



Difficult Conversations Learning Group Guide

Chapter 5

Appreciation

Agenda

Thirty-minute timeline

Time	Activity
5 minutes	Check-in Everyone answer: What happens when you appreciate others?
5 minutes	Group agreements Review your agreements and make sure they are working for you, for this final session. Adjust and update agreements as needed for this final conversation – you might consider what will make it fun, safe and easy to have a conversation about appreciation.
15 minutes	Discuss learning from Exercises and Actions Remind yourselves about exercises and actions from this chapter and refer to notes you made as you went through the online material. Debrief questions: • How have you incorporated appreciation in your daily conversations? • What appreciation tools have you used, or do you want to use, with colleagues, direct reports and/or your team? Group appreciation: Share with each other what you appreciate about each other and the way you have worked together during the Difficult Conversations module.
5 minutes	Closing Each person share: My primary takeaways from the whole module on Difficult Conversations. What I want to do about all types of difficult conversations moving forward.

In this chapter you will:

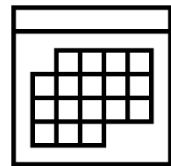


- understand why appreciation and other positive expressions seem difficult
- understand how helpful and healthy appreciation and gratitude are
- find ways to practise appreciation and gratitude

Try it this week:

Throughout this week, aim to notice the positive people and things around you and appreciate them - out loud!

1. Every day for one week, at the end of the day reflect on your day and write down:
 - What are you grateful for in your life and in yourself?
 - How have you shifted and changed in this programme?
 - What do you appreciate about the people in your life?
2. Every day, appreciate at least one person you work with, starting with the three people you have planned appreciative comments for. Make it simple and conversational.



To take your learning further:

1. Write down your key learnings from this chapter and take them to your **learning group** meeting to discuss.
2. Read more on the subject with these fascinating resources:
 - World Economic Review article: [3 secrets to happiness, according to Roman Stoics](#)
 - Harvard Business Review video: [Motivate employees with recognition](#)
 - Forbes article: [10 reasons you need to show appreciation daily](#)

Be SAFE and Certain



Belonging



Status



Autonomy



Fairness



Expectations



Certainty



Threats

Cortisol
Adrenaline



Rewards

Dopamine

ABC of Mindfulness

