



SENIOR CARE VERSION

INVENTORY RESULTS FOR:

Stephanie Sample

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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 is a “blind spot” each of us has 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.

The Senior Care version of the *MBA Inventory* is used with individuals whose workplace focuses on providing care for older adults including assisted living centers, nursing homes, home health care, and hospice. Given the unique characteristics of and demands on those who work in these settings, the terminology and action items have been customized to be practical and relevant to employees who serve our elders.

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).



STEPHANIE SAMPLE'S PRIMARY LANGUAGE

Your primary language for feeling appreciated in the work setting is **Acts of Service - by having others help you with tasks you are working on**. For you, words or gifts are less meaningful than practical action. Acts of service done for you help make you feel valued and supported by others, especially when the assistance is “above and beyond” a team member’s typical responsibility and / or when others help you get a time sensitive task completed. A key aspect, however, is that the actions done are the ones you value (in contrast to someone else deciding what would be helpful to you). Also, those who help need to do the work in the way and at the same level of quality that you do.



STEPHANIE SAMPLE'S SECONDARY LANGUAGE

An additional way you receive encouragement and are motivated is by **spending quality time with those you value**. As a result, you feel valued and appreciated when others:

- Invite you to do something with them.
- Stop by and see “how you are doing”.
- Give you their full and undivided attention.
- Take time to listen to your concerns.

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.



STEPHANIE 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 meaningful, but generally in work-based relationships you do not value gifts as much as appreciation shown through **Acts of Service** or **Quality Time**.



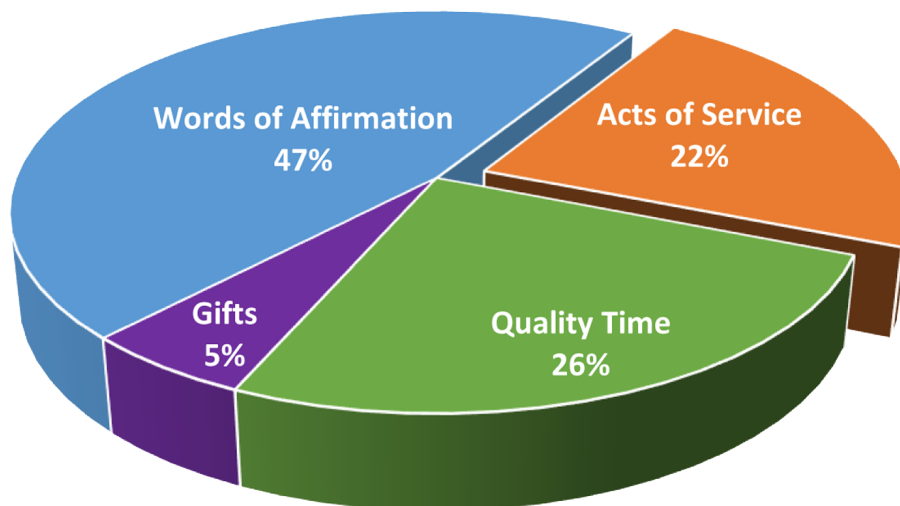
COMPARISON TO THE GENERAL POPULATION

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.



STEPHANIE SAMPLE'S PRIMARY LANGUAGE

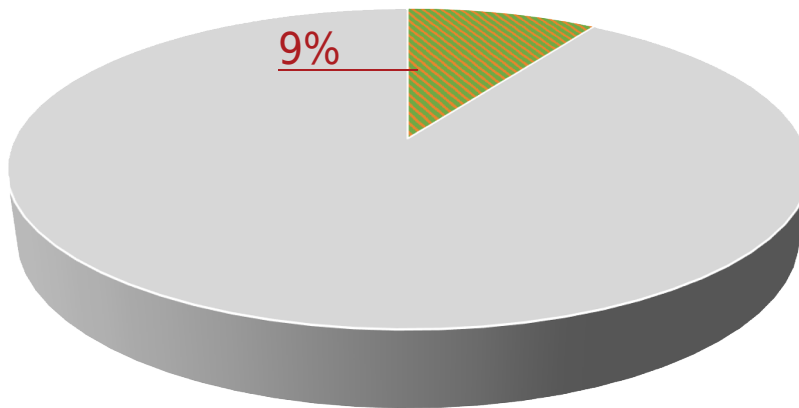
Like 22% of those employed in the general population, your Primary Language of appreciation is **Acts of Service**. See the chart below for the relative frequencies of how often individuals choose the various languages as their Primary Language





PRIMARY + SECONDARY LANGUAGES COMBINED

Only **9% of individuals** in the workforce have **Acts of Service** as their Primary Language and have **Quality Time** as their Secondary Language, so this combination is somewhat unique.

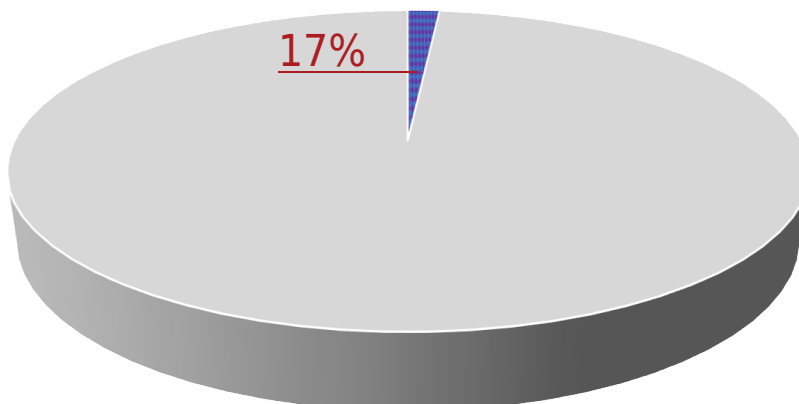


LESSER VALUED LANGUAGES

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



While many people choose **Tangible Gifts** as their least valued language 68% of the time, the combination of **Tangible Gifts** and **Verbal Praise** as the two lowest languages **only occurs for 17% 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 (especially in relationships with older adults), 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.

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 **Ask me what you could do to help on days when the workload is especially heavy.**

Therefore, if there is only one thing others can do for you, they should make sure that they (at least occasionally) **Ask me what you could do to help on days when the workload is especially heavy.**



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 ten 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 precedes a criticism or complaint.



QUALITY TIME

- Presented under the façade of quality time, but is actually a list of to-do's/agenda
- "Required fun" events outside of working hours



ACTS OF SERVICE

- When it is done only with the expectation of a favor in return.
- When the person wants to help but questions everything about the process or direction that I give.



TANGIBLE GIFTS

- When the gift is generic and/or everyone gets the same gift
- Impractical Items: cheap gifts; useless items

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.

- Toward the end of my shift, ask if there is anything you could do to help me out. (All)
- Offer to do some tasks that will allow me to spend some time with the residents. (Direct Report)
- When training a new employee, protect my time from additional requests. (Supervisor)
- Provide some support when I have a heavy workload. (Colleague)
- Help me with tasks so I can leave on time. (Colleague)
- Ask what you could I do to make my job easier this week. (Supervisor)
- Help me on tasks that require heavy lifting.



SUMMARY

Due to the unique pressures, emotional demands and challenging situations encountered when serving older adults and their families, we created this specific version for those who work with those populations.. At *Appreciation at Work*, we acknowledge the challenges faced in these settings and appreciate the services you provide.

Focusing on communicating appreciation to Stephanie through the languages of appreciation that are most meaningful to her will be more likely to produce the desired effect of Stephanie feeling appreciated and valued by her supervisors and co-workers, and will ultimately make her daily work experience more positive for her.

Resources to Assist You in Making *Authentic Appreciation* Part of Your Workplace

First, *consider having those who work with (or report to) you take the inventory themselves*. Have them share with you (and with one another) their results. Plot the group's results on a Group Profile (go to www.mbainventory.com/free-resources .) Share your results with those with whom you work - lead by example. Often, employees want to know how to encourage or communicate their appreciation to others, but they don't know an appropriate way to do so. As a starting point, utilize the discussion questions provided at the back of each chapter of ***The 5 Languages of Appreciation in the Workplace***.

Consider having your team go through the *Appreciation at Work* training process, which provides instructional videos, a facilitator's guide, participant handouts, and follow-up emails to help you apply the concepts within your work group. We have developed an online "train the trainer" online course to show how to use the *Appreciation at Work* training resources with multiple work groups (www.appreciationatwork.com/train). We have certified facilitators throughout the country (and world) who can serve you and/or Dr. White also speaks to large groups and trains leaders in various agencies.

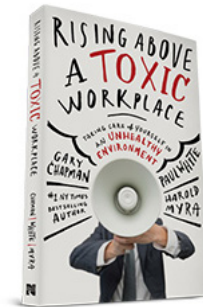
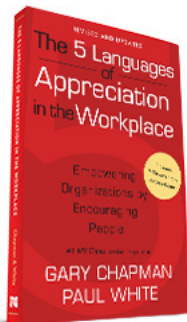
An additional set of resources are our book and training kit regarding *The Vibrant Workplace*. They describe and address the main obstacles keeping appreciation from thriving in the workplace, including:

- chronic busyness that leaves little time and energy to implement new programs
- resistance from supervisors (who often feel unappreciated themselves)
- confusion on whether to show appreciation to low performing employees
- a pervasive sense of negativity in the workplace.



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!



www.appreciationatwork.com