

In collaboration with



Othman Yeop Abdullah  
Graduate School of Business  
Universiti Utara Malaysia



*D i s t i n c t i v e l y D i f f e r e n t*

Othman Yeop Abdullah Graduate School of Business

Masterclass in Employee Engagement

# 5 Languages of Appreciation at Work

Learn How to Create Better Workplaces through Authentic Appreciation

**REPEAT PROGRAMME – 1<sup>ST</sup> RUN SOLD OUT**

*Highly recommended course for Leaders from across the business*

Delivered by

**Jasmine Liew**

Associate Faculty  
UUM OYAGSB

**Award Recipient**

*World Institute for Action  
Learning Dr Michael Marquardt  
Learning Leadership Award for  
Action Learning Culture*



**19 & 20 MARCH  
2018**

**ISTANA HOTEL  
KUALA LUMPUR**



D i s t i n c t i v e l y D i f f e r e n t

## UUM-OYAGSB MASTERCLASS IN EMPLOYEE ENGAGEMENT 5 LANGUAGES OF APPRECIATION AT WORK

Individuals in the workplace need to feel appreciated and valued so that they are motivated to do their best, satisfied in their job, and engaged at work. This is part of effective people management to motivate, lead and also manage multi-generational workforce so that organisations have high performing teams.

Do you face challenges in managing your people despite putting effort and time to appreciate them but it seemed unvalued by them? How can you be more effective in people management? **Appreciation is like “Different Strokes for Different Folks”- Employees and co-workers value appreciation based on their preferred appreciative language.** The 5 languages enable you to apply authentic, personalised and effective appreciation that is valued and recognised by your people, colleagues and co-workers. It helps you discover your blind spots in appreciation, and how can you appreciate and motivate them to reach higher performance and potential as part of People Management better.

Appreciation at the workplace is a good “investment”; it leads to job satisfaction and inculcates a positive working relationship that fosters a productive and performing organisation. When your people are appreciated and motivated, they bring a positive attitude and behaviour to serve internal and external customers.



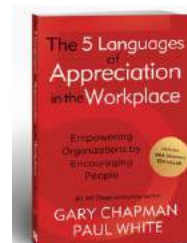
Watch the video: <https://vimeo.com/131680974>

*As leaders and managers, do you have limited financial resources?  
How to appreciate your people without monetary rewards?*

By applying the 5 Languages of Appreciation at Work - Words of Affirmation, Quality Time, Acts of Service, and Tangible Gifts, appreciation goes beyond monetary and extrinsic rewards yet reaping more effective and sustainable benefits.

## CREATING BETTER WORKPLACES THROUGH AUTHENTIC APPRECIATION

The Masterclass is based on *The 5 Languages of Appreciation in the Workplace*, #1 New York Times Bestselling book. The Masterclass provides enhanced content, practical tools, techniques, application and hands-on practice.





D i s t i n c t i v e l y D i f f e r e n t

**MASTERCLASS DETAILS**

Duration	2 days
Date	<b>19 &amp; 20 MARCH 2018</b>
Venue	<b>ISTANA HOTEL, Kuala Lumpur</b>
Type of Certificate	<b>Masterclass Certificate</b>
Target Group	<b>Department Heads, Functional Heads, Business Heads (AVPs and above)</b>
Language	<b>English</b>
Learning Outcomes	<p><b>Participants upon completion of the Masterclass will be able to:</b></p> <ol style="list-style-type: none"> <li>1. Understand the importance of Employee Engagement and the role of Leaders and Managers to foster an engaging working environment and keep employees engaged.</li> <li>2. Identify the importance and benefits of showing appreciation at work.</li> <li>3. Apply the core concepts of appreciation and distinguish the differences between recognition and appreciation.</li> <li>4. Discover your preferred appreciative language and what it means.</li> <li>5. Practice the different ways of showing Appreciation in an effective, meaningful and personalised way as a leader and towards your bosses, subordinators and colleagues.</li> <li>6. Identify and manage the challenges faced in one's appreciation of blind spots, giving timely and authentic appreciation and appreciating challenging people at work.</li> <li>7. Enhance the workplace through authentic and personalised work appreciation.</li> </ol>
Training Methodology <b>Behavioural and Collaborative Methodology</b>	<ul style="list-style-type: none"> <li>• Interactive activities with debriefs to crystallise learning with realism and practical application of the 5 Languages of Appreciation at Work.</li> <li>• Real-life workplace case studies and group discussions based on Asian and organisation's context.</li> <li>• Use process facilitation to generate ideas and solutions on Appreciation at Work.</li> <li>• Apply practical tips and tools to implement appreciation at work and immediate transfer of knowledge and skills after the programme.</li> </ul>
Assessment Tool <b>FREE ASSESSMENT!</b>	<p>The <b>Motivating by Appreciation (MBA) Inventory</b> is an assessment tool developed by psychologist Dr Paul White and Dr Gary Chapman to accompany the 5 Languages of Appreciation in the Workplace.</p> <p>The MBA Inventory assists leaders, managers, supervisors, and co-workers to be able to communicate appreciation to their staff and colleagues in a personalised and effective way.</p> <p>The inventory takes 15-20 minutes to complete online, and an individual report is immediately generated which identifies the respondent's primary language of appreciation, the secondary language of appreciation, and the language of appreciation which is least important. Additionally, a unique action list is developed for each individual's profile and personal preferences.</p>



## LEARNING BLOCKS

### Overview of Employee Engagement

- Understand the concept and importance of Employee Engagement
- Discover the essential conditions for employees to feel engaged
- Identify ways to foster employee engagement and enable employees to feel engaged

### Appreciation Fuel Happiness and Success

- Reflect what your people want most at work from the organisation and superior
- Examine what makes an effective leader, manager and colleague through appreciation
- Discover the benefits of Appreciation in the Workplace

### Appreciation in the Workplace

- Identify the differences in appreciation and recognition
- Discover different people require different forms of encouragement & appreciation
- Apply gratitude in the workplace

### The 5 Languages of Appreciation at the Workplace

- Describe the 5 Appreciation Languages and how each appreciative language apply to different staff and co-workers
- Practice authentic and personalised appreciation in an effective way
- Foster trust, rapport and mutual understanding

#### 1. Words of Affirmation

- How & when to give words of affirmation effectively?

#### 2. Quality Time

- Focused attention through listening & questioning techniques
- How to prepare & conduct, one on one meeting effective group discussions & meetings
- Essential skills in coaching
- Essential skills in providing constructive feedback
- Essential skills in mentoring

#### 3. Acts of Service

- Provide support and assistance to staff appropriately

#### 4. Tangible Gifts- How to give the right non-monetary gift to the right person

#### 5. Physical touch to reinforce other appreciative languages (High 5, Pat on the back)

D i s t i n c t i v e l y D i f f e r e n t

### Use the Right Languages during Performance Appraisal Conversations

- List the challenges and concerns during performance appraisal conversations and performance feedback
- Examine what makes an effective leader and manager during performance appraisal conversations and feedback
- Discover the benefits of using appreciative languages during appraisal conversation
- Practice how to conduct performance conversations through the types of appreciative languages in an effective way – What you say, do and give

### Apply the 5 Languages as an Effective Leader, Manager and Peer

- Understand your “Motivate by Appreciation Inventory” MBI™ profile findings and areas for improvement
- Identify your least valued appreciative language and blind spots and how it affects you during performance appraisal conversations
- Discover your team members’ preferred appreciative language
- Demonstrate how to be adaptable and modify your primary language of appreciation towards staff with different preferred appreciative languages
- Practice how to overcome your challenges during performance conversations and give feedback
- Give authentic appreciation at different work settings/situations especially to staff with performance issues, negative mindset, who are defensive and emotional
- Identify your action plan to work on each Appreciative Language
- Incorporate Appreciative Language into your organisation, team culture and the workplace

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<https://www.facebook.com/OYAGSB/>

## EXPERT FACILITATOR – JASMINE LIEW



- **Masters in Education and HR Development, George Washington University**
- **Graduate Diploma in Human Resource Management, Singapore Institute of Management**
- **Bachelor of Arts (Economics & Political Science), National University of Singapore**
- **ASSOCIATE FACULTY – UUM OYAGSB**
- **Associate Faculty at University of Social Sciences, Singapore**
- **Associate Faculty at Alliance Manchester Business School**
- **Adjunct Trainer at Singapore Civil Service College**

Ms Jasmine Liew has been in Human Resource for more than 15 years, specialising in Organisation Development, Change Management, Employee Engagement, Training, Process Facilitation and Performance Coaching. Her span of regional HR and training experience encompasses the Singapore Civil Service, MNCs and the Private Sector.

**Jasmine is an Associate Faculty of Singapore University of Social Sciences (SUSS) and an Adjunct Trainer at the Singapore Civil Service College and the first person in Asia as the Global Premiere Partner for The Five Languages of Appreciation in the Workplace.**

She is a Certified Action Learning Coach, Emotional Intelligence Trainer, and Profiler in DISC and Workplace Big Five. Currently, she is working towards her Associate Certified Coach status under the International Coach Federation and is a member of International Association of Facilitators.

Jasmine has designed and conducted training for more than 3,000 regional participants including C-Suite and Department Heads in Leadership, Management and Soft Skills Training. She is sought after for her expertise in HR, organisation culture, leadership, management and emotional intelligence.

Jasmine had been interviewed by Singapore Radio 938 and published articles in Singapore- The Straits Times and The New Paper.

### FOLLOW US ON SOCIAL MEDIA:

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## PROGRAMME FEE PER PARTICIPANT

CATEGORY	Programme fee + 6% GST	Total fee per participant
<b>SUPERSAVER – SUPERSAVER – SUPERSAVER FEE</b> Register before 28 FEBRUARY 2018 5% discount for Group of 3 and more	<b>RM2600 + 6%GST</b>	<b>RM2756.00</b>
<b>NORMAL FEE</b> Registrations received after 28 FEBRUARY 2018 5% DISCOUNT FOR GROUP of 3 and above	<b>RM3000.00 + 6%GST</b>	<b>RM3180.00</b>

**Closing Date: 5 MARCH 2018**

Payment to be made to Universiti Utara Malaysia

Bank: Bank Islam Malaysia Berhad Account Number: **02093010000010**

Kindly email proof of payment to [saharah@uum.edu.my](mailto:saharah@uum.edu.my)

## HRDF CLAIMS UNDER SBL

Programme fee may be claimed back under HRDF subject to Terms and Conditions of HRDF and Employer eligibility. Universiti Utara Malaysia (GOV100014470) is a registered Training Provider with HRDF.

## CORPORATE EXECUTIVE EDUCATION AND DEVELOPMENT @UUM-OYAGSB



Othman Yeop Abdullah  
Graduate School of Business  
Universiti Utara Malaysia

Corporate and Executive Education @UUM-OYAGSB offers a series of high-end executive education programmes, conceptualised and designed to fill the learning needs of organisational leaders. These programmes help professionals advance from the operational level to one that's strategic and prepare them to deal with challenges and uncertainties effectively.

**For more information on High Impact Executive Education, Customised and Postgraduate Programmes, please contact:**

En Badrie Abdullah

Director

Corporate Executive Education and Development

Othman Yeop Abdullah Graduate School of Business

Universiti Utara Malaysia

Sintok, Kedah Darulaman

Tel: 017-369 1386; 04 – 928 7156

Fax: 04 – 928 7160

Email: [badrie@uum.edu.my](mailto:badrie@uum.edu.my) or [saharah@uum.edu.my](mailto:saharah@uum.edu.my)

Website: [www.oyagsb.uum.edu.my](http://www.oyagsb.uum.edu.my)



D i s t i n c t i v e l y D i f f e r e n t

## MASTERCLASS REGISTRATION FORM

ISTANA HOTEL KUALA LUMPUR			19 & 20 MARCH 2018 (8.30 am – 5.00 pm)		
Programme Location	Programme Name	Programme Code	Fee Per Registrant (A) Includes 6% GST	No. of Registrants (B)	Fee = A x B
ISTANA HOTEL KUALA LUMPUR	UUM OYAGSB MASTERCLASS IN EMPLOYEE ENGAGEMENT “5 LANGUAGES OF APPRECIATION AT WORK”	CEE04/2017	Supersaver RM2756.00 (register by 28/2/2018)  Normal fee RM3392.00		
			<b>Total</b>		

### ORGANIZATION INFORMATION / DETAILS

Organisation Name	
Address 1	
Address 2	
Name of Person Authorised to Sign Form	
Email Address	
Contact Tel Number & Fax	

### Details of Registrants (You may also email the Registrant details)

Name (as in IC/passport)	NRIC / Passport Number	Programme Attending (Programme Code)	Email Address
		5LAAW	
		5LAAW	
		5LAAW	

**Kindly complete and email this form before 28 FEB 2018 FOR SUPERSAVERS!**

Email: saharah@uum.edu.my (04-928 7156) or badrie@uum.edu.my (017-3691386)

### Cancellation Policy and Postponement of Programme

Because attendance at *this* programme requires significant advance preparation, refunds are not permitted. Invoice once issued can't be cancelled except for exceptional reasons. Registrants who cancel less than **seven days in advance** may nominate an acceptable substitute or attend a future session of the same programme within one calendar year.

The organiser reserves the right to postpone the programme two weeks before the programme dates, if there are insufficient registrations.