



GENERAL VERSION

INVENTORY RESULTS FOR:

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LANGUAGES OF APPRECIATION IN THE WORKPLACE

5
Languages of
Appreciation at Work™



INTRODUCTION

Research has demonstrated that individuals differ in how they experience feeling appreciated at work. That is, **not everyone feels appreciated in the same ways**. The *Motivating By Appreciation Inventory* is designed to give you a clearer picture of **the ways you prefer to be shown appreciation as experienced in a work-based relationship**. 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.

You were asked to choose between 30 pairs of statements which describe various ways of showing appreciation in the workplace. Your responses were then tabulated and your two primary languages of appreciation were identified, along with the language which you value least (which can be a “blind spot” in relating to those who value this language of appreciation).

This Expanded Version of the *Motivating By Appreciation Inventory* also provides the following information:

- The specific actions of appreciation you desire most within your Primary Language of Appreciation
- How your results compare to the general population of employees
- The single most important act of appreciation to you
- The ways that you don't want others trying to show appreciation to you.

A full explanation of each language of appreciation along with a number of practical issues in applying them to daily work life are addressed more fully in ***The 5 Languages of Appreciation in the Workplace*** (www.appreciationatwork.com).



ERICA MITO'S PRIMARY LANGUAGE

Your primary language of appreciation is **Words of Affirmation - you feel appreciated when others communicate their appreciation to you verbally**. Encouraging words can be deeply meaningful to you. Remember, however, there are different ways to communicate appreciation verbally (for example, orally or in writing; and, in private or in front of others). We have found it is just as important to utilize the *proper method* as it is to use the *correct appreciation language* to communicate effectively. So please let those who work with you know the specific types of verbal affirmation important to you (one-on-one, in a small group, spoken or written), so they can "hit the mark" with their efforts to show you appreciation.



ERICA MITO'S SECONDARY LANGUAGE

An additional way you receive encouragement and are motivated is by **receiving tangible gifts**. You feel appreciated when people take time to find a gift they believe you would enjoy or those close to you remember special days or accomplishments with a card or small gift.

Your secondary language of appreciation is important in two regards. First, it provides an alternative way to express appreciation and encouragement to you that you value. Secondly, combining a person's primary and secondary languages of appreciation can communicate more powerfully than either language used by itself.



ERICA MITO'S LEAST VALUED LANGUAGE

Others may mean well when they attempt to show appreciation for you by **spending time with you**, but this, in fact, is your **least valued** language of appreciation. It may be that, in personal relationships, you may enjoy "hanging out" with friends or spending individual time with those you respect; however, this does not appear to be that important to you in a work setting. Clearly, it would be better for your colleagues to use **Verbal Praise** or **Tangible Gifts**, if they want to express their appreciation for you in a way that you desire.



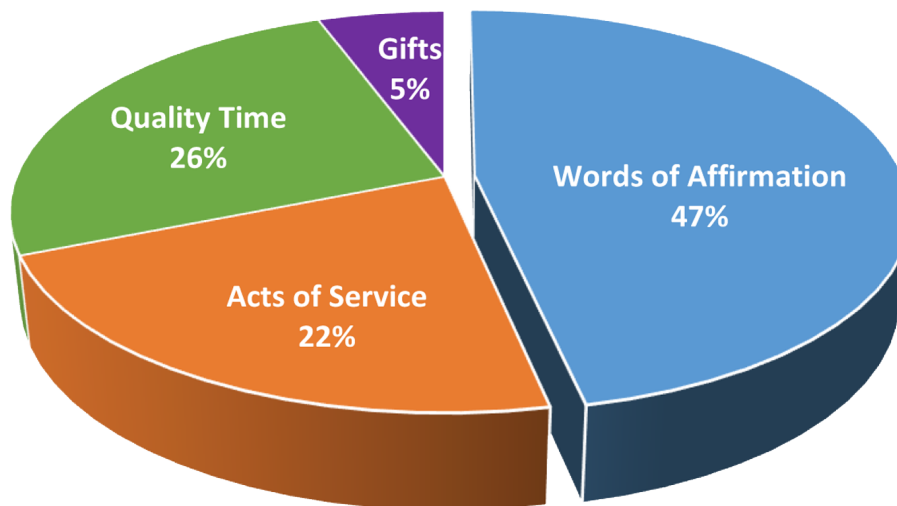
COMPARISON TO THE GENERAL POPULATION

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.



ERICA MITO'S PRIMARY LANGUAGE

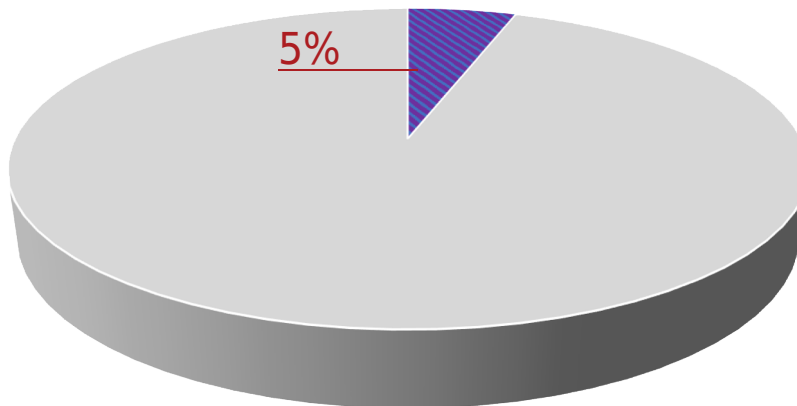
Like 47% of those employed in the general population, your Primary Language of appreciation is **Verbal Praise**. See the chart below for the relative frequencies of how often individuals choose the various languages as their Primary Language





PRIMARY + SECONDARY LANGUAGES COMBINED

Only **5% of individuals** in the workforce have **Verbal Praise** as their Primary Language and have **Tangible Gifts** as their Secondary Language, so this combination is somewhat unique.

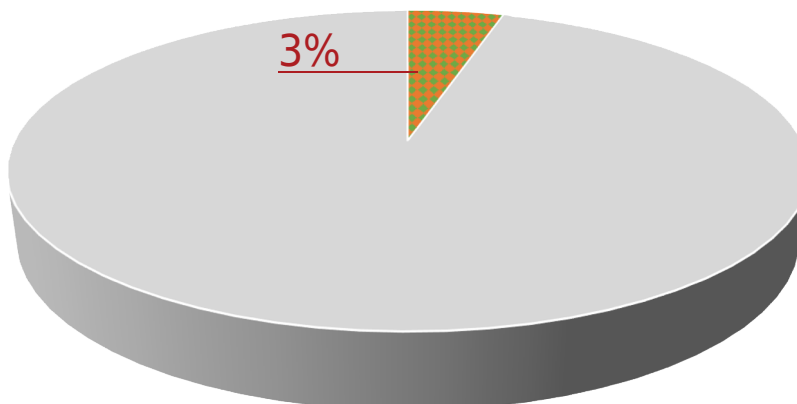


LESSER VALUED LANGUAGES

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



While many people choose **Quality Time** as their least valued language 8% of the time, the combination of **Quality Time** and **Acts of Service** as the two lowest languages **only occurs for 3% 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 appropriate 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. It should be noted, however, that the *recipient* is always the one who determines whether the action is desired and acceptable to them.

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 **Acknowledge my contribution to the team.**

Therefore, if there is only one thing others can do for you, they should make sure that they (at least occasionally) **Acknowledge my contribution to the team.**



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 or uncomfortable situations.

We provided lists of ten actions from each language of appreciation that many people have reported as 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 others know the actions 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

- Statements where it is obvious that the person knows little to nothing about me or what I do.
- "Over-the-top" praise for something minor that strikes me as just "checking of the recognition box"



QUALITY TIME

- When it's scheduled, mandatory, and my supervisor/colleague is clearly not engaged.
- Forced training events with "trust exercises" that don't translate back to daily work life.



ACTS OF SERVICE

- When the act of service is done with a bad attitude, begrudgingly or without joy.
- If the act of service is done at a level of quality below what is needed or desired.



TANGIBLE GIFTS

- Impractical Items: cheap gifts; useless items
- No thought or effort behind the gift



PHYSICAL TOUCH

- When the other person doesn't consider my personal boundaries.
- When my personal space is invaded without permission.

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 one's supervisor, manager or colleagues -- they can know **exactly** what will be encouraging to you. Here are the items you endorsed as those actions which will most clearly communicate a sense of appreciation to you.

- Write me an email and acknowledge when I have done a good job. (All)
- Acknowledge my effort on a project, in the presence of my teammates. (All)
- Occasionally tell me thanks for working hard. (All)
- Speak in a cheerful, positive tone, as much as possible. (Colleague)
- Acknowledge when I have handled a difficult situation well. (All)
- Send an occasional note of encouragement. (Supervisor)
- When appropriate, I would like to be recognized in front of others for work well done. (All)
- Write a hand-written note of appreciation. (Supervisor)



- Send me a funny text or email. (Colleague)



SUMMARY

The *Motivating By Appreciation Inventory* is designed to give you a clearer picture of **the ways you prefer to be shown appreciation as experienced in a work-based relationship**. 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.

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Now you are able to share this information with your colleagues, and learn about their results, so you may begin to communicate appreciation to one another in ways that are meaningful to each individual!

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@appreciationatwork.com or call 316-681-4431.

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

