

OXYGEN

WELLNESS **BLOCK** TRAINING



**STRONGER
FAMILIES**

UNDERSTANDING THE APPRECIATION STYLES OF YOUR TEAM

What are Relational Styles and how do they impact our team dynamic?

Facilitator Guide

Pre-Event Check List:

- Make sure everyone has a Study Guide on relational Styles from Stronger Families
- Check your Tech: Computer, Slide Deck, Audio, Music, etc.
- Greet participants as they arrive

Facilitation Insight:

Deeper ideas for the Facilitator to consider.

EX "After doing this exercise, many couples will need a break from the tension. Sharing a humorous story or a time that you attempted this activity when it didn't go as planned can be a big tension relief!"

Instruction:

Specific instructions for the Facilitator. EX "Advance to the next slide and ask the following question"

Script:

"This is language the Facilitator may consider using to make sure all essential elements of the curriculum are covered."

Put up the Title Slide as the students are arriving. Make sure that you greet them, introduce yourself (if you don't already know them, ask about their day so far, how their shift is going, anything that will begin to form a connection.



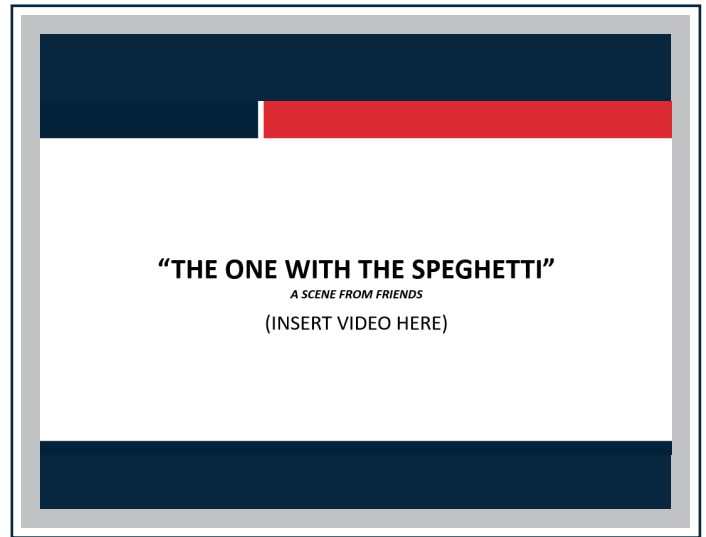
"Welcome to today's Training. We will be using the Study Guide from Stronger Families on the topic of Appreciation Styles. For those of you who don't know, my name is _____."

Today's topic applies to many areas of our job where each person's unique Appreciation Style can either create tension or harmony on the job. As we interact with community members, co-workers, children, partners, other family members, etc., understanding these different Appreciation Styles is essential for an effective team dynamic. Learning ways to best support and be supported according to our Appreciation Style takes time. It takes practice. In this class, not only will you learn about some truly effective tools, but you will also practice them. Don't worry! We will not force you to say or do anything you are uncomfortable with; however, you will get out of this what you put into it."

"In this Training we will explore the 3 levels of healthy relational engagement (Relational Pyramid), the qualities that fuel each level (Honesty, Trust, and Acceptance), and how our Appreciation Style can be lived out daily in the real world (Relational Style Assessment and Group Activity)

For some, knowing what to expect will put their mind at ease and allow them to engage with less anxiety. This is an important part of the process, don't skip it!

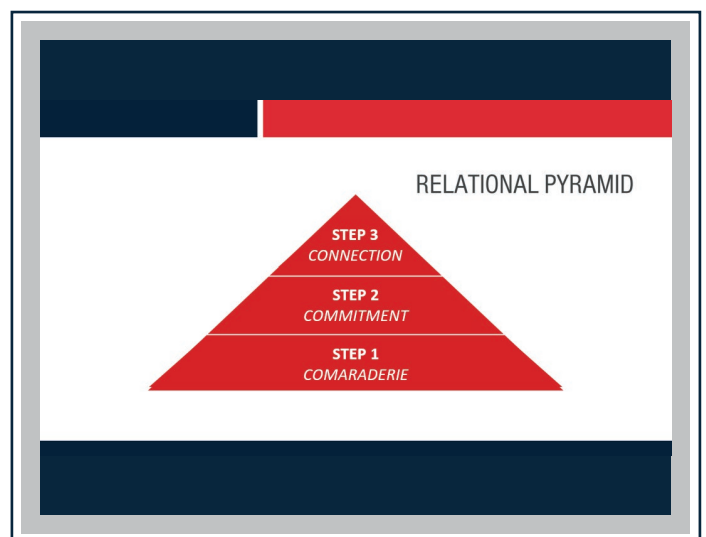
Play the scene from Friends video with no set up. After the video let the students react to what they just saw and monitor the comments.



There are very clear differences between Monica and Joey displayed in this scene. When it comes to cleanliness, Monica is very uptight and has strict rules and Joey is relaxed and easygoing. The way that each of them relate to others is not right or wrong. Each has value depending on the circumstances. Learning when to tailor our Appreciation Style to fit the circumstances we are facing can be of great value in creating a healthy relational dynamic in all areas of life.

Consider inserting a personal story that supports the theme of the video. Sharing your experience w can help students identify their own tendencies. Ask the group to think of a time when they experienced this type of scenario. How did it make them feel? How did they remember responding? Etc. Look for responses that segue nicely to the next section.

Advance to the Relational Pyramid title slide



Connection with others is a primary pursuit for mankind. Whether in romantic relationships, families, work environments, or even casual encounters, healthy connection is a powerful motivation. Advertisers have tapped into this desire for connection in just about every product sold! The desire for a strong and healthy connection is the common denominator uniting us all.

Understanding the Appreciation Styles of your team members can be a great step toward creating the type of connection that we all want to experience in the workplace.

Building this type of healthy relationship with your team members isn't easy! It doesn't just happen without work. You attending this class today is a great display of intentionality.

There are 3 levels of healthy relational engagement illustrated through this Relational Pyramid: Camaraderie, Commitment, and Connection. These 3 levels are progressive, each level is supported by the level that comes before. You cannot truly experience Connection without an investment in the previous 2 levels.

As you continue to talk through the Relational Pyramid progressively move through the slides displaying all three levels as you go

"Many work relationships begin without a lot of intention as they are arranged through the common experiences of your job. Nonetheless, a foundation is established as you initially get to know one another. The quality of the foundation is determined by the intentionality put into its construction. Camaraderie is the foundational level of the relationship. It is more than just spending time with another person. The type of camaraderie that leads to a healthy work environment goes deeper than the superficial. It requires seeing your team member at their best and worst and making a decision to accept them where they are at.

The threat to camaraderie is that so many of us are reluctant to reveal any flaws or weaknesses we have, especially in the workplace, as we fear it could impact our jobs. Instead, we broadcast (Loudly) our best qualities and hide our worst. For camaraderie to be established, a deep and honest knowledge of team members is required. With this type of investment, trust will grow. Without trust, the relationship can never move to the next level of the Relational Pyramid.

Advance the slide to the next level of the Relational Pyramid

"After camaraderie is established, the foundation is laid for the next level of the Relational Pyramid to be built... Commitment. Commitment is essential, especially in the FR community. It is a conviction that goes beyond how you feel moment to moment. It is a firm decision powered by an understanding of your team members. It is willing to ride out the difficult situations. Commitment, built on the foundation of camaraderie, creates the bandwidth to withstand anger, frustration, disagreements, and other relational strain when the job gets tough. Commitment rises to the challenge and says, "I will walk through this mess with you. I'm not going anywhere. I can be counted on."

The threat to this commitment is suspicion. Suspicion can ruin even the best of relationships. When team members do not invest in honest camaraderie, commitment is in jeopardy. No matter the stage of your work relationship, it's impossible to be firmly committed to someone you don't trust! Make the investment to know your team members and let yourself be known to them. If you do, commitment will result. It will minimize suspicion, and your working relationships can be strong and effective.

As Camaraderie and Commitment take shape it, a true Connection is experienced. In this space of connection there is safety, support, and a sense of belonging that motivates each team member to value and support the other. It is this connection that will motivate and sustain an effective team dynamic.

There are 3 traits that function as the main ingredients for each level of the Relational Pyramid. By focusing on developing and displaying these traits we can be sure we are on the right path.

HONESTY is the trait that leads to Camaraderie and is a daily expression of commitment, and selflessness. True honesty is expressed through action. We desire honesty in our work relationships.

TRUST is the trait that leads to Commitment and is a type of knowing. When we trust someone, we will know them better, know their integrity, strengths, and abilities. We have confidence in who they are and how they will perform their duties.

ACCEPTANCE is the trait that leads to Connection and is meeting your team member where they are today. Acceptance allows a person to be more transparent with you, to communicate more, to feel safe. Feeling accepted where you are right now is a need we all have.

It is important to note that the depth of connection will vary depending on the naturally occurring chemistry that exist between team members. People can seem to effortlessly connect due to several factors outside of the Relational Pyramid. That's great! For those on the team who don't have that natural connection, Intentionality and investment can go along ways towards establishing an impactful connect across the entire team.

Sharing about a time when you made such an investment can help students identify ways that they can make an investment as well. Consider a personal story where you failed to connect as an example of what not to do. People relate to failure more then they relate to success! Being willing to tell on yourself, use self-deprecating humor, or times when you struggled is the quickest way to break down any walls between you and the students.

Before we move on, it's important to point out that many factors can contribute to the breakdown of this progression. In modern society, the primary reason is what is called the "fast-food" mentality. Fast food has become such a successful industry in our society because it is a short cut. We get a meal, and maybe one for our family, without having to do all the preparation ourselves.

This desire for shortcuts has trickled into every aspect of our society, and certainly shows up in the way we view relationships. Rather than developing true camaraderie, choosing commitment, and making the way for a trust-filled connection, we instead take the short cut, and settle for the fast food version: an easy, short-lived connection facilitated primarily through a consumer approach... get what I want as quickly as possible. When we choose the "fast food" route in a relationship, we are in a constant state of disconnectedness. Ultimately, this superficiae interaction doesn't meet our need for connection and, inevitably, the relationship sours or worse, becomes toxic.

In an ideal scenario, we would all intuitively know not to short-cut the connection process. There is hope for those of us who haven't done everything perfectly from the beginning (most of us)! While there may be some bad habits which threaten to interfere with our pursuit of healthy and effective relationships, it is also never too late to begin investing in the areas of camaraderie, commitment, and connection.

Your Training Guide has some questions to consider.

Display the Break Out Activity slide. Have the students pair up, discuss the 3 levels of the Relational Pyramid, and share with one another which of the 3 levels they do well at, and which needs some attention. Allow about 5-7 minutes for this discussion.

QUESTIONS FOR REFLECTION BREAKOUT ACTIVITY






Study Guide Page 3

How did you rate yourself? Does anyone here feel as though they thrive at all 3 levels? For most of us we realize very quickly improvement is needed in at least one level, but we are at a loss how to get started. It's easy to feel as though a major change may be needed but research has shown that the opposite is true. Small things done with consistency have the greatest impact on relational improvement. Learning your Appreciation Style and the Appreciation Style of your coworkers is a great first step!

Display the Appreciation Style Assessment Slide. Instruct the students to complete the assessment before continuing. Reviewing each Style ahead of time may influence the input they give while taking the assessment and skew the results. It is preferable to have the students take the assessment first and when finished review the 5 Appreciation Styles together.

APPRECIATION STYLE ASSESSMENT

Study Guide Pages 6-7

-  **VERBAL AFFIRMATION**
Includes verbal compliments, notes, words of appreciation, words of encouragement.
-  **SERVICE**
Doing things you know your team member would appreciate: help with: can include setting the table, helping prepare a meal, washing dishes, proofreading a report, all done with a positive attitude.
-  **GIFTS**
Something you give your team member to show them that you are thinking of them. (i.e. cup of coffee or treating them to lunch)
-  **TIME**
Giving your team member undivided attention, which can include quality conversation.
-  **TOUCH**
A pat on the back, fist bump, high five, or a hug after a difficult call (consensual).

Let's review each of the Appreciation Styles together before we do a group activity.

Touch – a hug, a pat on the back, fist bump, high five used to show approval, kindness, excitement, appreciation, etc.

Gifts – something given to show that shows the recipient is being thought of and valued. i.e.: a cup of coffee, a stick of gum, a slice of pie, a sticker, etc.

Quality Time – Intentional and dedicated attention. This can include quality conversation, play a game together, sharing a meal, attending a sporting event, etc.

Verbal Affirmation – Compliments, encouraging notes, words of praise, "cheerleading", verbal expressions of gratitude.

Service – doing things you know team members would appreciate help with; can include cooking a meal, washing dishes, proofreading a report, all done with a positive attitude.

Now let's see how all of this plays out in in real life... and you get to be the Subject Matter Experts.

Display the Subject Matter Expert activity slide. Post five signs around the room, each labeled with a Appreciation Style. Ask individuals to stand or sit by the sign that indicates their top Appreciation Style. Give the newly formed groups 3-5 minutes to brainstorm 5 ways to express their Relational Style. Take turns asking each group what they want from those who prefer other Styles. After hearing from each group, direct participants to return to seats.



It is interesting to hear how other people like to be related to. You may be like me and find that there are some Appreciation Style expressions that I do not relate to at all! But that's the great part... we are all different. Those differences create an amazing opportunity to build upon. They give us endless opportunities to show up for each other, ways that we can invest in each level of the Relational Pyramid, small things... done consistently... to create the kind of connection we want and need in our work environments. But as with any skill set, practice makes perfect!

This concludes our Training on Appreciation Styles. Thank you for your time and attention. For more resources, feel free to reach out to me personally (include a slide in the deck with your contact info) or go to **www.strongerfamilies.com**