Appreciation 5 at Work Languages

FACILITATOR GUIDE
To the leaders of the *Appreciation at Work* training process:

I wanted to write you a brief note of thanks, and of encouragement. Thanks for demonstrating the interest in your team members and your organization by taking the initiative to show them how to communicate appreciation effectively to one another. Being honest, I have been pleasantly surprised by the results of the training (I am a bit of a skeptic by nature) -- we consistently have found that the *Appreciation at Work* training has significant positive impact on individuals, teams of colleagues, and even whole organizations. I hope you will find this to be the case in your organization.

Secondly, I want to encourage you to do three things as you go through the training:

1) *Be positive, but realistic.* I have found that giving people realistic expectations is critical for success. Can the training really improve work-based relationships? Absolutely. Will the training fix every problem or change every person? Clearly not. But the gains made are real, and make a difference in everyday life.

2) *Be consistent and follow through on the suggested activities.* If you only “half-way” go through the process, you will not get “half-way” results, you will get none (and probably negative ones). As a psychologist, I have learned what is needed for behavior to change and we have built these factors into the training process:

   ★ simple, understandable concepts;
   ★ a structured process, but one that is flexible enough to apply to different situations;
   ★ a focus on easily applied actions (along with the tools necessary to do so);
   ★ consistent instruction and encouragement over time;
   ★ social support from others;
   ★ the opportunity to make corrections and deal with challenges experienced.

3) *Do not become discouraged or dissuaded by the “nay-sayers”.* There will always be individuals who will bring a negative attitude to the process, colleagues or supervisors who think the process is “just a bunch of psycho-babble”, or team members who will have excuses why they can’t apply the principles in their situation. Let them go. You (most probably) won’t change their mind or perspective. But they can undermine your efforts with your co-workers and cause the training to be ineffective. So, find those who are positive and supporting and get encouragement from them, and focus on those colleagues who are at least “willing to give it a try”. My experience is that, with a bit of consistent honest effort, people (fairly quickly) begin to have positive interactions and examples to share with others – and the “positive snowball” has begun!
Finally, if you haven’t yet, I would encourage you to follow us on Facebook (5LanguagesofAppreciation and DrPaulWhite) and Twitter (DrPaulWhite) because we send out practical suggestions, quotes and research results that can be helpful to you throughout the training process (it is good to encourage your participants to sign up, as well.) And please let us know how the training goes for you. We have a “Success Story” section on the www.appreciationatwork.com website, where you can share your stories of how the training impacted you, your colleagues and your workplace.

I trust you will not only find this training process to be valuable but also fun to go through with your co-workers.

Warmly,

Paul White, PhD
President, Family Business Resources, Inc.
“Making Work Relationships Work”
Facilitator Guide Components

This guide has been developed to aid you in the delivery of the Appreciation at Work workshop. Take time to review the information in this guide and familiarize yourself with the content before your first training workshop.

This guide is divided into the following sections:

Pre-Session Information
This section contains information to help prepare you for your training sessions. It includes:

- Thoughts on how to determine your participants’ learning needs
- Checklist of items to complete before the training
- Pre-session e-mails for participants and their managers

Conducting Your Session
This section provides specific instructions to aid in the delivery of your workshop. Each learning element is outlined in detail, giving you key information such as the objective, time to complete, and even tips on what you can do to be better prepared.

The materials are icon-driven for ease of use. Additionally, copies of PowerPoint slides from the session are included to make your presentation easier to facilitate. The Facilitator Guide includes enough white space to add any personal thoughts or ideas to aid your workshop delivery.

Appendix
The appendix includes instructions on how to complete the Motivating by Appreciation Inventory (MBA) and additional materials to aid in your delivery of the workshop. Included in your Facilitator Kit is Facilitator Resource CD and DVD. The Resource CD contains resource information including articles, PowerPoint slides, Participant Guides, etc. The Resource DVD contains four video files, one for each module. Both resources are referenced throughout this guide.
Pre-Session Information

Materials Needed to Conduct the Workshop:

- Facilitator Guide
- Participant Guides - There is one participant guide for each training module. These can be found on the Facilitator Resource CD. Modules are designed to be printed on 11x17 paper (tabloid).
  - **Option:** Copies of the Participant Guide can also be ordered by emailing admin@mbainventory.com or calling 316-681-4431.
- Motivating By Appreciation Inventory Code - each participant will need a registration code to complete the inventory.
- PowerPoint Presentation (On Facilitator Resource CD)
- LCD Projector
- Computer
- Flip chart and markers

Definition of Icons
For easy reference, icons are shown in the margins of your training materials. They will help you quickly recognize key items in a section or specific activity. The following is a description and picture of each icon used.

- **Flip Chart or White Board to be used**

- **Activity - could either be a leader-led discussion, small-group discussion or some other type of activity**

- **Play a video segment. The videos can be found on the Facilitator Resource DVD.**
Action Tasks Prior to the Session

Three Weeks Prior to Session
• Read the *5 Languages of Appreciation in the Workplace* book to familiarize yourself with the workshop material.
• Review this Facilitator Guide and the Participant Modules with particular emphasis on understanding the content.
• Confirm that you have one participant guide for each participant.
• Verify session logistics such as location, room setup, number of participants, equipment needed, materials needed, etc.

Two Weeks Prior to Session
• E-mail participants and their managers confirming their attendance and sharing logistical information including location of training, agenda for the day, and the pre-session work you would like them to complete. You will also want to share your enthusiasm for the opportunity to work with them.
  • **Note:** There are two reference emails on the CD. One is for the participants and one is for their manager. In some instances the manager will be attending the workshop so you can simply send them the participant email. Please modify the emails to fit your own need. Both emails are optional.
  • **Option:** Arrange to get a copy of the *5 Languages of Appreciation in the Workplace* book to each participant. Each book contains a registration code (in the back cover) for the *Motivating by Appreciation Inventory*.
  • **Note:** Additional codes can be purchased at [www.MBAInventory.com](http://www.MBAInventory.com) for those who do not need a book.
• Rehearse the presentation using the Facilitator Guide, videos, and participant materials. Be sure to consider specific examples of content areas that you will be asked to demonstrate and reinforce.

One Week Prior to Session
• Finalize any logistical issues such as room setup, delivery of participant materials, equipment reservations, refreshments, etc.
• Rehearse the presentation.
• Review the MBA Inventory reports from the participants. Identify specific areas of focus for your session. Print one copy of each participant’s report for the participants to use in the session.
One Day Prior to Session
  • Do a final check to make sure you have all the materials and equipment needed for your session.
  • Do a final review of materials to answer any lingering questions you have or to focus on areas that you want to pay particular attention to in the session.

Day of Session
  • Arrive at least 45 minutes prior to the session to ensure room setup is complete, equipment is functional, and materials are distributed.
Greetings!

I'm looking forward to our time together in the upcoming training session, *Appreciation at Work*. I'm excited about this new workshop that focuses on how we appreciate people in the work place. Our training will be broken up into four modules that range between 60-90 minutes each.

In the next few days you will be receiving a copy of the book *5 Languages of Appreciation in the Workplace* by Dr. Gary Chapman and Dr. Paul White. I encourage you to read through the book at your leisure.

Be sure to mark your calendar with the following information:

- **Session: Module 1 - The Importance of Appreciation**
  - **Date:** (Insert Date)
  - **Time:** (Insert Time)
  - **Location:** (Insert Location)

If you have any questions prior to our time together, do not hesitate to contact me at (insert preferred contact information). I look forward to seeing you!

Facilitator Name
Pre-Session E-mail Template – Manager

Greetings!

I’m looking forward to having your associate, (insert name) in our upcoming training session, *Appreciation at Work*. I appreciate your commitment to help (him/her) learn and grow by encouraging (him/her) to attend this session.

I will be doing everything I can to make this session informative, enjoyable, and worthwhile. The agenda I have developed for this training will help focus the skills and behaviors necessary for your team member to refine (his/her) leadership skills with everyone around (him/her).

During the session, (employee’s name) will learn the following:

- The concept of languages of appreciation and the value that it can create for team members.
- Ten ideas on how to communicate appreciation to others.

As a manager, your role is important. Some of the things you can do before the session are:

- Discuss your expectations for the session with your team member. Help (him/her) understand the importance of the training.
- Help the employee clear (his/her) calendar. This will allow (him/her) to focus on the training session instead of what awaits (him/her) upon return.
- Most importantly, share your enthusiasm for your team member’s continued learning and growth.

Please be sure to note the following information:

**Session:** Module 1 - The Importance of Appreciation  
**Date:** (Insert Date)  
**Time:** (Insert Time)  
**Location:** (Insert Location)

If you have any questions prior to the session, do not hesitate to contact me at (insert preferred contact information).

Facilitator
Conducting Your Session

This workshop is divided into four modules. The four courses together are a core leadership development offering. They can be delivered together as a full-day course, or you can deliver them as separate two-hour modules.

Course Description

The overarching goal of the *Appreciation at Work* training is to assist individuals in the workplace (both employees and volunteers) in understanding how to communicate appreciation and encouragement effectively to their colleagues and to provide the resources and support to apply this knowledge proactively in their current work environment.

Course Objectives

This course has four main objectives. By completing this course, participants will be able to:

- Understand the core concepts of appreciation and encouragement, their importance in workplace relationships, and identify the negative results that can occur when team members do not feel valued or appreciated.
- Describe each of the five languages of appreciation and what they look like in daily work life, and affirm the core components for appreciation to be communicated effectively (individualized, personal, and in the language meaningful to the recipient).
- Identify and deal with the challenges of individuals’ blind spots, the “weirdness factor”, and the need to use the specific dialects of each language.
- Apply the principles of the languages of appreciation in everyday work relationships by utilizing the tools and resources provided.

Setting Expectations

You will often get what you expect from your participants. Many studies have shown that facilitators’ expectations, perceptions, and opinions of the participants do affect the results. Make sure to share your expectations with your participants, including that they share responsibility in making the session a success through contributing, following ground rules, and being open to learning.

Suggested Timing Outline for each Module

The following suggestions for timing are just that - suggestions. The one thing you cannot anticipate in your sessions is the amount of discussion you will have over a given topic. You may have situations where you’ve hit a “hot button” for
the group and they want to discuss the topic. That’s fine and you should encourage them to talk. However don’t linger on the topic too long where you run short of time on another topic.

**Module 1: The Importance of Appreciation**

<table>
<thead>
<tr>
<th>Content</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>:05</td>
</tr>
<tr>
<td>Activity: The Most Thoughtful Gift</td>
<td>:10</td>
</tr>
<tr>
<td>Overview of the Five Languages</td>
<td>:06</td>
</tr>
<tr>
<td>Module 1 Video</td>
<td>:08</td>
</tr>
<tr>
<td>Discussion Questions (page 3)</td>
<td>:10</td>
</tr>
<tr>
<td>Cues That Appreciation is Needed</td>
<td>:15</td>
</tr>
<tr>
<td>10 Easiest Ways to Express Appreciation</td>
<td>:10</td>
</tr>
<tr>
<td>Activity</td>
<td>:10</td>
</tr>
<tr>
<td>Action Plan &amp; Closing Comments</td>
<td>:10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1:24</strong></td>
</tr>
</tbody>
</table>

**Module 2: The Five Languages**

<table>
<thead>
<tr>
<th>Content</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>:05</td>
</tr>
<tr>
<td>Activity: How Did It Go?</td>
<td>:10</td>
</tr>
<tr>
<td>Module 2 Video</td>
<td>:10</td>
</tr>
<tr>
<td>Discussion of the Five Languages</td>
<td>:30</td>
</tr>
<tr>
<td>Words of Affirmation</td>
<td></td>
</tr>
<tr>
<td>Quality Time</td>
<td></td>
</tr>
<tr>
<td>Acts of Service</td>
<td></td>
</tr>
<tr>
<td>Tangible Gifts</td>
<td></td>
</tr>
<tr>
<td>Physical Touch</td>
<td></td>
</tr>
<tr>
<td>Activity: My Primary Language</td>
<td>:10</td>
</tr>
<tr>
<td>Activity: Group Profile</td>
<td>:10</td>
</tr>
<tr>
<td>Action Plan &amp; Closing Comments</td>
<td>:15</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1:30</strong></td>
</tr>
</tbody>
</table>
### Module 3: Putting the 5 Languages to Work

<table>
<thead>
<tr>
<th>Content</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>:05</td>
</tr>
<tr>
<td>Activity: Opening Discussion</td>
<td>:10</td>
</tr>
<tr>
<td>Module 3 Video</td>
<td>:10</td>
</tr>
<tr>
<td>Dealing With Potential Blind Spots</td>
<td>:10</td>
</tr>
<tr>
<td>Getting Over the Weirdness Factor</td>
<td>:10</td>
</tr>
<tr>
<td>Understanding the Individual Dialects of Appreciation</td>
<td>:25</td>
</tr>
<tr>
<td>What’s the Difference?</td>
<td>:10</td>
</tr>
<tr>
<td>Action Plan &amp; Closing Comments</td>
<td>:05</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1:25</strong></td>
</tr>
</tbody>
</table>

### Module 4: Making it Stick

<table>
<thead>
<tr>
<th>Content</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>:05</td>
</tr>
<tr>
<td>Module 4 Video</td>
<td>:10</td>
</tr>
<tr>
<td>Be Authentic</td>
<td>:10</td>
</tr>
<tr>
<td>Internal Barriers to Authentic Appreciation</td>
<td>:05</td>
</tr>
<tr>
<td>External Barriers to Authentic Appreciation</td>
<td>:05</td>
</tr>
<tr>
<td>Activity: Part of Our Culture</td>
<td>:15</td>
</tr>
<tr>
<td>Our Stories</td>
<td>:20</td>
</tr>
<tr>
<td>Activity: Sharing a Story</td>
<td>:10</td>
</tr>
<tr>
<td>Activity: Questions We Need to Be Asking</td>
<td>:15</td>
</tr>
<tr>
<td>What Would You Say?</td>
<td>:15</td>
</tr>
<tr>
<td>The Plan &amp; Closing Comments</td>
<td>:05</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2:00</strong></td>
</tr>
</tbody>
</table>
Videos
The videos for each module can be found on the Facilitator Resource DVD.

PowerPoint Slides
Included on the Facilitator Resource CD are four PowerPoint slide decks, each one mapped to a specific module. The slides are optional and simply provide structure to your training sessions. The slides follow the information in the Facilitator Guide. There is a place-holder slide for where you can insert the appropriate video element into the slide deck.
Module 1: The Importance of Appreciation

This outline gives instructions for delivering the content for module one. For each page in the participant guide, you will find a teaching outline with high-level speaking points, plus instructions for completing the activities.

Key Objective
Participants will be able to:

• Understand the core concepts of appreciation and encouragement, their importance in workplace relationships, and identify the negative results that can occur when team members do not feel valued or appreciated.

Activity: The Most Thoughtful Gift
Put each of the following questions on a flip chart. Have everyone write their answers on the flip chart. These can be either in the context of work or something personal. Let them decide the context for this first example.

• What’s the most thoughtful gift anyone ever gave to you?
• What is the most encouraging thing anyone ever said to you?

Debrief the responses by having the group go and stand around each chart and review the answers.

• What similarities do you see?
• What differences?
• What made these meaningful?

Page 1: Overview of the 5 Languages of Appreciation

Presentation
• Provide some background information on the book and the importance of appreciation from your own perspective. Give an example (within the context of work) where someone gave you a thoughtful gift or they gave you an encouraging comment. The opening activity gave the participants the option of choosing either a personal or work setting. Your example should be in the context of work.
• Discuss the opening question on this page to see how individuals in class typically communicate appreciation to others.
• Review the fact that there are four modules for this workshop and that you will be spending 60-90 minutes in each session.

• The question at the bottom of page 1 is another open-ended question geared to get the participants thinking about “how” they express appreciation to others.

Video

• **Introduction:** There is an introductory video by Dr. Gary Chapman to introduce everyone to the content of *Appreciation at Work*.

• **Content:** Dr. Paul White will provide ten minutes of introductory information specific to this first module. Ask the participants to turn to page 2 in their guide to take notes during the video.

**Page 2: Video Discussion**

**Foundational Facts**

• One of the key messages that we hear from *people around the country is that people desperately want to feel* **appreciated** and **valued** in their jobs.

• The fact is *most people don’t feel appreciated.*

• Do you agree or disagree with this information? Please explain your answer.

**Key Research Findings**

• In one study **79% of employees who quit their jobs cite lack of appreciation as a key reason for their leaving.**

• In another study, **65% of North Americans report that they received no recognition or appreciation at their workplace in the past 12 months.**

• What do you think of this information? What is the impact when a majority of people don’t receive recognition or appreciation at work?