



LANGUAGES OF APPRECIATION

Everybody gives and receives appreciation in different ways, so if you want your volunteers to feel appreciated, you need to speak in a language they understand.

Once you have identified which Language of Appreciation your volunteers speak, there are a few things you may want to keep in mind:

Quality Time

- If your volunteer looks stressed, ask them how they *are*, not what you can *do*.
- When they are talking to you, give them your undivided attention.
- Schedule plenty of social activities and allow opportunities to ‘hang out’ at the end of each shift.

Acts of Service

- Offer to help your volunteer *before* they need help.
- Make sure there is a culture of serving embedded within your staff.
- Don’t offer to help and then let them down. Stay until the task is complete.
- Help out in exactly the way that they ask. Now is not the time to make improvements!

Words of Encouragement

- Individually thank your volunteers – making the message personal, timely and relevant.
- Voice your appreciation often. Tell them and then tell them again.
- Praise them publicly or let them overhear you singing their praises.

Gift Giving

- Give little gifts often. Don’t wait until the end of the year to give a gift.
- It’s the thought that counts. Put in some effort to make it clever and relevant.
- Not all gifts come with bows. Think about things you can give that don’t cost money.

For more information about Languages of Appreciation, visit www.appreciationatwork.com or check out the book *Appreciation at Work* by Dr. Gary Chapman and Dr. David White.