

Appreciation: Are Students Entitled to It?

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Outcomes

- Identify various languages of appreciation
- Identify the key differences between recognition and appreciation
- Explore methods to demonstrate appreciation

Recognition Versus Appreciation

Recognition (Behavior)

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

Aimed at improving
performance

Appreciation (Value)

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

Based on Performance

“The deepest principle of human nature is a craving to be appreciated.”

William James
“Father of American Psychology”



Appreciation : Why wouldn't we use it with students?

- How does praise affect businesses?
 - Do positive or negative comments affect performance?
 - How is the one giving praise affected?
 - Is money an issue?
 - Is employee turnover a concern?
- 10-20% increase in productivity and revenue
Patient + experience rate - increase by about 11%
 - 5-6% increase in performance compared to low performing teams getting 2-3 negative comments for each positive comment
 - Increases level of happiness for up to a month later
 - Lack of appreciation results in negative attitudes regarding salary
 - Appreciation/Recognition results in 31% lower turnover rate

Faculty Survey

37 Survey Responses

1. How important is it for you to feel appreciated?	100%
2. How often do you begin a conversation showing thankfulness or appreciation with students and/or peers?	
I always start all conversations off with a message of thankfulness or appreciation	41%
Sometimes....it depends on how busy I am, what my mood is, or what the situation is	35%
Only when I feel that there is a justified reason to express appreciation	14%
3. Which one of the following email introductions do you think best displays a thankful attitude?	
Dear, thank you for your inquiry	56%
Greetings, it is good to hear from you	38%
Hello....I am responding to your inquiry regarding.....	3%
Alice, I have received your inquiry and will be contacting you within the next 24 hours	3%

Using your phone:

Text: NANCYSZWYDEK067 to 22333

What Makes You Feel Appreciated?

Words of Affirmation

- 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)



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How and Where

One-on-one

In front of others

Written

Public

Silence is better than sharing hollow praise

Quality Time

A precious commodity delivered at any level by anyone

➤ 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

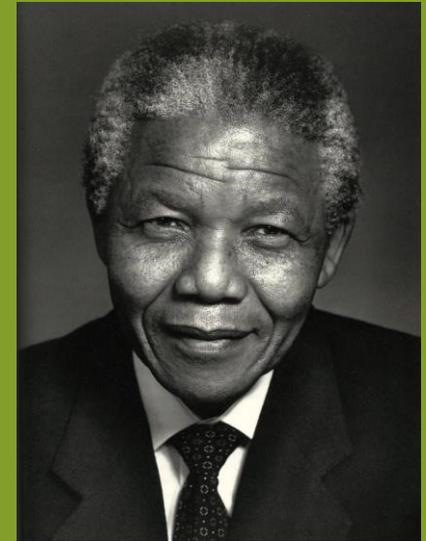


The best gift you
could ever give
someone is your time
because you're giving
them something that
you'll never get back.

WWW.LIVELIFEHAPPY.COM

Acts of Service

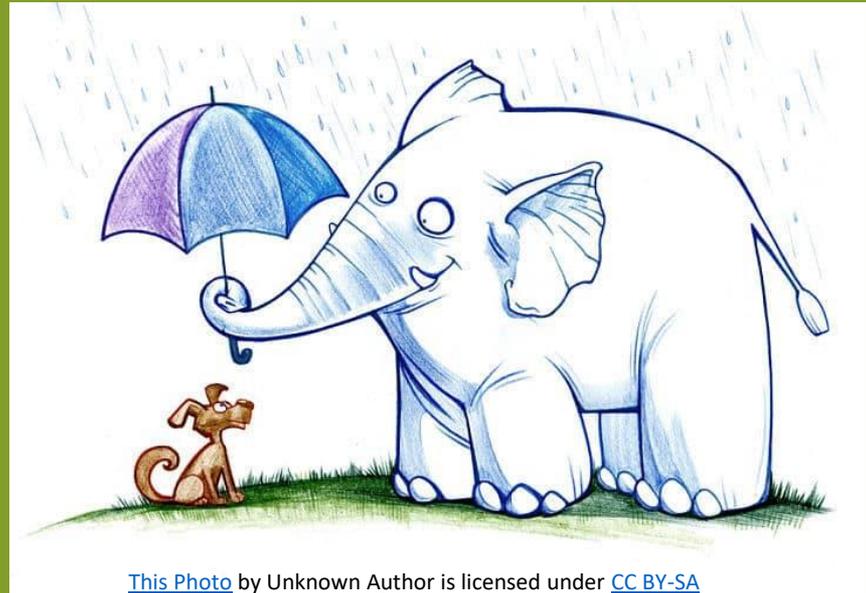
True Leadership Involves A Willingness to Serve
Know any leaders past or present that are servants?



Acts of Service

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



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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

+ Time off

X Logo Items

+ Food

X Photocopied Notes

+ Gift Cards

X Leftover trinkets

CAUTION

6% Have Tangible Gifts as their Primary Language

68% Report it as Their Least Valued Language

Physical Touch

???? ARE YOU KIDDING ?????

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**



Final Thoughts



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