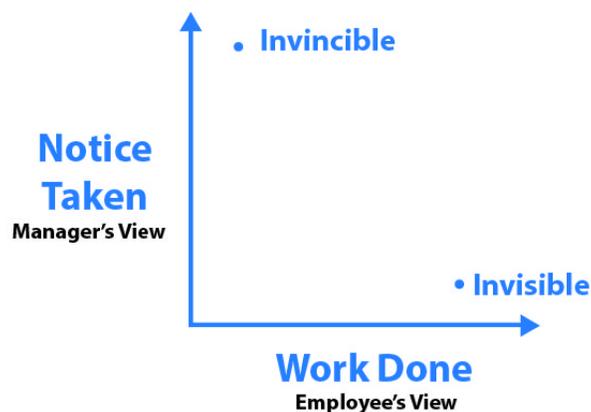
**Joy is a conference speaker, team and leadership development consultant, facilitator and a Certified Professional Coach.**

As an Insights Discovery® licensed practitioner, Joy provides clients the added

of North Americans report that they received no recognition in the workplace in the last year. So many companies are talking about employee engagement and looking for consultants to help them. I dare say, they might start by looking right here at the issue of appreciation. That statistic is not only sad, but it makes me wonder how employees stay motivated when they don't feel appreciated or that anyone is noticing their efforts, loyalty, dedication, quality of their work or when they go above and beyond what is asked of them.

So couple that statistic with this one – 51% of managers believe they do a good job of recognizing employees for work well done. Only 17% of employees feel their manager does a good job recognizing them and showing appreciation for their work.

OK, so there's a big disconnect here for sure!



Before I begin sharing what real appreciation is all about, think for a minute about the impact in organizations of this lack of appreciation:

- o Tardiness goes up
- o Productivity goes down
- o Turnover goes up
- o Use of sick days goes up
- o Failure to follow policies and procedures goes up
- o Irritability goes up
- o Conflict goes up

So, what would make it better? First, it's important to understand the difference between recognition and appreciation.

value of the Discovery® Portfolio of tools when working with individuals, teams, leaders and organizations to create inspiring visions for collaborative, cohesive teams to produce superior results.

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If you struggle to find words to make your appreciation more specific, below is a list to get your creative juices flowing!

**Recognition is about performance**  
**Appreciation is about the person**

It is different to be told "Great job" than "You are doing great work and we're really glad you are part of our team because you have brought new ideas, energy and you're like a dog with a bone when you can see a way to improve something. We wouldn't be nearly as far toward our goals without your innovations. You are making a huge impact here and I am really grateful to you."

Which would you rather hear? **Create your own ideal sentence of appreciation.** What would it sound like? How can you give appreciation to others? The more specific the appreciation is, the more valuable it is. Think about these aspects:

- What did the person actually do?
- What was the impact of what they did?
- How has it made a difference for others?
- What is the long-term implication or value?
- What is the person's uniqueness about their approach, their contribution or their "fingerprint" if you will?

**"The Five Languages of Appreciation in the Workplace"** include:

1. **Words of Affirmation** – *sharing actual words about how much and why you appreciate them*
2. **Quality Time** – *spending actual time with them, whether it be time to discuss a business issue they'd like to talk about, talking about general issues of interest to them, doing an activity or sport together or sharing a coffee break together*
3. **Acts of Service** – *something that you do to help them – maybe picking up a piece of their work when they are overwhelmed, running an errand for them, offering to gather information for them, etc.*
4. **Tangible Gifts** – *this can be as simple as a Starbucks gift card or some simple thing that just lets them know you were thinking about them*
5. **Physical Touch** – *obviously in today's work environment, this needs a caution sign beside it, but maybe it's a high five or a fist bump*

**When you enter  
this office...**

you are **strong**  
**YOU ARE BRAVE**  
**YOU ARE COURAGEOUS**  
*you are thoughtful*  
you are **bright**  
you are **creative**  
you are **ingenious**  
you are **innovative**  
you are **respected**  
YOU ARE **AMAZING**  
you are **important**  
*you are smart*  
**YOU ARE TOUGH**  
*you are fair*  
you are **diligent**  
*you are caring*  
you are **thorough**  
you are **helpful**  
you are **cooperative**  
*you are mentoring*  
you are a **risk-taker**  
you are a **visionary**  
you are **accurate**  
you are **analytical**  
you are **congenial**  
you are **supportive**  
you are **observant**  
you are a **team-player**  
you are **trustworthy**  
*you are trusting*  
you are **enthusiastic**  
you are **energizing**  
you are **persuasive**  
you are **competitive**  
you are **assertive**  
you are **focused**  
*you are a thinker*

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**Speaking Topics  
& Virtual Training**

In researching these five languages, this is what the authors learned about the order of people's preference around these types of appreciation:

**46% of people prefer Words of Affirmation** as their choice for being appreciated

The other four languages total 54% in the following order:

- Quality Time
- Acts of Service
- Tangible Gifts (only 3%)
- Physical Touch (only 1%)

So you can clearly see from this, that your words of appreciation have a huge impact for others.

**How can you show others more appreciation?** If you are a manager, showing your direct-reports your appreciation is an important part of being a good leader.

**Put thought into your words, and get specific with people.** Tell them in detail what it is that you appreciate about them and their work. Then watch the difference it makes in your organization with employee engagement and their job satisfaction and probably their future performance.

With appreciation,



Is your organization looking for a professional development speaker or trainer, a webinar or a workshop?

I design team and leadership development training workshops and virtual training, talks and webinars.

Here are a few of my most popular topics:

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**Handle Difficult Conversations with Confidence**

**Quick-Start Your New Leadership Role: Position Yourself for Success**

**Managing People Through a Change Process**

**Be a Strategic Thinker**

**Stress is an Inside Job!**

**Coaching & Mentoring Skills**

**Everything is Negotiable - Do It Skillfully!**

**Results Leadership Part I**

**Results Leadership Part II**

**Leadership Skills**

**Public Speaking & Presentation Skills**

**Effective Time Management Skills**

**Running Effective, Time-Saving Meetings**

**Working Effectively With  
Your Manager**

**Networking -  
Opportunities for You  
Personally and for Your  
Organization**

**Transitioning Into  
Retirement**

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- **Job Offer and Salary Negotiations**
- **Executive Coaching**

**KCS Consulting Services:**

- **Leadership Development**
- **Team Development**
- **Customized Training and Facilitation**
- **Strategic Planning**

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