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Introduction

In 1995 author Gary Chapman published the book *The Five Love Languages*. The book gained increased popularity so rapidly that in 1997 Chapman released *The Five Love Languages of Children* as well as in the year 2004, *The Five Love Languages of Singles*. These sets of books ultimately helped couples, parents, and even singles feel more understood, appreciated, and live happier lives simply through the understanding of how one another receive and give love.

However, while this book was great for romantic relationships, the demand for a book more relatable to the workplace seemed to become increasingly more and more popular. By the end of 2012, authors Gary Chapman and Paul White released a revised and updated version of the original book titled *The Five Love Languages of Appreciation in the Workplace*. The book discusses why appreciation is one of the most important elements of employee motivation and satisfaction. This version is specific for the workplace however, just like all the versions, walks readers through the five love or appreciation languages. However, instead of using the knowledge and tools to apply in romantic relationships, both authors give advice on when, how, and why readers should use the related information in their everyday work environment.

The Five Love Languages, composed by Gary Chapman are Words of Affirmation, Quality Time, Acts of Service, Tangible Gifts, and Physical Touch. Love or appreciation languages, as described from Chapman, are the primary or secondary, ways that individuals receive and give the emotions of being valued, understood, appreciated, and ultimately loved. Most individuals have one primary language that is expressed daily. Through the love language Words of Affirmation, individuals feel warmth when others express their appreciation in words, whether it be oral or written. Quality Time is best received when individuals are given another's undivided

attention. Acts of Service is best described as truly serving others. Tangible Gifts, as a Love Language, is just as it seems. Individuals whose primary love language is this will feel most appreciated when receiving a thoughtful, tangible, gift to enjoy. The final love language, Physical Touch is most commonly practiced in romantic relationships, however is also important in friendships and employment relationships.

While it is important to understand the basics of the five love languages and how to properly use them, it is also important to establish boundaries and differences between practicing the art of catering to individuals within personal and professional life. It is also important to understand why the knowledge of the love languages can be used to completely transform relationships in the workplace. However, there is a strong need for organizations to become educated on the language of appreciation due to every employee wanting to, hear, see, and feel, some form of appreciation for who they are and be recognized for what they do in the workplace (Saunderson, 2016). Many organizations are currently struggling with creatively catering to the different generational, gender specific, and personal preferences of appreciation with their employees. This is why most companies resort to simply *recognizing* the behavior of their employees, instead of truly *appreciating* their employees and valuing the character behind the behavior.

Recognition versus Appreciation

Authors Gary Chapman and Paul White highly encourage readers to *appreciate* their subordinates, coworkers, and managers through *The 5 Love Languages of Appreciation in the Workplace*, however the sad reality is that most forms of positive feedback in the workplaces is delivered via recognition. Recognition, by definition, is acknowledgment of something's

existence, validity, or legality. Recognition is a very behavior-driven reward system. Meaning that, by recognizing, instead of truly appreciating the workforce, many managers are telling their employees that their performance outweighs their true character, or process, behind their actions.

By strictly recognizing an organization's employees behaviors, the book outlines four limitations and possible setbacks that may occur (Chapman & White, pg 116).

1. There is an extreme emphasis on behavior. This can lead to unethical decision making processes in order to receive the same outcome and in most cases, same reward as other employees. While some employees are equipped with a strong moral compass and continue to lead good practices in turn for a reward, others may be tempted to cut corners in order to quickly receive the reward and/or outcome that is desired.
2. This set back is what the book calls "Missing Half the Team". This refers to the belief that most rewards systems often cater to the love languages Words of Affirmation and Tangible Gifts. While some employees enjoy being publically acknowledged for their accomplishments or even given a significant raise in salary, one-time bonus, or a new title, this is not true for 50% of most employees (Chapman & White, pg 118). If an employees primary love language is not Words of Affirmation or Tangible Gifts, common recognition practices simply miss the mark and leave employees feeling unappreciated and unmotivated.
3. The third restriction on recognition is the practice of Top-Down Recognition. Meaning just as it sounds, recognition is only being received from the upper management in the organization leaving many holes throughout the organization for middle management and

coworkers to fill informally. Appreciation is felt most when given outside of the implemented, impersonal, top-down corporate policy approach.

4. The final, perhaps most important limitation is the significant financial cost that a recognition-reward based organization endures. The way many organizations reward their employees is through bonuses, sporting event or local ticket season passes, or even as indulgent as an all-inclusive paid vacation.

These four reasons are Chapman's and White's way of encouraging appreciation instead of recognition. Ultimately, providing a foundation for the basis of need for their book to grow in popularity and be used in all different industries in all different locations.

Appreciation in the workforce demonstrates the value in employee performance as well as a holistic sense of value for the employee as a whole (Chapman & White, pg 23). Appreciation is important for every employee in the organization to receive and not just from management, from subordinates and coworkers as well. In review of Maslow's Hierarchy of Needs, Maslow's findings indicate that next to the daily task of physical survival, the next most important humanly need is psychological survival, which can be interpreted as the need to be understood, affirmed, validated, and appreciated (Chapman & White, pg 22).

Appreciating the employee as an individual of specific traits, and not just a means of providing specific behavior to complete a task is critical for the health of the employee as well as the business. In order to effectively and efficiently attract, develop, and retain the best talent to complete competitively, human resource professionals have to start being creative with appreciation practices. Corporations such as WellsFargo and Microsoft offer flextime (flexible

working hours within a predefined limit), gym memberships, monthly company lunches, and even tuition reimbursement programs to ensure a complete work/life balance for their employees. While these type of practices may take away from organizations using employees to maximize profits for eight hours of the day, it also allows employees to feel cared for as a person. However, catering to employee-employee or employee-manager relationships offer much more than simple psychological benefits. Employees who feel relationships at work are nurtured and valued, have a much more sense of connectedness with the overall mission of the organization. Employees are then less likely to complain openly and spread negativity through the grapevine causing morale issues. Furthermore, employees who feel valued will continue to develop and grow within the organization, increasing talent, efficiency, and overall job satisfaction.

However, there is a sad truth of some studies showing upwards of 39% of employees reported not receiving any recognition or appreciation at work (Saunderson, 2016). Authors Gary Chapman and Paul White set out in 2012 cause awareness of this statistic and give employers a tool set in order to effectively retain the best talent by truly appreciating their employees. In order to effectively appreciate another individual two things are necessary; One, the sender of the message must be communicating in the receiver primary language and the second, is that the message must be clear, positive, and about the receivers overall character more so than he or she's behavior.

The Five Love Languages - Words of Affirmation

Words of Affirmation is the language that uses words to communicate a positive message to another person. When one chooses to ‘speak’ this language, essentially they are affirming a positive characteristic about someone else. Individuals who have this language as their primary feel most appreciated when a subordinate, co-worker, or supervisor gives a verbal or written expression of appreciation. However, as with all the languages of appreciation, there are many dialects, or different ways of expressing Words of Affirmation which are praise for accomplishments, affirmation of character, and praise for personality. These specific dialects are different expressions that can be made to gain and retain top talent in the organization in order to ultimately gain a competitive advantage over competitors.

One of the most common ways to express words of affirmation in the workplace is to verbally praise someone for the achievement or accomplishment. In fact, in the workplace, this is the most common dialect (Chapman & White, pg 46). When an employee makes a significant contribution toward the common objective, it should only seem natural to praise them for their work. However, this is not always the case. In the workplace, managers are often trained and taught how to redirect, scold, and discuss the negatives. This negativity usually comes in the formal form of an annual review. Performance appraisals traditionally contain some praise, while the most important and serious part is pointing out flaws and offering critical suggestions for improvement (Nelson). This toxic cycle is what leads to employees feeling overworked, underappreciated, and ultimately leave the organization. Instead of the formal annual performance review being the only documented time of praise, it is important for employers to understand that effective verbal praise is specific. The more a supervisor can observe an

employee completing a task, call attention to and praise the process that is being used complete the task, the more that behavior is going to continue and transfer from task to task (Feintzeig). Examples of effective praise for accomplishments are as follows: “I like the way you answered the phone in a cheerful tone and offered to help the customer resolve their concern” and “Thank you for coming early and making sure everything was set for the business meeting”. The most important aspect of these words of affirmation is the individualization aspect. Praising employees for the individual work that they have contributed is far more personalized than a globalized recognition. It has been proved that globalized recognition, such as “Way to go, guys!” or “Everyone keep up the good work!” does very little to encourage the actual recipient(s) (Chapman & White, pg 47).

While praise for specific accomplishments speak deeply to some employees, that is not true for every employee with a primary love language of words of affirmation. Another dialect of this love language is affirmation of character. This dialect has a direct focus on one’s character by looking beyond performance and instead focuses on the inner nature of an individual. This can be observed as a cumulative result of repeated choices, or even best described as what will reveal when no one is observing. Examples of these traits are perseverance, courage, humility, self-discipline, compassion, forgiveness, honesty, integrity, patience, kindness, love, unselfishness. These are all traits that cannot be simply developed and are somewhat innate to the nature of the employees. This is why, this dialect is often a far more important focus for management within the organization. The human capital, or employees of an organization can easily be argued as the most important asset. This is often what sets organizations apart and can aid in gaining a competitive advantage. Recognizing, and verbally expressing employee’s positive traits of

character can ensure that employees with this love language feel appreciated and potentially stay long-term with the organization. A similar dialect to affirmation of character is called praise for personality. These are words that focus on positive personality traits, whereas personality is our normal way of approaching life. If individuals identify and understand both the positive and negative aspects of their own personality, it can help when trying to maximize the strengths and minimize the weaknesses especially in the workplace. Common types of opposing personality traits are as follows: optimistic and pessimistic, aggressive and passive, neat and disorganized, logical and intuitive. When a supervisor, or even fellow coworker, observes a positive personality trait and verbally affirms this, the employee is more encouraged to continue maximizing the strengths of his or her personality.

Words of affirmation are mainly words to communicate a positive message to another person. These words can be in form of praise for accomplishments, affirmation of character, and/or praise for personality. These three dialects are only starting points in how managers and fellow employees can verbally, or writtenly affirm one another. These are best received when the recipient has a primary or secondary love language of words of affirmation as well as when the sender is affirming in a confident, genuine and holistic manner.

How And Where To Affirm - Words of Affirmation

Not only are there many dialects for each of the five love languages, but there are also numerous settings in which these love languages may be used appropriately. Understanding the preferred context in which one may affirm another is a significant part of learning how to speak all love languages.

In the language words of affirmation, personal one-on-one communication is the most valued and, therefore, the most effective form of words of affirmation (Chapman & White, pg 50). However, other individuals value words of affirmation especially in front of other individuals who are important to them. Praising an individual in front of their project team for a specific accomplishment is some employees primary way of feeling affirmed. Written affirmation is also very popular in corporate offices. This is becoming more frequent because of the multiple ways to electronically communicate with technology. While an email or text message may only take a minute, it can truly make another member of the organization feel valued and appreciated. Another form of written affirmation is a handwritten note. These are valued more so over electronic messages because of the personal touch, increased time and effort to complete. Knowing how and where exactly employees with a primary love language of words of affirmation prefer to be acknowledged is a key part in ensuring he or she truly feels appreciated.

The Five Love Languages - Quality Time

Quality time is a language used by giving another individual focused attention and a genuine expression of interest. While in the workplace, quality time can often be misunderstood as inappropriate or undue influence, employees with this as their primary or secondary love language can truly benefit from brief expressions of interest by coworkers and/or supervisors. It also is important to note that quality time is not simply being close in physical proximity. Employers like Paycom, Microsoft, and Sony Corporation foster the physical proximity aspect by arranging employees into teams to work by sitting in open cubicle groups or even a large meeting room, around one large table to complete projects. While it does not ensure that quality

time is being spent in the organization, this physical proximity seating plan may account for some of the quality time spent together. Ben Waber, chief executive of Sociometric Solutions states that a worker's immediate neighbors account for 40% to 60% of every interaction that worker has during the workday, from face-to-face chats to email messages (Feintzeig). However, just as with words of affirmation, the love language quality time has many dialects. One of the most common dialects of this love language is quality conversation. This is an empathic dialogue where two employees share their thoughts, feelings, and desires in a friendly, uninterrupted context. While words of affirmation is mainly focusing on what the individual is *saying*, quality conversation is more about how the individual is *listening*. When a manager is wanting to speak this love language, they need to create a safe environment in which employees can share their accomplishments, frustrations, and suggestions. While this is mostly carried out in business organizations, managers are often missing the mark. Many supervisors are trained to analyze problems and create solutions, minimizing any relational impact. However, when seeking to speak quality conversation, organizations should use a more empathetic listening with a view to understand what is going on with the other individual. Listening is a very critical part of this and is an absolute must if the end goal is to have employees who feel appreciated. The text gives six practical tips on how manager, supervisors, and employees can listen better:

1. Maintain eye contact. This keeps one's mind from wandering and communicates the focus on full attention to the other person.
2. Resist doing other tasks while you listen. Multi-tasking simply does not communicate genuine interest in the other person.

3. Listen for feelings as well as thoughts. This can be done by asking “What emotion is this person experiencing?” This can create opportunities to clarify feelings and also communicates that you are listening intently.
4. Affirm their feelings even if you disagree with their conclusions. Before providing explanations, it is important to start with “I understand how you could feel that way...”
5. Observe body language. This is can oppose a challenge with virtual business teams. It is important for organizations to give their employees face-to-face time, even if it is through technology.
6. Resist the impulse to interrupt. The goal is to understand the other’s thoughts and feelings, not defend.

The second dialect of quality time is shared experiences. While this is mostly outside business related activities such as traveling together, going out to lunch, or going to a sporting event together, businesses can use this to their advantage. Co-Founder and Chief Technology Officer of www.Kayak.com, Paul English, states that he takes into account everything from his employees' personalities to their political views to their propensity for arriving at work early—or, more important, their propensity for judging colleagues who arrive late (Feintzeig). By grouping individuals based on certain attributes, organizations can increase team-building activities which in turn increasing employee satisfaction and the feeling of contributing to a greater cause.

The third dialect of quality time is small group dialogue. Some may not feel comfortable talking to their supervisor one-on-one, and instead feel much less intimidated in a small group. This

specific dialect of quality time is critical to include in a weekly meeting with teams. If a supervisor is checking in face-to-face weekly with teams, employees with the love language quality time are most likely feeling affirmed and appreciated for their efforts. This can also be a much safer option when choosing to spend time with employees. If a manager is constantly pulling aside an individual to affirm their quality time love language, the gossip of misinterpreted meanings may spread quickly through the grapevine. By spending time in small groups, supervisors still get the chance to have one-on-one conversations, just with a small audience.

The fourth dialect of quality time is working in close proximity with coworkers in accomplishing a project. This dialect can be especially meaningful in volunteer environments. Volunteers find their experience more satisfying when they believe what they are doing makes a difference, and their contributions are recognized and valued by others. While businesses often work with volunteers, a way to directly relate this to a business aspect is through non-profit organizations. While employees of nonprofits are not compensated competitively, there are still many ways of making an employee feel valued. By working in close proximity on projects with coworkers, employees get the chance to get to know their coworkers on a much deeper level. Kathleen Hogan, Chief People Officer, says, “While pay and benefits are table stakes to keep great talent, we believe working alongside amazing peers to realize your own personal mission is the most powerful retention strategy” (Nelson).

With quality time, there are many factors to consider that might make it inappropriate. First, there is a distinct difference between what most employees desire from their supervisor and what

they desire from coworkers. There are many team building activities or outside events that would be considered awkward if the supervisor was there. However, it is important for employees to receive quality time from supervisors especially in a professional manner. The next factor is making sure that all quality time is spent with company policies and code of conduct in mind. It is important for businesses to be efficient, effective, and productive however it is also important for the employees to feel valued and have the chance to create interpersonal relationships with one another.

If quality time is an employees primary appreciation language, he or she will thrive in the workplace when it is received. However, when this language is not spoken, the employee may tend to become discouraged and disgruntled. There are many different ways to give the act of quality time, whether it be through quality conversations, shared experiences, small group dialogue, or even working in close proximity. It is important for those trying to speak the appreciation language of quality time to not only show up physically, but mentally as well. Active listening is a major ingredient to a successful quality time meeting. While time is an organization's most valuable and expensive resource, it is important supervisors to give their time to employees and also allow employees to converse with one another. Lastly, as with all appreciation languages, it is important for the recipient to feel as though the message is genuine and sincere.

The Five Love Languages - Acts of Service

The appreciation language acts of service is best described as individuals having the perspective “Don’t tell me you care; show me.” For these employees, actions speak louder than words. This

can sometimes serve as a challenge in the individualistic environment within many work settings. Employees are often given daily work, or projects that can be completed majority. When there is focus on “getting ahead” personally or mindlessly reaching goals regardless of the impact on others, internal tensions often sabotage growth. True leadership requires a willingness to serve others (Chapman & White, pg 79).

Providing assistance to one’s colleague is a powerful yet often tricky expression of appreciation. The text provides many strategies that can make the process of expression acts of service more effective:

1. *Make sure your own responsibilities are covered before volunteering to help others.* Due to so many jobs in work settings being interrelated, a well-intentional effort to help a coworker may be perceived as shirking responsibility. If an employee does not finish their work before the deadline, even by helping others with their work does not discount the fact that project is still incomplete.
2. *Ask before you help.* Even when one is certain that a coworker’s primary appreciation language is acts of service, it is always important to check first to see if they need, or would like some assistance. Some employees may be particular about one task while flexible with others, it is always safe to ask and receive guidance before beginning.
3. *Serve voluntarily.* For an act of service to be encouraging and purposeful for another individual, it needs to be voluntary otherwise it may be considered an act of duty or obedience. If others in the organization are aware of an individual with a primary love language of acts of service, it is still beneficial to be sincere before serving.

How an individual helps a colleague with acts of service is truly situation specific, depending on the work environment. The type of assistance needed and/or given will also depend on the role of the staff member. A particular act of service that one renders may be different when offered to a supervisor versus a coworker with equal or similar responsibilities. Situation-specific acts of service also vary greatly depending on the industry that the employee is currently working in. For example, in the manufacturing industry, part of a production supervisor's role would be to identify bottlenecks and reallocate resources to an area that is slowing the overall process. In this setting, providing extra assistance is not an act of service but simply good management. Acts of service should always be professional and within company guidelines. Employees should be mindful of the way upper management and supervisor view acts of service in the workplace and adjust accordingly.

Acts of service is a language that many managers and supervisors struggle with expressing even to those employees that feel most affirmed by acts of service. Employees feel as though accepting favors, or kind gestures, from an individual of higher status seems to upset the natural order of things (Nelson). While most acts of service in the workplace revolve around helping with work related tasks, there are other ways to show appreciation through this language. Bringing in coffee to a morning team meeting, or planning a department-wide holiday gathering are both examples of way to show employees acts of service in a workplace setting.

This appreciation language can often be difficult to show in the workplace. While the text provides general examples of how to show acts of service, the best way to understand how an employee would like to be served is “Is there anything I could do for you that would make your

work easier?” Some of the examples include staying after hours to help on a project, offer to do a menial tasks, and assist cleaning equipment at the end of the day. It is also important to note that the individuals for whom acts of service are how they feel most affirmed, simply do not want the task finished. Those individuals value the cheerful attitude and a spirit of willing sacrifice on the part of those who help (Chapman & White, pg 78).

The Five Love Languages - Tangible Gifts

Giving the right gift to a person who appreciates tangible rewards can send a powerful message of thanks, appreciation, and encouragement. However, giving a gift to someone who does not appreciate gifts has little impact and the wrong gift can actually create an offense. This challenge, or dilemma, of giving the correct gift to the right person is a primary reason why many employers are no longer giving gifts for major holidays, work anniversaries, or birthdays. A common misunderstanding about this appreciation language is that it is not a raise or yearly bonus. While it is certain that almost every employee would enjoy that, it is simply not realistic in most workplace settings. However, there are two key components that are needed for tangible gifts to be truly encouraging to those who receive it. First, only give gifts primarily to those individuals who appreciate them, or gift giving to the ‘right’ person. If gifts are the least important to an individual, the organization will be far better off speaking that individual’s primary love language (Chapman & White, pg 86). The second key component is to give a gift that the employee will value, or giving the ‘right’ gift. This would be considered matching a football game ticket with the employee that would most enjoy it, and a ballet ticket with the employee that would most enjoy the ballet.

While this match of the right gift with the right person may seem bothersome, jumping to the conclusion that “it is easier to not give any gifts at all” will leave some employees feeling deeply unappreciated. Authors Chapman and White both agree that managers and supervisors are eager to invest time, effort, and money to a gift that they know will be meaningful to the recipient. With this appreciation language, it is not solely the gift that matters. Rather, showing appreciation through tangible gift is effective when the gift shows that the other individual has spent time and energy planning, organizing, and sending the gift. When a coworker, or manager gives a meaningful gift, they have simply answered the questions “What would this person enjoy? What are their interests? What would make them feel special and appreciated?” Conversely, thoughtless gifts or those gifts bought hastily in response to tradition or a feeling of obligation often miss the mark for individuals with this primary appreciation language. These gifts often have no real personal investment of time or reflection and truly communicate a negative message. Often these office gifts include coffee mugs, calendars, pens, and do great at company publicity and very little to improve relationships.

Tangible gifts are far more than just a physical item. In fact, the most gifts that employees appreciate are more of experiences (Beltramini). For example, typical experience that could be gifted are tickets to sporting events, local restaurant gift cards, small retreats or vacations, and even other certificates such as golfing or spa day. A typical challenge that occurs for supervisors and managers is finding the time to buy these gifts or coupons for employees. This can often be an extraordinary effort to not only purchase the gift but supply the funds to purchase it. While these objections are important, leaving employees feeling underappreciated is extremely

hazardous. There are many budget plans, and company surveys to help managers best fit the 'right' gift with the 'right' employee.

Overall, the appreciation language of gifts is often used in organization, it is usually in the form of mindless gifts that are for nothing more than publicity due to the company logo. These gifts are best suited for customers and clients while employees deserve more. Employees with tangible gifts as their primary or secondary appreciation language, enjoy gifts or experiences that fit their personality and interests. Gifts can often be a struggle for managers and supervisors, however with support from top leadership, careful budgeting, and employee surveys, employees with this love language will feel the utmost appreciated and affirmed for their work.

The Five Love Languages - Physical Touch

As authors Chapman and White started to draft the workplace version of The 5 Love Languages, their immediate instinct was to leave the physical touch appreciation language. There was a battle of finding a number of situations or scenarios involving touch that were appropriate in the workplace. While physical touch is absolutely some individuals, or employees primary appreciation language, it is difficult to incorporate appropriate physical touch in an office setting. However, a limited number of these are as follows: giving a firm handshake, a high five, or a simple pat on the back, as a means of communicating a 'Job well done.' However, there also may be in times of tragedy where employees can feel appreciated by a simple touch on the shoulder or even a welcomed hug from coworkers. Unlike any other appreciation language, the appropriateness of these physical actions depend on the individual, the type of work relationship, and the organizational subculture in which it occurs. While organizational culture is important to

consider, so is ethnic culture. Recognizing these variables, the ultimate challenge is to find appropriate expressions of physical touch in work-based relationships. While physical touch is a normal part of life, it can also be problematic in the workplace. Appropriate physical touches are very much a fundamental aspect of human behavior and can be meaningful expression of appreciation. Just as with finding the right gift for the right person, it is important to find the right physical touch that is appropriate with the employee. It is important for managers and coworkers to follow signs of body language and realize what is and what is not communicating appreciation.

A form of different dialects for this appreciation language is that there are implicit and explicit touches. Touches that are implicit are subtle and require only a moment, often given without thought. These would include touches such as a pat on the back, high five, and quick touch of the arm in passing. On the other hand, explicit touches normally require more thought and time. An extended handshake to show appreciation or a hug in time of crisis can be examples of this. Beyond the concerns of touching appropriately and inappropriately, there is significant need to not abandon this language of appreciation in the workplace. When used positively, touch has been shown to affect educational learning, emotional healing, and to create a sense of acceptance (Chapman & White, pg 100). Touch, along with all other forms of appreciation language can communicate a variety of positive messages in relationships. These messages could be a sense of trust, connectedness, and caring for one-another. Touch specifically is a means of expressing excitement, joy, and even togetherness in times of sorrow.

Physical touch in the workplace is difficult to understand, difficult to show, and sometimes difficult to receive. There are many different conditions and scenarios that make physical touch in the workplace appropriate and even cultural standards to keep in mind. Physical touch can quickly go from appropriate to not appropriate, with serious consequences. It is important for all managers, supervisors, and coworkers to understand physical boundaries and the thoughts of the receiver. While communicating appreciation through physical touch may not be foundational in most work-based relationships, there is significant evidence encouraging organizations to not have completely “touch-free” environments.

Conclusion

Author, Gary Chapman became famous for his books *The Five Love Languages* starting in 1995. However, by the end of 2012, authors Gary Chapman and co-author Paul White released a revised and updated twist of the original book titled *The Five Love Languages of Appreciation in the Workplace*. The book discusses why appreciation is one of the most important elements of employee motivation and satisfaction. *The Five Love Languages of Appreciation in the Workplace*, just like all the versions, explains to readers the five love languages just as the original book, *The Five Love Languages*. However, instead of using the knowledge and tools to apply in romantic relationships, both authors give advice on when, how, and why readers should use the related information in their everyday work environment. This book's entire message is that if the employer, or organization wants their employees to feel appreciated, it is necessary to speak their primary language of appreciation. *The Five Love Languages*, composed by Gary Chapman are Words of Affirmation, Quality Time, Acts of Service, Tangible Gifts, and Physical Touch.

When expressing the love language Words of Affirmation, individuals feel warmth when others express their appreciation in words, whether it be orally or written. Quality Time is best received when individuals are given another's undivided attention. Acts of Service is described as truly serving others. Tangible Gifts, as a love language, is just as it seems. Individuals whose primary love language is this will feel most appreciated when receiving a thoughtful, tangible, gift to enjoy. The final love language, Physical Touch is most commonly practiced in romantic relationships, however is also important in friendships and employment relationship as it can and commonly is individuals primary way of receiving love and appreciation. After researching these five appreciation languages and how they can best be used in a workplace setting, it is important for employees to be surveyed and have managers and supervisors express to employees in their primary (or secondary) language of appreciation.

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