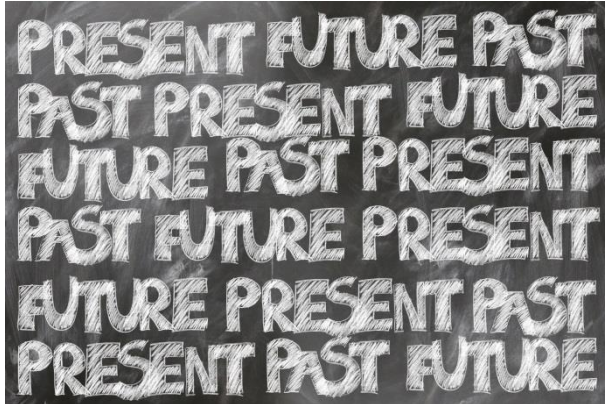


“What Do Appreciation Languages Have to do With Business?”

Michael Allawos, Principal Consultant



Got your attention? So much of what drives us in our everyday personal lives make it into our business whether we are owners or employees and whether we know it or not. Understanding and owning this reality can add to your success and or enable you to achieve your dreams and goals.

As being a trained facilitator I come across many different thought process, theories, and techniques that I can incorporate in solutions to help our clients. One such


theory for business is “Appreciation Languages”; *Words of Affirmation; Acts of Service; Receiving Gifts; Quality Time; and Physical Touch* (by Dr. Gary Chapman) that are usually all a manifestation of core pain. None of this is new in fact they are recycled ideas based on known fundamentals just in a different package. But the package helps one understand, relate and adjust for growth.


Sigmund Freud was a leader in this thinking and he believed that patients’ traumatic experiences had their origins in the deep past. He believed that the original occurrences had been forgotten and hidden from consciousness. His treatment was to empower his patients to recall the experience and bring it to consciousness, and in doing so, confront it both intellectually and emotionally. He believed one could then discharge it and rid oneself of the neurotic symptoms. Some of Freud’s most discussed theories included: Id, ego and superego: These are the three essential parts of the human personality. The id is the primitive, impulsive and irrational unconscious that operates solely on the outcome of pleasure or pain and is responsible for instincts to sex and aggression.


Charles Darwin also had his take on human development well beyond just the science of evolution.


Dr. French calls the mind "The Machine" and believes its sole mission is to protect us. He believes that our Machines are formed early in our childhoods, and it protected us from all of the pains and traumas we had growing up.


To synthesize these handful of thoughts, let's take each one individually and how it relates to business:


 Words of Affirmation, uses words to affirm other people. In work-based relationships, words of affirmation or being affirmed are often communicated in a group or a teaming environment or meeting, in front of customers, or at ceremonies of appreciation. Written communications through email and texting in a work-based relationship can also reflect affirmation (Job well done, you made this a success; we couldn't have done this without you, etc.

 Acts of Service, asking if the other person wants assistance, doing the service in the way the recipient wants it done, not repeatedly "rescuing" a colleague who is underperforming, and being asked to help. All are conditions that need to be met for the service offered to be viewed positively.

 Receiving Gifts, in the workplace are less about the "thing" and more about the thought behind it so that the giver actually knows what is important or valued by the recipient, what hobbies or interests they have and the gift reflects this knowledge. In the workplace gifts are more commonly related to experiences, such as movie tickets, gift certificates going out to dinner, or gift cards. One of the most common items given in the workplace is food such as donuts, coffee pizza desserts, or that special holiday goodies and candies.

 Quality Time, These may include hanging out together with colleagues, working on tasks together, and building experiences together to grow workplace relationship in a bonding fashion.

 Physical Touch, this is a more difficult issue in the workplace. Inappropriate physical touch is not desired in the workplace. Celebratory displays such as high fives, fist bumps, a pat on the back are common between coworkers and are an important part of positive work-based relationships but should never be taken to the extreme and if un-welcomed the behavior must stop immediately.

 Respect and Pain, in my opinion is the underlining catch all for the list above because we all carry with us some sort of pain that may have never healed and has manifested into something else. Most of our core pain is developed early on in our childhood and is seldom dealt with. The death of a loved one, abusive (physically / mentally) parents, school yard bullying, not being affirmed, and the list goes on. In business respect for one's position, status, or a promotion, winning a new contract for the company etc., goes right to self-worth and a projection to others.

There are differences between Business Appreciation / Gratitude Languages and or Acts for business and personal life Gratitude / Act Languages may not always be the same in your personal life as in your business life but they do exist and come from a place that brings discomfort and pain. There is a common theme, your filling a hole or a need in your life that your feel is missing. If not addressed this could be career limiting.

As life continues to become more complicated, stressful and hyper emotional it's important that we all do the inner personal work addressing what sets us off so that we can be mindful when working with others.

I've run across many professional that have or had regret in how they climbed the latter of success and searched for answers only to discover it was unresolved issues in their past.

There are many various techniques for self-discovery that addresses core pain, triggers and coping mechanisms that basically will help uncover your hidden driving issues but ignoring them only will bring more pain and hinder your success in business as well as drive people away. It's all about growth and positive change.

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Sincerely,

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