

APPRECIATION & RECOGNITION

Focus Questionnaire



Feeling appreciated is one of the most important prerequisites for people to feel good, satisfied and motivated. We are probably all aware of this fact, as we all know how it feels when someone expresses appreciation to us. However, during stressful everyday work, we often forget to show or even recognize appreciation. This short questionnaire helps to focus more on recognition and appreciation at work and, thus, to promote an appreciative work climate.

"The deepest principle in human nature is the craving to be appreciated."

William James

Languages of Appreciation

Appreciation at work can be expressed in various ways, e.g. through praise, material things, trust or an open ear. Each person has a preferred way of expressing appreciation as well as recognizing appreciation (i.e., which acts of appreciation from others he or she also recognizes as acts of appreciation). Thus, people speak different "languages" of appreciation. It is therefore important to know which languages of appreciation are spoken and understood in one's team. The following questions provide some insight into this:

- I get enough recognition at work (e.g. positive feedback, compliments, praise, a thank you, or just a kind word).
- I receive appropriate compensation for my work (e.g. salary, bonus, promotion, gifts, benefits).
- I find that I am trusted enough at work (e.g. working independently, making decisions, allocating time).
- I feel like the others at work are there for me (e.g. taking time, listening, not stabbing me in the back).
- *Open question:* How do you know you are valued at work?

360° Appreciation

In an organization, many stakeholders come together: the individual him- or herself, colleagues, supervisors and, of course, the organization as a whole. Appreciation can and should be shown at all these levels. The following questions provide insight into the extent to which team members perceive appreciation from all directions:

- Our organization treats all employees with great respect.
- I feel valued by my direct manager.
- My colleagues behave in an appreciative manner toward me.
- I maintain an appreciative attitude toward others at work.
- *Open question:* What do you value most at work?

For all closed questions, adaptive context-related follow-up questions are asked as well. These prompt even more specific information and, consequently, create an optimal foundation for specific actions.