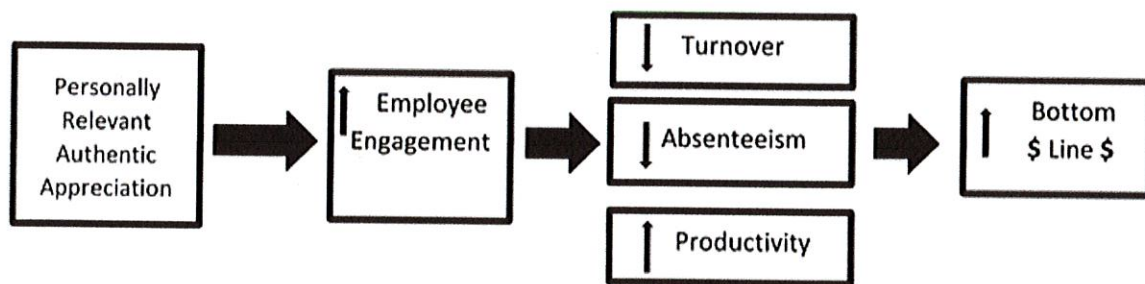


Make Authentic Appreciation Part of YOUR Workplace

WHEN TEAM MEMBERS FEEL APPRECIATED GOOD RESULTS FOLLOW

- Reduced absenteeism and tardiness
- Lower staff turnover
- Improved relationships: Supervisors /Team Members, between Colleagues
- Less internal tension and conflict
- Improved cross-team productivity
- Increased job satisfaction and employee engagement
- A more positive workplace



KEY COMPONENTS FOR EMPLOYEES TO FEEL TRULY APPRECIATED

- **Communicated regularly.** People need a consistent message that they are valued. Once or twice a year at an employee's performance review or monthly reward ceremony doesn't get it done. Taking a moment to express appreciation is time well spent.
- **Individualized and personal.** A blast email to the team saying, "Good job team!" doesn't say anything about the shipping clerk who worked late to get the order out. Be sure to use the person's name, and specify the behavior or personality characteristic that you appreciate.
- **Meaningful to the recipient.** We found that even if you get the language of appreciation correct for a person there are still many actions within the language that can "hit" or "miss" the target of an individual. With some intentionality (possibly including the help of our Motivating By Appreciation Inventory), it is easy to become "fluent" in a teammate's appreciation language.
- **Perceived as authentic.** The biggest complaint about employee recognition programs is that they feel contrived and impersonal. If the message isn't perceived as authentic, it is a waste of time. Making appreciation a habit by taking the time "in the moment" to express appreciation for the things you value is an excellent way to boost the message's authenticity.