

Do Remote Employees Want to Be Shown Appreciation Differently Than Their On-site Colleagues?



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Results from Research with 86,000 Employees

PRESENTERS



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Logistics

To receive:

- a) a copy of the research article this presentation is based on, and
- b) discount for taking the Long Distance version of the *Motivating By Appreciation Inventory*. (\$10 instead of \$15).

Email yesdrpaul@gmail.com with "Terryberry" in the subject line.

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A bit about me

- *Psychologist & Researcher
- *Travel around US & world to work with organizations
- *Straightforward



- *Published 4 books
- *Developed the *Motivating By Appreciation Inventory*
- *Like to have fun!






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Learning Objectives:

1. Understand how fast-paced the transition to remote employees is across multiple industries.
2. Identify the ways in which employees in long-distance work relationships differ in how they want to be shown appreciation from their on-site coworkers.
3. Implement specific actions and strategies that are effective in communicating authentic appreciation to remote team members.


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The Transition to Remote Workers: How Fast Is It?

- The proportion of American employees who work remotely workers increased from **9% in 1995 to 43% in 2016**.
- The sheer number of remote workers is **increasing every year**.
- It is estimated that **50% of the U.S. workforce have job responsibilities that are compatible with working off-site at least occasionally**
- Between **80 – 90%** of the U.S. workforce report they **would like to work remotely** at least part-time.

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Brief Review: The Importance of Appreciation



- *Feeling appreciated at work is **one of the core components of employee engagement** identified by Gallup from interviewing 1,000,000 employees worldwide.
- *"Feeling appreciated at work" was the **#1 reason given by 200,000 global employees for enjoying their work** (Boston Consulting Group).
- ***79% of employees** who leave voluntarily cite a lack of appreciation as one of the core reasons for leaving.
- *Staff feeling valued has been shown to be directly related to **higher profitability, lower staff turnover, increased morale, and higher customer ratings**.

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Core Concepts Underlying Authentic Appreciation

1. Not everyone feels appreciated in the **same ways**.
2. Employees want to be appreciated by **both supervisors and colleagues**.
3. To be effective, appreciation must be communicated in the ways **preferred by the recipient**.

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A **Key Question** becomes:

*How is appreciation effectively communicated to those who work **remotely**?*

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POLL:

When comparing remote employees with those who work in face-to-face settings, how different or similar do you think they are in how they want to be shown appreciation?

- a) Virtually the same
- b) A little different
- c) Mainly the same, but with some significant differences
- d) Largely different
- e) Completely differently

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We **explored** the question by:

1. Comparing how employees in **remote work relationships** desire appreciation **with those who work in face-to-face settings**.
2. Asking those who work in **remote work relationships** for their feedback and specific suggestions on effective ways to show appreciation to them.

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We polled Remote Employees and their Supervisors:

- Almost all (98%) of the respondents affirmed, "Yes", *it is possible to effectively communicate appreciation to colleagues who work remotely*.
- Additionally, *70% indicated that they personally have received a message of appreciation* from a colleague or supervisor within a remote working relationship.
- *81% reported that they have communicated appreciation to a co-worker who works in a remote location*.

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The Research:*

From 2014-2018, ~89,000 employees completed the *Motivating By Appreciation Inventory* (an online assessment that identifies how each person prefers to be shown appreciation).

They took either the General version for face-to-face work settings (N = 86,393), or the version designed for long distance work relationships (N= 2,640).

*Published in *Strategic HR Review* (2018).

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The Results:

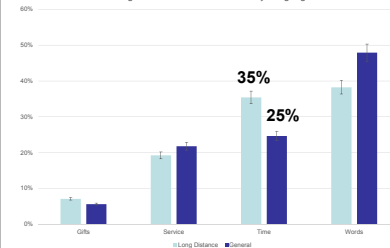
- Generally, employees in long distance work relationships are quite similar to those who work in face-to-face work settings in how they prefer to be shown appreciation.
- Both groups preferred *Words of Affirmation* the most, *Quality time* second most frequently, *Acts of Service* third, and *Tangible Gifts* the least.

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The Results:

Long Distance vs General - Primary Language



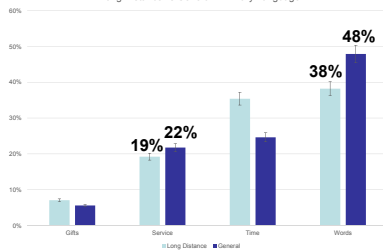
The Long Distance MBAI group of employees was **more likely** than the General MBAI group to have **Quality Time** as their preferred language of appreciation.

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The Results:

Long Distance vs General - Primary Language



The Long Distance MBAI group of employees was **less likely** to have **Words of Affirmation** or **Acts of Service** as their primary language of appreciation.

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Practical Implications

While general patterns are largely similar, remote employees have differences in how they want to be appreciated.

Many remote employees value Quality Time with their colleagues more highly than those who work in face-to-face settings.

Words of Affirmation are less important to a lot of remote employees than in comparison to the overall workforce.

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Question for Reflection:

What have you learned that is helpful (or not helpful) in showing appreciation to remote employees?

(actions, tips, lessons learned)

Think about it and be prepared to share your suggestion (when cued) through the chatbox in ~5 minutes. Not now!

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We asked Remote Employees for suggestions:

- Keep connected through *video conferencing*,
- Include them through *virtual team meetings*, and
- Set up times to *talk about non-work related topics*.

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The most important lesson
we have learned:

*You have to be **more proactive** with remote employees than in face-to-face relationships.*

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The biggest barrier to overcome:

*The **lack of opportunity for those short, chance encounters** that occur when colleagues work in the same location.*

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Share Your Ideas:

*What have you learned that is helpful (or not helpful) in showing appreciation to remote employees?
(actions, tips, lessons learned)*

Share your suggestion through the chatbox (now), and we will distribute the ideas shared to all participants.

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- c) practical suggestions / lessons learned from participants.

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Your Suggestions + Questions?



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