



BASIC VERSION

Inventory Result For:

John Doe

March 25, 2016

LANGUAGES OF APPRECIATION IN THE WORKPLACE



CONCEPTUAL FOUNDATION

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 gain a clearer picture of each individual's primary **language of appreciation as experienced in a work-related setting**. This then can provide accurate information to others so they can "hit the mark" in communicating appreciation in the ways that are meaningful to the recipient (rather than wasting time and energy trying to do the same actions for everyone.)

The items in the inventory (30 pairs of statements) have the respondent choose between various ways they prefer receiving appreciation or encouragement in a work-related relationship. The responses are then tabulated and the respondent's two primary languages of appreciation are identified, along with the language which they value least (which is a "blind spot" each of us has in relating to those who value this language of appreciation). These issues are addressed more fully in the book by Dr. Chapman and Dr. White entitled ***The 5 Languages of Appreciation in the Workplace*** (www.appreciationatwork.com).



JOHN DOE'S PRIMARY LANGUAGE

John's primary language for feeling appreciated in the work setting is **words of affirmation -- by having others communicate their appreciation for him verbally**. Remember, there are different methods for communicating appreciation verbally. And it is as important to use the proper method as the correct language, to communicate in a way that is meaningful to John - so take note of the action items he endorsed. Verbally communicating your appreciation to John encourages and energizes him, motivating him to want to continue to do a good job.



JOHN DOE'S SECONDARY LANGUAGE

An additional way that John receives encouragement and is motivated is by **spending quality time with those he values**. As a result, he feels valued and appreciated when others: • Invite him to do something with them. • Stop by and see "how he is doing". • Give him their full and undivided attention. • Take time to listen to his concerns.

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



JOHN DOE'S LEAST VALUED LANGUAGE OF APPRECIATION

John's lowest language of appreciation in the work setting is **receiving gifts**. Therefore, attempts to encourage him by giving him things will generally not be that effective. (NOTE: this does not include bonuses or pay increases!). Additionally, it is important to note that John may actually enjoy receiving gifts that are meaningful to him, but generally in work-based relationships they are not as valued by him as Verbal Praise or Quality Time.

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 or colleagues - they can know **exactly** what will be encouraging to John.

Here are the items John endorsed as those actions which will most clearly communicate a sense of appreciation to him.

Occasionally tell me "thanks" for working hard. (All)

Acknowledge when I have handled a difficult situation well. (All)

Tell me "thank you" or give me a specific compliment. (All)

In my review, make a list of positives regarding what you like about how I am doing. (All)

Give our department / team a group compliment when we have done well. (All)

SUMMARY

Focusing on communicating appreciation to John through the languages of appreciation that are most meaningful to him ([ResultList]) will be more likely to produce the desired effect of John feeling appreciated and valued by his supervisors and co-workers, and will ultimately make his daily work experience more positive for him.

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

First, *consider having those who 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 their supervisor, but they don't know an appropriate way to do so.

Additionally, we have created **industry specific versions** of the *MBA Inventory* for schools, medical settings, the military, ministries and non-profit organizations, and long-distance supervisory relationships. We sell registration



MOTIVATING BY APPRECIATION™

codes for taking the *MBA Inventory*; group discounts are available. Go to www.appreciationatwork.com/assess for more information.

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 the "train the trainer" online course to teach you 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 organizations. If you have any questions about other ways we may be of help to you (speaking / training, research, other resources), please contact us at admin@mbainventory.com or call ☎(316) 681-4431.