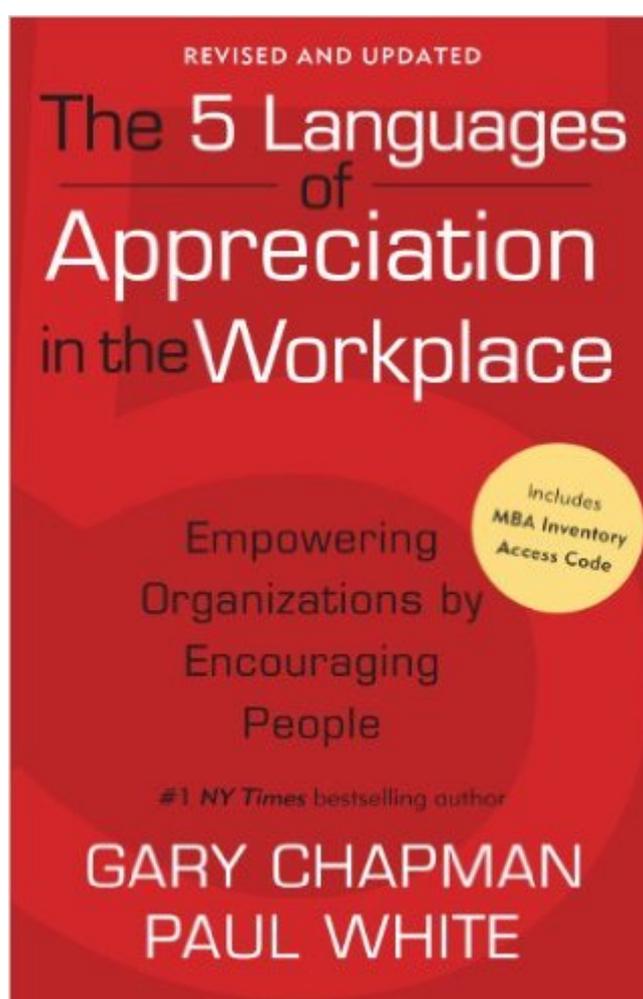


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# The 5 Languages Of Appreciation In The Workplace: Empowering Organizations By Encouraging People



## Synopsis

The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People, by Gary Chapman and Paul White, applies the love language concept to the workplace. This book helps supervisors and managers effectively communicate appreciation and encouragement to their employees, resulting in higher levels of job satisfaction, healthier relationships between managers and employees, and decreased cases of burnout. Ideal for both the profit and non-profit sectors, the principles presented in this book have a proven history of success in businesses, schools, medical offices, churches, and industry. Each book that has not been previously used contains an access code for the reader to take a comprehensive online MBA Inventory (Motivating By Appreciation) a \$15 value. The inventory is designed to provide a clearer picture of an individual's primary language of appreciation and motivation as experienced in a work-related setting. This assists managers and supervisors in communicating effectively to their team members, and thus building a more positive and productive work environment.

## Book Information

Paperback: 224 pages

Publisher: Northfield Publishing; Reprint edition (September 1, 2012)

Language: English

ISBN-10: 080246176X

ISBN-13: 978-0802461766

Product Dimensions: 5.5 x 0.4 x 8.5 inches

Shipping Weight: 9.6 ounces (View shipping rates and policies)

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Best Sellers Rank: #3,306 in Books (See Top 100 in Books) #13 in Books > Business & Money > Human Resources > Human Resources & Personnel Management #18 in Books > Business & Money > Business Culture > Workplace Culture #22 in Books > Business & Money > Skills > Communications

## Customer Reviews

The latest in Gary Chapman's best selling series about how to best express love to individuals in one's life, The 5 Languages of Appreciation in the Workplace changes gears a bit and helps one show appreciation in a setting where the word love may be misinterpreted or not be appropriate. For this edition, Chapman paired with workplace psychologist Dr. Paul White to discuss ways appreciation can be shown in the workplace, as well as the effect appropriately directed and

received encouragement has on workers individually and the workplace as a whole. Chapman and White discuss the various ways appreciation is shown and the importance of encouraging someone in a way that is meaningful to him/her. The five love languages are quality time, acts of service, words of affirmation, tangible gifts, and physical touch. Within these five languages, there are various dialects, or specific ways that are more meaningful depending on the person. For example, one worker may feel the most appreciated when receiving a private note of encouragement, while another may be more encouraged by a public word of affirmation. Chapman and White are thorough in their treatment of each language of appreciation and how it can be expressed in the workplace. They give many helpful examples from the variety of field tests they've done with numerous companies throughout the nation, of varying sizes, services offered, and structures. The end of each chapter includes several questions under "Making it Personal" that help the reader apply the contents of each chapter to his/her life. There is also an "Appreciation Toolkit" in the back with helpful appendices on topics such as "How to Reward Volunteers" and "Acknowledging and Dealing with the 'Weirdness Factor'".

**\*\*I received a copy of this book from the publisher for the purpose of this review\*\*** I am a big fan of Gary Chapman's *The 5 Love Languages: The Secret to Love That Lasts* and was excited to see that he had transitioned the concepts of the five love languages into a business setting. I have found that my biggest complaint with most of the companies that I have worked with was that so few people expressed appreciation for their workers and volunteers. Despite being a hard worker, it is hard to really try your hardest when you feel that what you are doing isn't important or appreciated. This book does a great job giving examples of how to convey appreciation and how different people will feel appreciation from different actions. The five languages of appreciation, mirroring that five love languages were Words of Affirmation, Quality Time, Giving Gifts, Acts of Service, and Physical Touch. I thought it was good that the book strongly downplayed the role of physical touch in the workplace, but provided specific examples that would be ok (high five, hand shake, pat on the back) because while physical touch may be great for expressing love, you must be much more careful of that in the workplace. Gary and Paul found that there is often a correlation between someone's primary love language and their primary language of appreciation, but the two are not always the same. I was glad that their studies reached this conclusion, because I was originally worried that in reading this book I would be merely absorbing the same information I got from *The Five Love Languages*.

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