

Appreciation: Are Students Entitled to It?

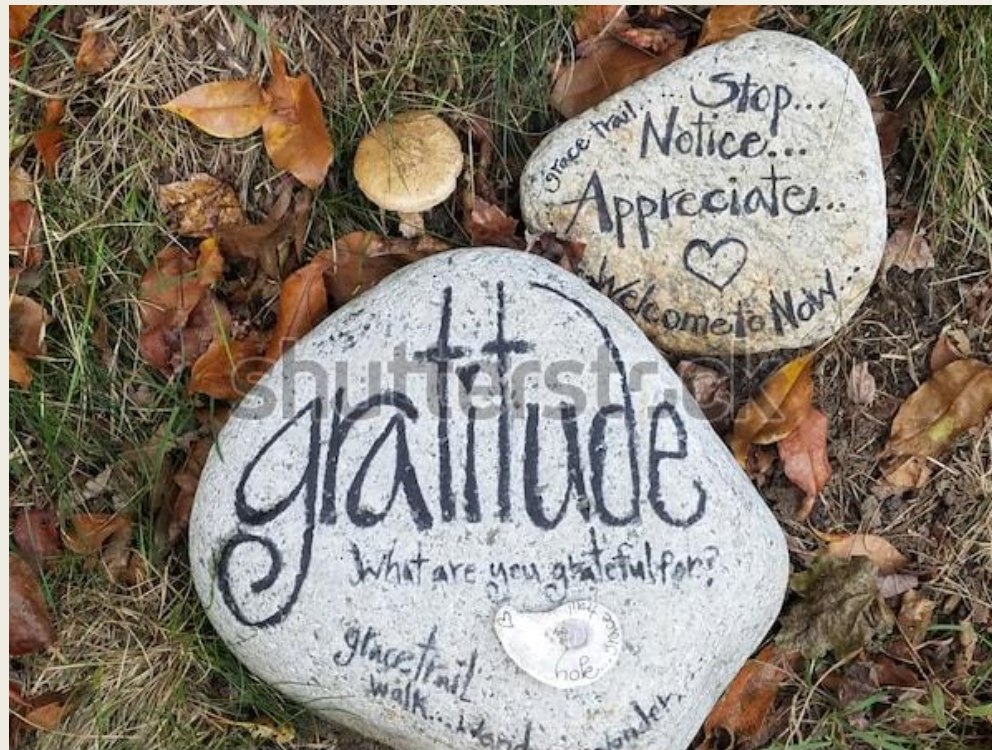
Nancy Szwydek, MPH, RN, RHIA, RMA, CRAT, CMAC
Assistant Dean and Department Chair

Outcomes

At the conclusion of this presentation, participants will:

1. Identify the five languages of appreciation and nuances associated with each language
2. Engage in an activity to identify one's personal language of appreciation
3. Distinguish the key differences between recognition and appreciation and understand the value of each
4. Explore methods to enhance student interactions by demonstrating appreciation

What Makes You Feel Appreciated?



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Question 1

- _____A. I feel encouraged when someone offers to help me
- _____B. I feel encouraged when someone recognizes me publicly for doing a good job
- _____C. Buying lunch for me really shows that I am important
- _____D. I like it when colleagues like to spend time away from the office together

Question 2

- _____A. I feel comfortable asking others handle some of my work when I am running behind
- _____B. I am likely to persevere through a hard task when someone acknowledges my contributions
- _____C. I feel supported when someone brings me something that is related to one of my hobbies or interests
- _____D. I enjoy it when my supervisor takes the time to listen to my concerns

Question 3

- _____A. Someone doing a small favor for me really lifts my spirits
- _____B. Kind words make me feel motivated
- _____C. I appreciate comp time as a reward for my hard work on a project
- _____D. Handwritten humorous cards just make my day

Question 4

- _____A. Someone who cheerfully does a task I ask makes me feel good
- _____B. Being complimented means a lot to me
- _____C. Getting a small gift or card on my birthday is really special to me
- _____D. I feel valued when my boss takes time each week to meet with me

Question 5

- _____A. I love it when someone sees that I am overworked and offers to help to lighten the load
- _____B. A simple thanks affirms that I have done a good job
- _____C. I feel affirmed as a dependable employee when I'm allowed to work a flexible schedule
- _____D. Having lunch together with colleagues relieves a lot of daily work stress

Total Your Points:

A =
B =
C =
D =

Your lowest score is your primary language of appreciation (MAYBE)

A = Acts of Service

B = Words of Affirmation

C = Tangible Gifts

D = Quality Time

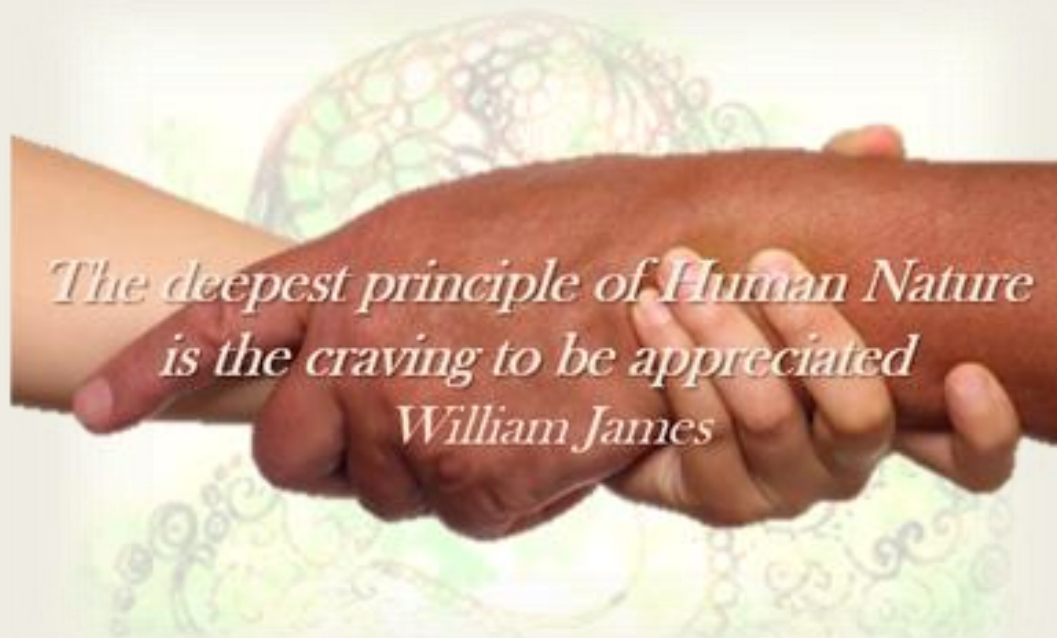
Recognition Versus Appreciation

Recognition (Behavior)

- “Catching”
- Top down process
- Global /Organization
- Milestones
- Merit

Appreciation (Value)

- Communicated in any direction
- Individualized and Personalized
- Admiration/Gratitude
- Validation



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William James “Father of American Psychology”



Appreciation: Why Wouldn't We Use it With Students?

- How does happiness affect businesses?
- 31% increase in productivity, performance, and profit (Anchor, 2011)
- How is the one giving praise affected?
- Increases level of happiness for up to a month later (Allen, 2018)
- What is the value of "Thank You" and recognition of good work?
- 70% of employees identify that it will increase motivation and morale (2017 Atomik Survey of 500 workers)
- What about money?
- Lack of appreciation results in negative attitudes regarding salary (Himmelstein, 2015)
- Is employee turnover affected?
- Appreciation/Recognition results in 31% lower turnover rate (2012 survey by Bersin and Associates)

Words of Affirmation (46%)

- Praise for achievement or accomplishment
 - Most common form of appreciation
 - “Catch” them and acknowledge it
 - Be specific
- Personality Traits
 - “Normal” way of approaching life (optimistic, happy, positive)
 - Play to strengths
- Positive Character Traits
 - Focuses on inner nature of the person (dependable, dedicated, prompt)

(Chapman & White, 2019)



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WORDS ARE POWERFUL

How and Where

One-on-one

In front of others

Written

Public

Silence is better than sharing hollow praise

Quality Time (26%)

A precious commodity delivered at any level by anyone
It is NOT Proximity but IS Personal Attention

- Can be Individual or Collegial; Instructor or Peers
- Focused Undivided Attention
 - Maintain eye contact (position yourself at eye level)
 - Observe body language
 - Listen for thoughts and feelings and affirm those feelings
 - Resist the urge to answer a phone
- Quality Conversation
 - Uninterrupted conversation
 - Sharing thoughts and feelings “safety”
- Shared Experiences
 - Making connections
 - Participation and working together

(Chapman & White, 2019)



The best gift you
could ever give
someone is your time
because you're giving
them something that
you'll never get back.

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Acts of Service (22%)

Serve Effectively

- Complete your tasks before volunteering to help others
 - Ask before helping
 - Don't assume
 - Do it their way
 - Do it voluntarily
 - Monitor your attitude
 - Complete what you start
- (Chapman & White, 2019)



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Tangible Gifts

Only effective if it is given to someone who appreciates gifts
Only effective if it is something they value

CAUTION

6% Have Tangible Gifts as their Primary Language

68% Report it as Their Least Valued Language

(Chapman & White, 2019)

Physical Touch (1%)

Typically a spontaneous reaction and driven by the recipient

TOUCH IS CONTROVERSIAL

ALL TOUCHES ARE NOT CREATED EQUAL

BUT....DELIVERED IN THE RIGHT CONTEXT

- **Communicates Care**
- **Communicates Concern**
- **Communicates Empathy**
- **Communicates Trust**
- **Communicates Appreciation**

(Chapman & White,2019)

Generational Differences

WHAT DO YOU THINK?

Millennials and Gen Z versus
Baby Boomers and Gen X

- Desires Flexibility/Time Off – seen as a reward for hard work
- Prefers handwritten notes
- Has a divide-and-conquer approach in completing projects
- Focuses on speed wanting rapid feedback?
- Has the stronger desire for quality time
- Values service more

Tread Lightly.....Displaying Appreciation can Backfire if...

- An already tense situation is not diffused or addressed
 - *Acknowledging past conflict demonstrates the appreciation is genuine*
- When the receiver is not open to expressions of appreciation
 - *Previously burned and are distrustful*
 - *Is there an ulterior motive?*
- Making sudden changes
 - *Who is this “new person”?*

Final Thoughts/Take Aways



Appreciation

Value

Success

Everyone desires appreciation
Appreciation results in feelings of value and worth
Value and worth lead to success

**Success Results in Greater Retention, Increased
Graduation Rates, and Valuable, Competent
Employees**

Questions?

Nancy Szwydek, Assistant
Dean and Department Chair

Purdue University Global

nszwydek@purdueglobal.edu



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