

Appreciation Style	How to Appreciate	Pointers
Acts of Service	<ul style="list-style-type: none"> • Solving problems • Shifting workloads • Removing barriers • Helping with a project • Mediating conflicts 	<ul style="list-style-type: none"> • Service acts come in all sizes • Be attentive to needs at all levels of your organization • Ask before helping • Respect their way • Finish what you start • Get clarification and feedback
Tangible Gifts	<p>Personalization is the key</p> <ul style="list-style-type: none"> • Know hobbies and interests • Know favorite things (color, treats) • Know dislikes and allergies • Understand personal values 	<ul style="list-style-type: none"> • Give gifts to those who value them • Gift something that has personal meaning or aligns with personal interests • Include a personalized, handwritten note with the gift
Quality Time	<ul style="list-style-type: none"> • Mentorship/coaching time • 1:1 Check-ins • Team meetings • Teams call/drop by workstation • Sharing stories & experiences 	<ul style="list-style-type: none"> • Maintain eye contact (which communicates your presence and keeps you from getting distracted) • Focus on the conversation, putting aside other things (don't multitask) • Observe body language and listen for feelings and thoughts, not just words • Paraphrase and seek clarification/ confirmation • Affirm their feelings even if you disagree with the logic behind them • <i>Do not interrupt.</i> Listen more than you speak.

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Words of Affirmation	<ul style="list-style-type: none"> • Get specific: “Good job” isn’t enough. Appreciation and positive feedback is most effective when it’s sincere and specific. • Discuss the precise behavior or accomplishment you want to celebrate and highlight the impact/outcome on you, a customer, the team, or organization. • Other ways to apply words of appreciation: Kudos boards, at team meetings, annual agency awards. • 	<ul style="list-style-type: none"> • Praise for accomplishments • Affirmation for personality • Affirmation for character • The context of affirmations matters. Affirmations should be done with in positive context, e.g. not in the midst of a conflict, or with a negative tone of voice.
Physical Touch	<ul style="list-style-type: none"> • Fist bumps • Two-handed handshake • High fives • Pat on the shoulder • Brief hug (ask first) 	<ul style="list-style-type: none"> • Awareness: be mindful of possible cultural relevance • Respectful interactions: ask to confirm • Setting: in correctional settings physical touch may not be appropriate • Context: practice professionalism • Appropriateness: never touch anyone in a way that could be perceived as sexual in nature • Safety: never compromise your physical or psychological safety