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All About **AUTHENTICITY**

THE NEW AI: APPRECIATION INTELLIGENCE



**Project
Management
Institute®
Chicagoland**

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Hi!

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Appreciate

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STAND UP
HANDS OUT
BRING THEM TOGETHER



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CYA

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C
Y
A

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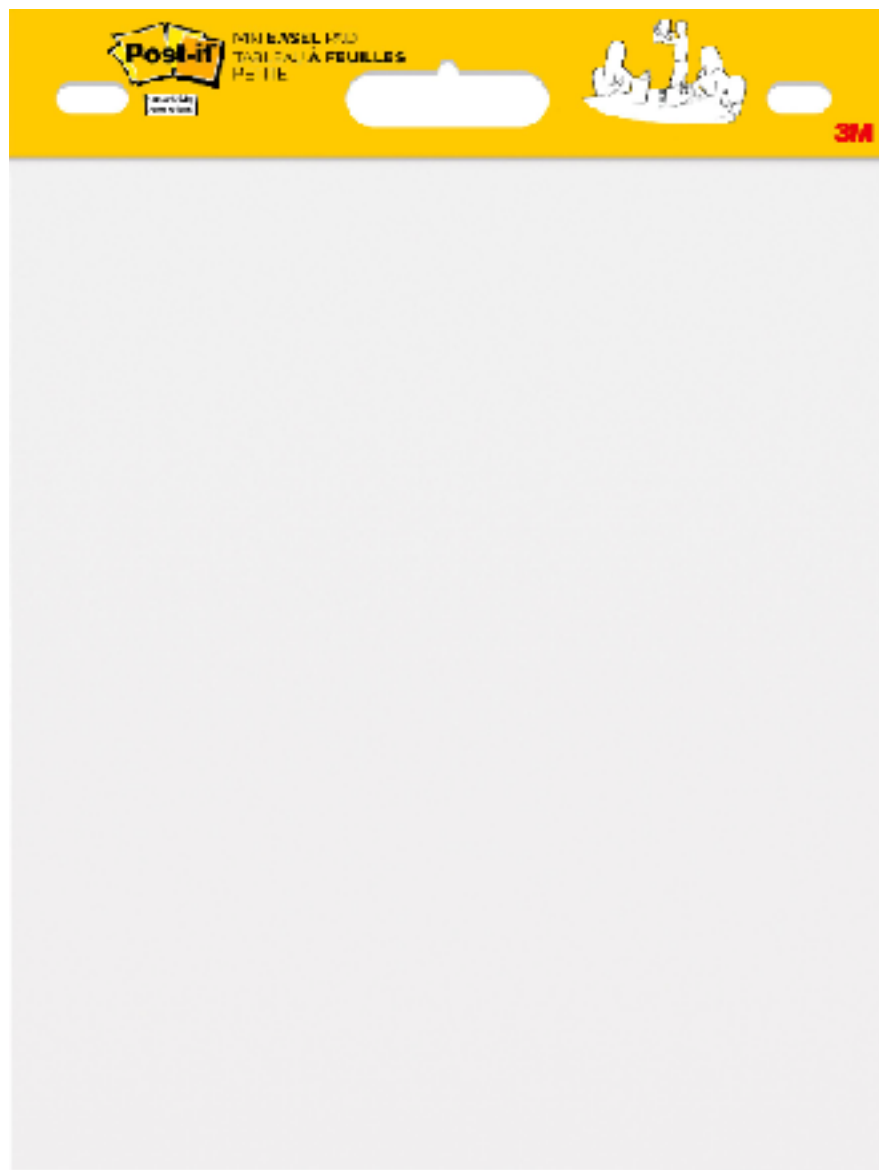
Challenge Your Assumptions

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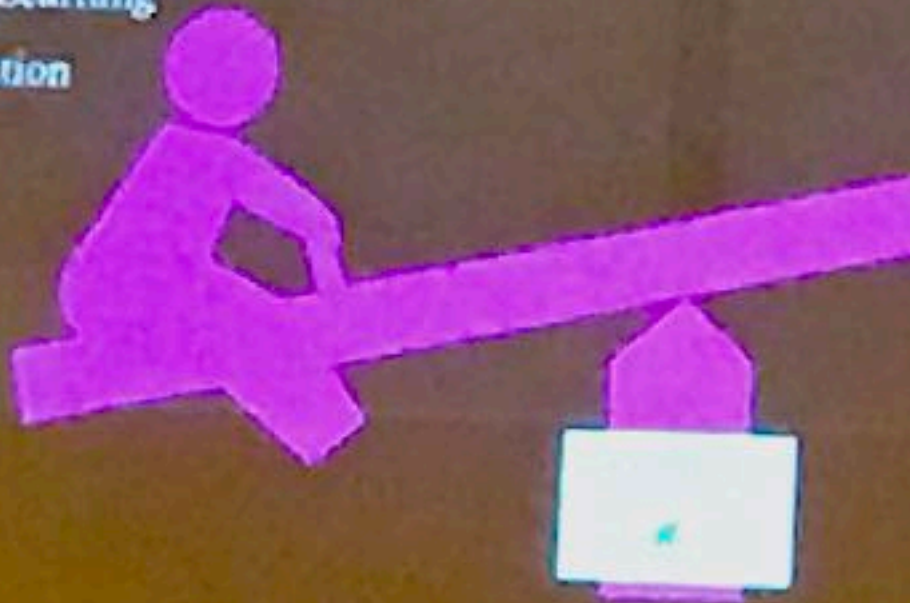


Our signature strengths com

More likely to be lower strengths

More

- ◆ Social Intelligence
- ◆ Kindness
- ◆ Love of Learning
- ◆ Appreciation





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Make the possible impossible

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Make the impossible possible

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Appreciate

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Where are we headed?

1. The Case for Appreciation
2. Four Appreciation Languages
 - a. Words
 - b. Time
 - c. Acts
 - d. Gifts



Top 5 challenges for Project Managers

1. Corporate problems.
2. Problems with your team members.
3. Ensuring that the risks are low.
4. Communication issues.
5. Managing expectations.

“I want this done now!”

“We need this project under budget and ahead of schedule!”

“Can you work your magic?”

“Could you squeeze in a meeting over lunch?”

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**Share your favorites.
What's been asked of you?**





CONNECT KNOW WORK

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A-Z

How do you show co-workers and teammates
that you appreciate them?

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64%

US Department of Labor

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64%

76%

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Why is feeling appreciated at work important?





What you do matters

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Business Case — Power of Thank You

In one study involving fundraising calls, employees who were **thanked** by their managers made **50%** more fundraising calls than their co-workers.



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<https://www.forbes.com/sites/amymorin/2016/11/20/how-an-authentic-thank-you-can-change-your-workplace-culture/#4331e9ed7990>

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Business Case — Power of Gratitude

Grateful people are **more resilient**.

They're better equipped to **manage stress** and they experience fewer toxic emotions, like resentment and envy.



<https://www.forbes.com/sites/amymorin/2016/11/20/how-an-authentic-thank-you-can-change-your-workplace-culture/#4331e9ed7990>

<https://www.sciencedirect.com/science/article/abs/pii/S0092656607001286>

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Business Case — Power of Gratitude

Being grateful **increases job satisfaction.**

When people feel appreciated, and they show appreciation for what they have, they're **more likely to be happy with their jobs.**



<https://www.forbes.com/sites/amymorin/2016/11/20/how-an-authentic-thank-you-can-change-your-workplace-culture/#4331e9ed7990>

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Business Case

“We thrive in an atmosphere of appreciation.”

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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ONE SIZE
DOESN'T FIT ALL



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BUSINESS CASE

“[An employee’s] level of work satisfaction is influenced by how much they feel appreciated by those around them.”

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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BUSINESS CASE



1. Reduced turnover
2. Increased productivity
3. Higher customer satisfaction
4. Positive corporate culture

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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Pair and Share

**Top 3 ways you
like to be
appreciated**

**Top 3 ways you
show
appreciation**

Appreciation Languages

Words of Affirmation

Quality Time

Acts of Service

Tangible Gifts

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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Words of Affirmation

Praise (specific)
Character
Personality



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Words of Affirmation



1:1 vs. Public
Verbal vs. Written

Gary Chapman & Paul White, *The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People*, 2019

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Words of Affirmation

Key words to use

“I observe...”

“One thing I admire...”

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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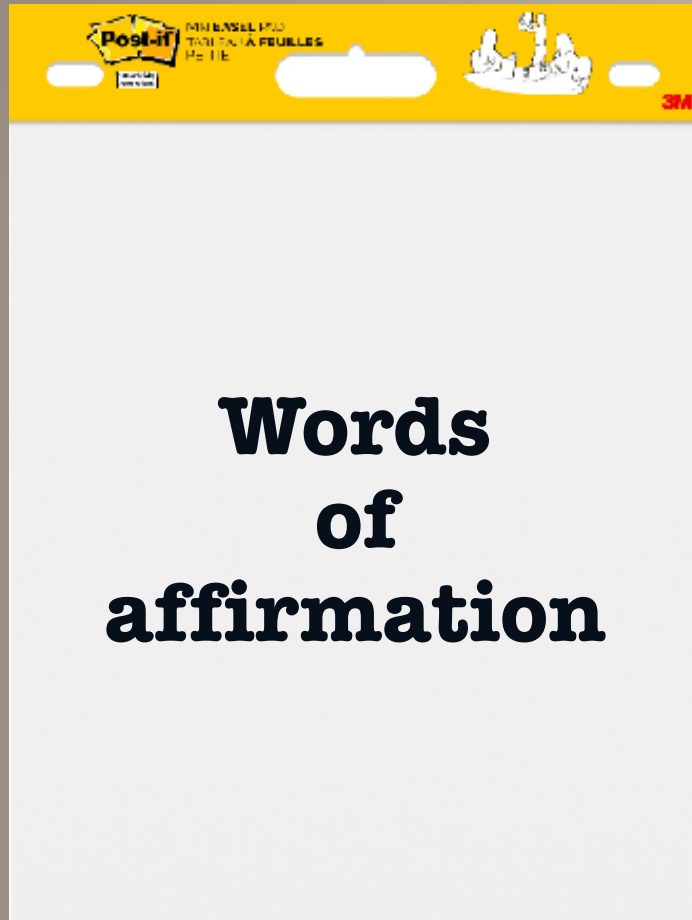
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Research shows
that when you
show gratitude,
you increase
oxytocin in your
brain.



Use Your Words



What words of
affirmation do you use?

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Quality Time

Quality empathetic conversation



Gary Chapman & Paul White, *The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People*, 2019

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Quality Time

Words to listen for
“hang out”
“individual time”
“make time”

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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Quality Time

Suggestions

Focused conversation

Shared experience

Small group dialogue

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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Quality Time

How to

Eye contact

No multitasking

Observe body language

Don't interrupt - resist



Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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Find a partner



Yes, but
Yes, and

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Spend Quality Time



How can you spend
quality time with
teams?

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7 Ideas to Boost Your Appreciation Intelligence!



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Special Offer Code:
C1018

**7 Amazing Ways to
Boost Your
Appreciation Intelligence**



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Acts of Service

Helping others
Giving assistance

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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Acts of Service

Suggestions

Help with a task

Volunteer

Give time

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Acts of Service

How to

Ask before you help

Attitude (+ not -)

Their way (ask how)

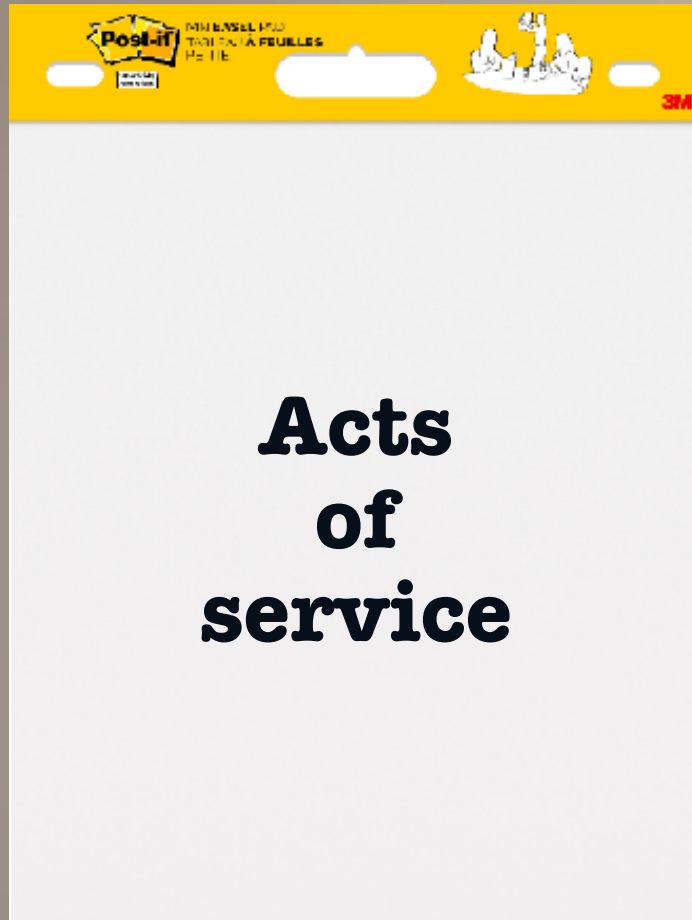


Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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Acts of service



How can you act in service?

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Tangible Gifts

Non-monetary Right gift

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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BEING A
**PROJECT
MANAGER**



IT'S EASY. IT'S LIKE
RIDING A BIKE
EXCEPT THE BIKE IS ON FIRE
≡ YOU'RE ON FIRE ≡
EVERYTHING IS ON FIRE
AND YOU'RE IN HELL

Tangible Gifts

Give gifts to people who
appreciate them

Give a gift the person values

Gary Chapman & Paul White, The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, 2019

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The gift of time off (Gen X, Millennials, Gen Z)

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Tangible Gifts



How do you know?

Ask!

Look and listen for clues and ideas

“What would make you feel special, valued, and appreciated?”

Gary Chapman & Paul White, *The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People*, 2019

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Worst Gift / Best Gift



Groups of 5 or at your table



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What is your One Thing?

Small step
Write it down!



Phone a Friend Challenge



**On a break and before you
leave today:**

**Call someone to tell them how
much you appreciate them.**

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AWARENESS

OUTCOMES



SUCCESS



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Thank You!

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Thank You!

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