

The 5 Languages of Appreciation in the Workplace **by Gary Chapman and Paul White**

1. **Words of Affirmation** is the language that uses words to communicate a positive message to another person. Verbally affirming a positive characteristic about a person. This praise is task specific and focuses on an achievement or accomplishment. Ex: “You did a good job getting all the documents filed last week. That was efficient work.” or “I appreciate you putting in extra hours on this project. We need more employees with your dedication.”

2. **Quality Time** means giving the person your undivided attention. Physically being in their proximity is not enough. Working with someone closely on a daily basis does not count as Quality Time because the person does not have your full attention. Ex: “Tell me how things are going.” or a group of coworkers going to a Happy Hour after work to celebrate a project completion.

3. **Acts of Service** is when someone provides assistance or does something for another person. The thought is that you can say you care, but by taking action you are showing it. This service should be done voluntarily and not a response to a request for help or later mentioned to get something in return. Ex: Helping a coworker reach something on a high shelf or showing them where to find a program on their computer.

4. **Tangible Gifts** are something that is separate from a pay increase or bonus. Something that has to be thought about and is done outside the scope of everyday work. These gifts usually require time and energy from the giver and typically result in an experience for the receiver. Ex: Company tickets to a sporting event or gift certificate for you and your spouse to enjoy dinner.

5. **Physical Touch** is contact between two individuals to show appreciation for their work. This language is not common in the workplace but has shown effective for some individuals. Ex: Firm handshake, high five, pat on the back or light touch on the shoulder.