



# 5 Principles to Create a Culture of Appreciation

Chris Doyle

# Thinking about yourself, in the past 30 days...

- ✓ Received a compliment on your work?
- ✓ Been asked about a recent accomplishment?
- ✓ Discussed your work goals?
- ✓ Received a compliment on your work?
- ✓ Asked about your developmental goals?
- ✓ Asked if you feel respected?



# Job Factor Survey Results

1. Exciting, challenging, or meaningful work.
2. Being recognized, valued, and respected.
3. Supportive management and boss.
4. Career growth, learning & development.
5. Flexible working environment.
6. Fair pay.
7. Working with great people.

***\* Survey with 17,000 responses from all levels of employee, various industries, company sizes, and areas of discipline.***

# By the Numbers

**80%**

Employees motivated with their boss shows appreciation.

**33%**

Employees engaged in their work and connected with the workplace.

**51% / 17%**

51% of managers believe they recognize employees. Only 17% of employees feel recognized.

**89%**

Employees who have quit their job because of their boss.



# Appreciation and the Corporate Culture

*“Determine what behaviors and beliefs you value as a company, and have everyone live true to them. These behaviors and beliefs should be so essential to your core, that you don’t even think of it as culture.”*

Brittany Forsyth  
VP of Human Relations  
Shopify



# 5 Principles for Creating a Culture of Appreciation

## Principle #1



### **Live your company values.**

It's one thing to talk about your company values; it's another thing to live them. And when it comes to creating a culture of appreciation, leaders need to model the values the company espouses. Kamarei explains this is the fastest way to grow your appreciation culture.

## Principle #2



### **Amplify others.**

Be the champion of your people. Celebrate their successes, and be thankful for the hard work your employees put in. Elevate other's achievements and be sure they know their work is seen and appreciated.

## Principle #3



### **Celebrate effort and intention, not just outcomes.**

Appreciation goes beyond recognizing someone's success; it also means their effort and intent along the way should be highlighted. This is especially powerful when employees fail, and Kamarei says this is where employers have to take the "long view" on their team's talent and acknowledge the employees' contribution which will guide them in learning from the experience.

# 5 Principles for Creating a Culture of Appreciation

## Principle #4



### **Offer rewards that are meaningful and inclusive.**

Get to know your employees and tailor gifts and rewards to each individual whenever possible. Doing this will ensure the reward is personally meaningful to the employee.

## Principle #5



### **Listen and take action.**

Kamarei says this principle is a “game changer.” By getting feedback from your employees, involving them in the conversation, and then taking action on their suggestions, you will go a long way in showing them how much they are valued and appreciated.

# 5 Languages of Appreciation in the Workplace



Dr. Gary Chapman



# 5 Languages of Appreciation in the Workplace



Employee feels best when messages are communicated to them.

- Work-related accomplishment
- Character trait such as honesty, integrity, perseverance, etc.
- Personality trait such as optimism, energy, logic, etc.
- Can be expressed privately or publicly
- Verbal and specific



Feels appreciated when others reach out to help get things done One-on-One's with focused attention, genuine interest & quality conversation

- Offer / ask before you help
- Serve voluntarily, with a positive attitude
- Do it their way
- Complete whatever you commit too

# 5 Languages of Appreciation in the Workplace



Feels appreciated when they receive an actual gift or an experience that is gifted to them.

- A 'meaningful' gift that is valued by that person
- Time and thought invested in getting the right gift
- Typically given to an individual, not a group
- Generally non-direct cash items (tickets to events, gift cards for spa / shopping / restaurants, time off, buying specialty coffee, lunch, etc.)



Feels appreciated when others express interest in what they are doing and invests time with them.

- One-on-One's with focused attention, genuine interest & quality conversation
- Shared experiences
- Small group dialogue
- Working closely with others on a meaningful project or activity

# 5 Languages of Appreciation in the Workplace



Feels appreciated when they receive physical affirmation from others.

- Handshakes for greeting
- High fives on a success
- A pat on the back when congratulating OR a hug to console may be INAPPROPRIATE in the workplace

***\*Please follow HR Guidelines to protect yourself and the company.***

# Positive Feedback Formula

- 1 Tell them WHAT...
- 2 Tell them WHY...
- 3 ASK a relevant question.



*Thank You!*