



GENERAL WORK SETTING

INVENTORY RESULTS FOR:

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LANGUAGES OF APPRECIATION IN THE WORKPLACE

5
Languages of
Appreciation at Work™

INTRODUCTION

Research has demonstrated individuals differ in how we experience feeling appreciated at work. That is, **not everyone feels appreciated in the same ways**. The *Motivating By Appreciation Inventory* is designed to help you gain a clearer picture of your primary **language of appreciation as experienced in a work-related setting**. This then can provide accurate information to others so they can "hit the mark" in communicating appreciation in the ways that are meaningful to you.

The items in the inventory (30 pairs of statements) had you choose between various ways you prefer receiving appreciation or encouragement in a work-related relationship. Your responses are then tabulated and your top two languages of appreciation are identified, along with the language which you value least (which is a "blind spot" each of us has in relating to those who value this language of appreciation). These issues are addressed more fully in **The 5 Languages of Appreciation in the Workplace** (www.appreciationatwork.com).



GINA SAMPLE'S PRIMARY LANGUAGE

Your primary language of appreciation is **Quality Time - you feel appreciated when you are able to spend time with those you value.** There are different types of quality time in the workplace, and individuals differ significantly in which is most meaningful to them. Some people highly value “focused attention” (having others’ undivided attention while being with you). Other people just enjoy companionship (having others just “being there” with you). While to some, experiencing a personal connection through listening and sharing is important. Finally, a number of individuals really appreciate shared experiences with their colleagues (going to sporting events or other activities together). It is just as important for others to spend the right type of time with you, as it is for them to use the correct language of appreciation. It will be important to communicate to those who work with you the specific actions important to you, so they can “hit the mark” with their efforts to show you their appreciation.



GINA SAMPLE'S SECONDARY LANGUAGE

An additional way that you receive encouragement and are motivated is by **words of affirmation.** You seem to highly value hearing compliments about your work and positive character qualities you demonstrate. When others compliment you for successes accomplished, both personally and done by your team, you feel genuinely appreciated. Your secondary language of appreciation is important in two regards. First, it provides an alternative way for others to express appreciation to you in ways you value. Secondly, combining your primary and secondary languages can communicate appreciation more powerfully than either language used by itself.



GINA SAMPLE'S LEAST VALUED LANGUAGE

Your lowest language of appreciation in the work setting is **receiving gifts.** Therefore, most attempts by your colleagues or supervisor to encourage you by giving you things will generally not be that effective. (NOTE: this does not include bonuses or pay increases!). Additionally, it is important to note that you may occasionally enjoy receiving gifts that are personally meaningful, but generally in work-based relationships, you do not value

gifts as much as appreciation shown through **Quality Time** or **Verbal Praise**.

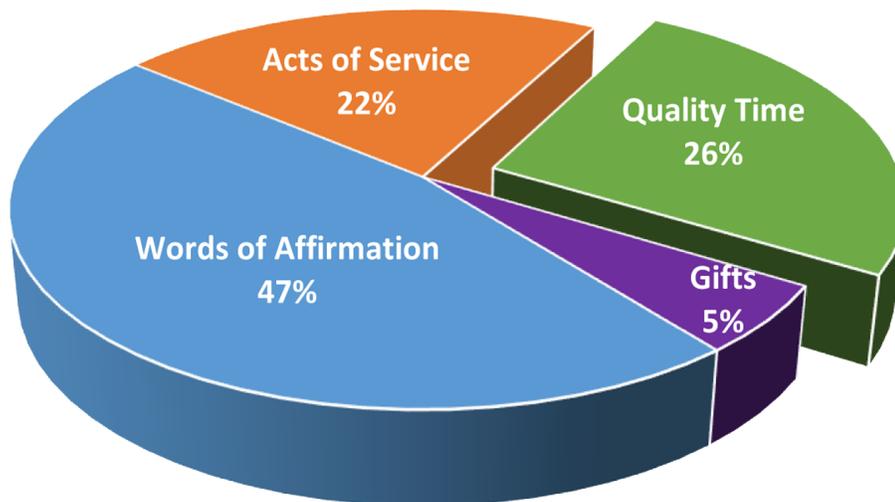
COMPARISON TO THE GENERAL POPULATION

Often, knowing how one's results compare to others provides some helpful context to understand how your preferences are similar and / or different than others.



GINA SAMPLE'S PRIMARY LANGUAGE

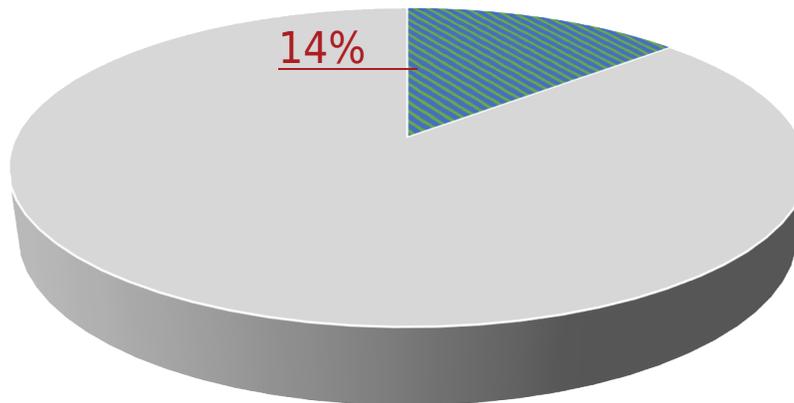
Like 26% of those employed in the general population, your Primary Language of appreciation is **Quality Time**. See the chart below for the relative frequencies of how often individuals choose the various languages as their Primary Language





PRIMARY + SECONDARY LANGUAGES COMBINED

Only **14% of individuals** in the workforce have **Quality Time** as their Primary Language and have **Verbal Praise** as their Secondary Language, so this combination is somewhat unique.

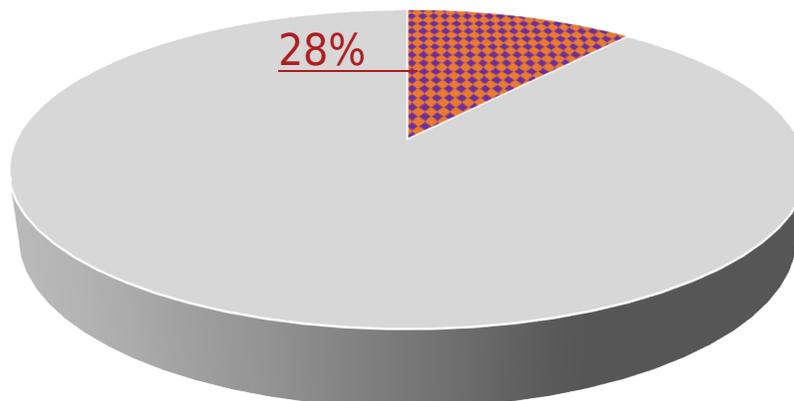


LESSER VALUED LANGUAGES

The two languages of appreciation not as meaningful to you are **Tangible Gifts** (your least valued language), while **Acts of Service** is third in priority for you.



While many people choose **Tangible Gifts** as their least valued language 68%, the combination of **Tangible Gifts** and **Acts of Service** as the two lowest languages **only occurs for 28% of individuals** in the workplace.



WHAT ABOUT PHYSICAL TOUCH?

Although we address the appreciation language of **Physical Touch** both in *The 5 Languages of Appreciation in the Workplace* and in our *Appreciation at Work* training, those who haven't accessed those resources often ask, "What about **Physical Touch**? Why isn't it included in the *MBA Inventory*?"

While appropriate physical touch is a normal part of life in many relationships, we know that physical touch in the workplace can be problematic. Some actions are fine for certain individuals, but they would make others feel uncomfortable. Also, some regions of the U.S. and ethnic cultures are much more at ease with physical touch than others. (Obviously, we exclude any type of touch which is perceived as sexual or intrusive.)

Why, then, continue to include **Physical Touch** as one of the languages of appreciation? Because, appropriate physical touch continues to be a part of many workplace relationships, largely in the form of *spontaneous celebration*. Celebrating among colleagues is the most common reason for an act of "connecting" physically at work. Touch can be a means of expressing excitement and joy. A high five for completing a major project, a fist-bump for solving a problem, a congratulatory handshake for closing a large sale, or a pat on the back when a colleague receives an award—all are examples of celebrating together through physical touch.

SINGLE MOST CRITICAL ACTION

Sometimes a single action can be quite meaningful, when it is the *correct* action. You indicated that the one act of appreciation that would be really demotivating and discouraging to you, if it never happened, was if those who work with you never **set aside regular time to connect and build a relationship with me and other team members (i.e. staff lunches, retreats, etc.)**.

Therefore, if there is only one thing others can do for you, they should make sure that they (at least occasionally) **It is meaningful when there is regular set aside time to connect and build relationships with one another.**

AVOID MAKING MISTAKES

Although the primary focus of this inventory is to identify the ways that you prefer to be shown appreciation, knowing the actions you really don't want others to do is equally important - both for your sake, and for your colleagues. But sometimes others are unaware of the actions you don't like, creating an inadvertent negative result.

We provided lists of actions from each language of appreciation that many people have reported are ways they don't want to be shown appreciation. You were allowed to choose one or two of these items from each appreciation language to let those with whom you work know the acts of appreciation which you would prefer others not use in trying to communicate their appreciation to you.

The undesired acts of appreciation you chose from the various appreciation languages are listed below.



WORDS OF AFFIRMATION

- When words are vague / not specific / generic / insincere
- When it seems to be said for the benefit of the one saying the words, not the person who the words are about



QUALITY TIME

- Forced company events with 'building programs and trust exercises' that don't translate back to the office
- "Required fun" for company events outside of working hours



ACTS OF SERVICE

- Without my knowledge -- I like to give permission or direction. I want to be the one who determines what kind of help I need

- When I am offered help by someone who doesn't know how to do the task and it takes longer to explain it than to do it myself.



TANGIBLE GIFTS

- When the gift is generic, not unique to me, or everyone gets the same gift
- No thought or effort behind the gift

ACTION CHECKLIST

Although it is helpful to know an individual's primary and secondary languages of appreciation, there are still many variations of expression within each language. Therefore, we have found that it is helpful to know which *specific actions* are valued most by each individual. This eliminates the need for guessing by your supervisor, manager or colleagues -- they can know **exactly** what will be encouraging to you.

Here are the items endorsed as those actions which will most clearly communicate a sense of appreciation to you:

- Invite me to go to lunch with a group of colleagues. (All)
- Stop by, sit down in my office and check in with me regarding how things are going. (All)
- Have an "away from the office" retreat for our team. (All)
- Stop by my office just to say "hi" and see how I'm doing. (All)
- Have a scheduled (weekly, monthly) "check in" meeting to see how things are going. (All)

SUMMARY

When we focus on communicating appreciation through the languages of appreciation that are most meaningful one another, we are more likely to produce the desired effect of team members feeling truly appreciated and valued. This is true for you as well, if your supervisors and co-workers utilize the appreciation languages and actions you prefer, their actions are likely to "hit the mark", and will ultimately make your daily work experience more positive.

RESOURCES TO APPLY THE 5 LANGUAGES TO DAILY WORK LIFE

SHARE your results with those who don't know about the *MBA Inventory* and consider having those who work with you take the inventory themselves. Have them share with you (and with one another) their results.

- Plot the group's results on our FREE Group Profile and discuss them together. Additionally, we've created a FREE workplace poster template that you can post to show others how you like to be shown appreciation. Go to www.mbainventory.com/free-resources to obtain these.
- Registration codes can be purchased for taking the *MBA Inventory*. Group discounts and group reports are available. Visit the shopping cart associated with www.appreciationatwork.com for more information.
- We've also created industry-specific versions of the *MBA Inventory* for schools, medical settings, government agencies, the military, ministries, and non-profit organizations, and long-distance supervisory relationships.

IMPLEMENT the concepts of the *Appreciation at Work* resources with team members:

- **Utilize** the discussion questions at the end of each chapter of *The 5 Languages of Appreciation in the Workplace*.
- **Team Training:** Have a leader go through the *Appreciation at Work Certified Facilitator Course* - which includes videos, a facilitator's guide, participant handouts and more.
- **Speaking:** Contact us to book Dr. White or a certified facilitator to come speak to your group and train leaders at any level of your organization.

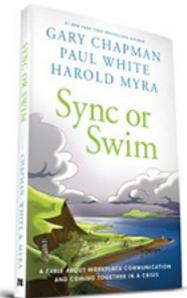
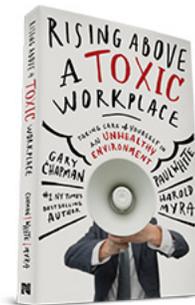
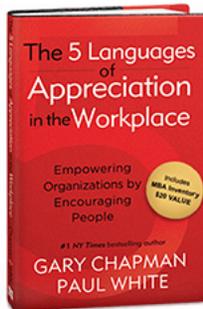
BUILD on your results with complementary materials:

- **Vibrant Workplace Resources:** Discover how to overcome the top 10 obstacles to creating a culture of appreciation through our book, videos, and *Vibrant Workplace Training Kit*.

- **Toxic Workplace Prevention and Survival:** Learn how to address negativity, low staff morale, dysfunctional colleagues, and lack of trust. These resources are available either through individual online courses or a group training kit.

If you have any questions about other ways we may be of help to you (speaking or training, other resources), please contact us at admin@mbainventory.com or call 316-681-4431.

We look forward to continuing to improve workplace relationships across the world!



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