MODULE OVERVIEW

Recognition that lands: The five languages

Adaptive module | ~20 min

We naturally give the kind of recognition that matters to us, and miss the people who expect a different kind. This module details the five languages identified by Gary Chapman and Paul White, each adapted for in-person and remote work, then the habit that makes them useful: observing and asking each person how they like to be recognized.

LEARNING OBJECTIVES

01 Distinguish the five languages of recognition: words of affirmation, gifts, quality time, acts of service, nonverbal signals.

02 Give specific words of affirmation tied to the situation, rather than vague compliments that don't reach the person.

03 Identify the language that speaks to someone by observing and asking them, rather than using your own.

04 Recognize people often and in the moment, even when correcting: name the mistake without attacking them.

WHO IT'S FOR

Managers and colleagues who want their signs of appreciation to land, including remotely.

- **Prerequisite:** none

HOW THE MODULE WORKS

Self-paced, with practice tailored to each learner.

1. **Self-assessment**: on 9 dimensions, to gauge current habits and guide the practice.
2. **Expert video**: 10 minutes, with 3 pauses for reflection.
3. **Practice scenarios**: the first 2 chosen from the self-assessment, then 16 optional ones. Every answer gets feedback: what it leads to, and one way to improve.
4. **Dated commitment**: one action to try, written by the learner or picked from the suggestions.
5. **Memo to download**: key takeaways, questions, commitment, personal notes and checklists.

ASSESSMENT AND COMPLETION

Pass mark: 80%

The score takes into account your answers to the practice scenarios, your commitment and, where relevant, any additional learning activities. Passing requires a commitment and a score of at least 80%.

METHODS & MODELS

- 5 languages of appreciation in the workplace – Gary Chapman and Paul White
- Conditional vs. unconditional recognition
- Recognition ritual in meetings – inspired by Favi (Jean-François Zobrist)

SOURCES & REFERENCES

- Gallup & Workhuman – high-quality recognition makes employees up to 10 times more likely to feel they belong to their organization
- Gallup & Workhuman, "Amplifying Wellbeing at Work and Beyond Through the Power of Recognition" (2022) – employees who get the right amount of recognition are up to 90% less likely to say they "always" or "very often" feel burned out at work
- Gary Chapman and Paul White – "The 5 Languages of Appreciation in the Workplace" (2011)
- Favi – French foundry and a benchmark for trust-based management (Jean-François Zobrist), with informal recognition rituals

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