

Cultivating a Culture of Appreciation in the Workplace

### course objectives

* Identify the important difference between recognition and appreciation
* Develop a keen sense of appreciation and recognize its benefit to you.
* Discover the “languages of appreciation.”

### today’s agenda

|  |  |
| --- | --- |
| **Time** | **Topic** |
|  | Welcome, Introductions, Definitions |
| 10:15 am | Lesson One: Recognition vs. Appreciation |
| 10:35 am | Lesson Two: Why and What to Appreciate |
| 11:00 am | Lesson Three: Languages of Appreciation |
|  |  |

### group Agreements

### recognition vs appreciation

|  |  |
| --- | --- |
| Recognition | Appreciation |
|  |  |

### why to prioritize appreciation

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Small Behaviors** | **Tries Things** | **Attitudes** |
| Equity | Doesn’t play favorites |  |  |
| Civic Engagement |  |  |  |
| Well Being |  |  | Always makes me & customers smile. |
| Shared Prosperity |  | Makes effort to mentor others to help them advance. |  |
| Stewardship | Isn’t wasteful |  |  |

Article Summary:

<https://www.rutgers.edu/news/power-appreciation>

“Appreciation is a wonderful thing. It makes what is excellent in others belong to us as well.” ― Voltaire

### languages of appreciation

|  |  |  |
| --- | --- | --- |
| Language | Description | Examples |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| \* |  |  |

### your preferred languages

Instructions: Take the Languages of Appreciation [Self-Assessment](https://www.cityofmadison.com/human-resources/documents/Languages-of-Appreciation-Assessment.pdf) to determine your preferred language of appreciation and consider your responses to the following questions:

What makes your preferred appreciation language feel good?

How can it go wrong?

What are some other examples of it?

In your opinion . . .

* Should it be public praise or privately given?
* Should it be publicized to all or remain personal?
* Should it be directed at the team or individually?
* Should it be done in person or remotely?

How does this connect to the City’s Service Promise?

### it starts with us

The best way to cultivate a culture of appreciation is to practice it yourself!

1. Find out what language motivates people you work with
2. Start with one person and show them appreciation using their primary language
3. Encourage others to do the same

### reflection + Action

**Step 1:** Who is one person who deserves appreciation?

**Step 2:** What did they do and why did you appreciate it?

**Step 3:** When and how will you show your appreciation?

### sources and websites

* Article by Josh Berman, Culture Amp: https://www.cultureamp.com/blog/
* Book by Paul White & Gary Chapman “5 Languages of Appreciation in the Workplace”
* https://cultureconusa.org/blog
* https://smarthustle.com/appreciating-your-team/

### let’s stay in touch

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