MBA INVENTORY

EXPANDED VERSION

SCHOOL VERSION

## INVENTORY RESULTS FOR:

# Carly Sample

September 03, 2021

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.

This school version of the *Motivating by Appreciation Inventory* has been designed for administration, faculty and staff who work in school settings (public or private), ranging from preschool to high school. Given the unique demands of school settings, the terminology and action items were customized to be practical and relevant to employees in educational settings.

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).

## CARLY 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.

## CARLY 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.

## CARLY SAMPLE'S LEAST VALUED LANGUAGE

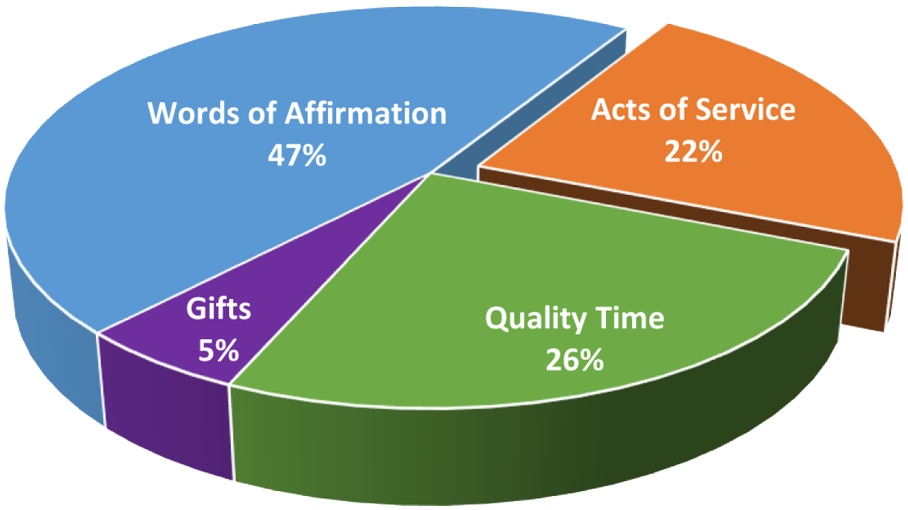
Your lowest language of appreciation in the work setting is ***receiving gifts***. Therefore, most attempts by your colleagues or supervisor to encourage you by giving you things will generally not be that effective. (NOTE: this does not include bonuses or pay increases!). Additionally, it is important 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.

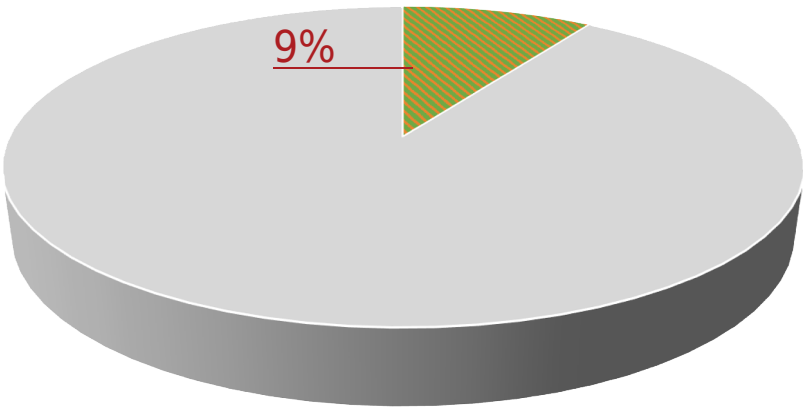
## CARLY SAMPLE'S PRIMARY LANGUAGE

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

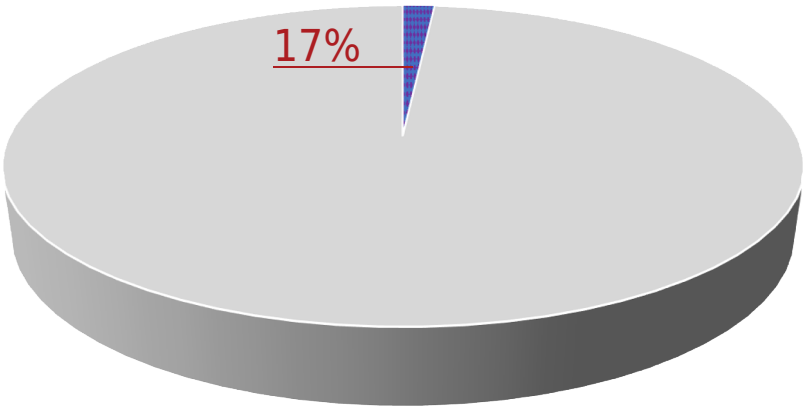
Only **9% of individuals** in the workforce have Acts of Service as their Primary Language and have Quality Time as their Secondary Language, so this combination is somewhat unique.




## 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, 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 **Help me accomplish end of semester tasks**

Therefore, if there is only one thing others can do for you, they should make sure that they (at least occasionally) **Help me accomplish end of semester tasks**

## 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
- Group E-mails

### QUALITY TIME

- When I am busy or under a tight deadline for a project
- Time that takes away from family or personal time

### ACTS OF SERVICE

- When it is done only with the expectation of a favor in return.
- Jumping in without knowing what will help me the most.

## TANGIBLE GIFTS

- A re-gifted item
- Plaques or certificates

## 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.

- Cover my classroom when I need a break. (Team Member)
- Ask me what you could do to help me. (Supervisor)
- Volunteer to do some tasks for me that I dislike doing. (All)
- When working on a time-sensitive project, protect my time from additional requests. (Colleague)
- Bring me/my team some food when we are working long hours. (Supervisor)

## SUMMARY

Schools have unique aspects to their work cultures and their staff have particular ways of relating to one another (depending on whether they are administrators, faculty, staff or volunteers). Due to the unique challenges, numerous demands and (frequently) lack of resources in schools, we created this specific version for those who serve in our schools. At *Appreciation at Work*, we acknowledge the difficulties faced by teachers, administrators and support staff and we appreciate the services you all provide to students and families.

Focusing on communicating appreciation to Carly through the languages of appreciation that are most meaningful to her will be more likely to produce the desired effect of Carly 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. At a minimum, utilize the discussion questions provided at the back of each chapter of ***The 5 Languages of Appreciation in the Workplace.***

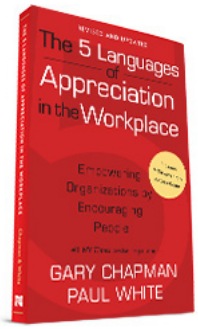
For a more thorough process to implement the concepts with your work group, consider having your team go through the *Appreciation at Work* training process, which provides instructional videos, a facilitator's guide, participant handouts, and follow-up emails to help you apply the concepts within your 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 levels of agencies.

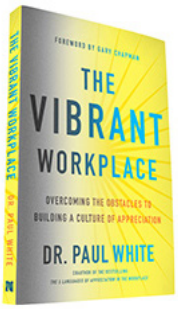
An additional resource is our *Toxic Workplace Prevention and Repair* kit which addresses the negativity many employees and managers experience on a daily basis such as low staff morale, dysfunctional colleagues, and lack of trust. The kit includes instructional videos, a facilitator's guide, and participant handouts (www.appreciationatwork.com/toxic-workplace-prevention-repair-kit/). The primary goal of the materials is to help employees understand what makes workplace toxic and to

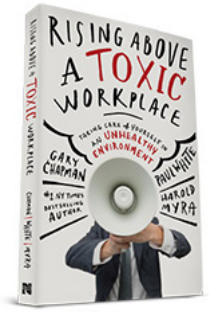
give individuals practical steps on how to avoid becoming a toxic environment (or to repair one).

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!



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