

Appreciation Matters at Valdosta State University



Why Workplace Appreciation?

Retention

- 88% leave for non-monetary reasons
- 66% report they would leave a position if they felt unappreciated
- 8 in 10 millennials in the same study would look for new job if not appreciated

Service Excellence

- Happier employees provide better service
- Higher performing teams
- 64% say recognition is more important when working remotely

Work Environment

- 8 times more engaged
- Encouraged: Peer to Peer
- Motivated: Especially Millennials

Why do employees leave?

54% didn't feel valued by their managers

52% didn't feel valued by their organizations

51% didn't feel a sense of belonging at work



- Praise for Accomplishments
- Affirmation for Character
- Praise for Personality
- How and Where to Affirm
- Missing the Mark – Hollow Praise

What to Avoid:

- Harsh criticism
- Not being specific



- Maintain eye contact
- Be present
- Listen for feelings as well as thoughts
- Affirm their feelings
- Observe body language
- Resist the impulse to interrupt

What to Avoid:

- Long periods between 1-on-1 meetings
- More time with team members than with me



- Ask before you help
- Serve voluntarily
- Check your attitude
- Do it their way
- Complete what you start

What to Avoid:

- Ignoring requests while helping others
- Only taking on tasks you enjoy



Gifts

- Not talking about raises or bonuses
- The Who
- The What
- Time off

What to Avoid:

- Not recognizing milestones and accomplishments
- Not attaching the gift to the individual's contribution



Physical Touch

- Not included in the appreciation language assessment
- Firm handshake of greeting or congratulations
- High five or fist bump for celebration
- Pat on the back
- Hugs

What to Avoid:

- Invading personal space
- Ignoring reactions of others

Appreciate to RETAIN

- Re-recruit your team
- Encourage peer-to-peer recognition
- Touch base early and often
- Appreciate in their preferred language
- Improve the culture
- Notice expertise in others



