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# Love Your Employees

Martin George, CEO of LTC Language Solutions



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# What is Love at Work?



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A recent study says that employees who feel loved perform better.



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Love at work is a social, other-focused emotion, promoting interdependence and sensitivity toward other people.

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The primary determinant of how much companionate love will exist in a manager's group is the companionate love expressed by the manager.



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## Why is it important?

Each of us wants to know that what we are doing matters.



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## Underappreciation Leads to

- Lack of connectedness with others and with the mission of the organization
- Discouragement
- Complaints about work, colleagues, and supervisor
- Thoughts about leaving the organization and searching for other employment.

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## Recognition Vs. Appreciation

- Recognition is about behavior.
- Appreciation focuses on performance plus the employee's value as a person.

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## **SOUTHWEST**

- "Our people are our single greatest strength and most enduring long-term competitive advantage." –Gary Kelly, CEO
- Above all, Employees will be provided the same concern, respect, and caring attitude within the organization that they are expected to share externally with every Southwest Customer.



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- With great courage, integrity and love – we embrace our responsibility to co-create a world where each of us, our communities and our planet can flourish.
- “We are more than a team though...we are a family. We watch out for each other, care for each other and go above and beyond for each other”.

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## The Container Store®

- We Love Our Employees Day—a day we show extra special love and appreciation for all of our employees across the country.
- The heart of The Container Store since 1978: If you really and truly take better care of the employee than anybody else, your employee will take better care of your customer than anybody else.

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## Genentech

- We believe that you, as an employee, matter above everything else.
- We also provide you with a wide range of services designed to help make life easier while you are at work, so you can spend your free time doing more of the things you enjoy most.

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## 5 Love Languages in the Workplace



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### Words of Affirmation

- The language that uses words to communicate a positive message to another person.
- Verbal affirmation of a person's positive character



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## Dialects for Words of Affirmation

- Praise for accomplishments
- Affirmation for character
- Praise for personality



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## How and Where to Affirm

- Personal, One-on-One
  - Personal communication is the most valued
- Praise in Front of Others
  - Calling attention to good work in front of others communicates “I value you”
- Written Affirmation
- Public Affirmation



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## Quality Time

- Giving the person your focused attention



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## Dialects for Quality Time

- Quality conversation: empathetic dialogue where two individuals are sharing their thoughts, feelings, and desires in a friendly, uninterrupted environment
- Shared experiences
- Small group dialogue
- Working in close physical proximity with coworkers in accomplishing a project

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## Tips for Quality Time

- Maintain eye contact
- Don't do other things while you are listening
- Listen for feelings as well as thoughts
- Affirm their feelings even if you disagree with their conclusions
- Observe body language
- Resist the impulse to interrupt



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## Acts of Service

- Providing assistance to one's colleagues



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## Serve Effectively

- Make sure your own responsibilities are covered before volunteering to help others.
- Ask before you help.
- Serve voluntarily.
- Check your attitude.
- If you're going to help, do it their way.
- Complete what you started.

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## Tangible Gifts

- Gifts that are meaningful to the employee



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## Keys to Gift Giving

- Give gifts primarily to those individuals who appreciate them.
- Give a gift the person values.



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## Physical Touch

- Appropriate touch can communicate a variety of trust, connectedness, and caring.
- Touch means expressing excitement and joy.



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## Appreciation through Physical Touch

- Firm handshake, high-five, fist bump, pat on the back
- Observe how others interact in a positive collegial relationship.



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## How to Implement 5 Languages

- Broaden your definition of culture.
- Pay attention to the emotions you're expressing to employees every day.
- Consider how your company can foster greater affection.
- Create and maintain a strong culture of love

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**How can YOU love your employees?**



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