

Let's create Happy Workplaces

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Happy Ltd

@happyhenry



Been at your organisation

Less than 5
Years

More than 5
Years

Avoid
Mistakes

Celebrate
Mistakes

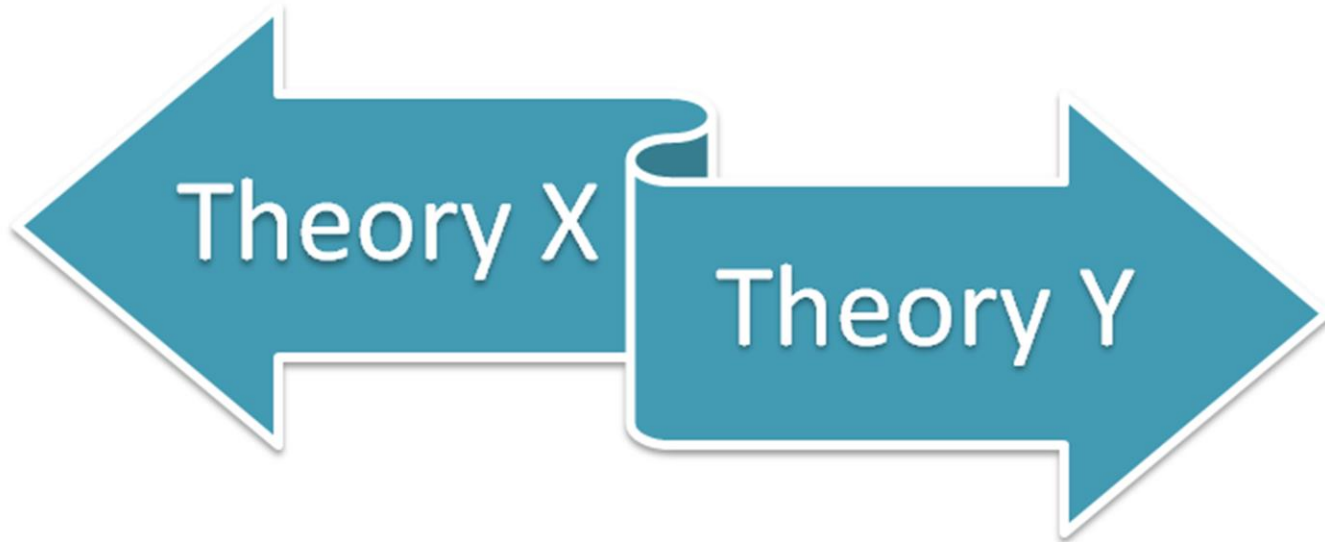
I prefer

Complete
Freedom

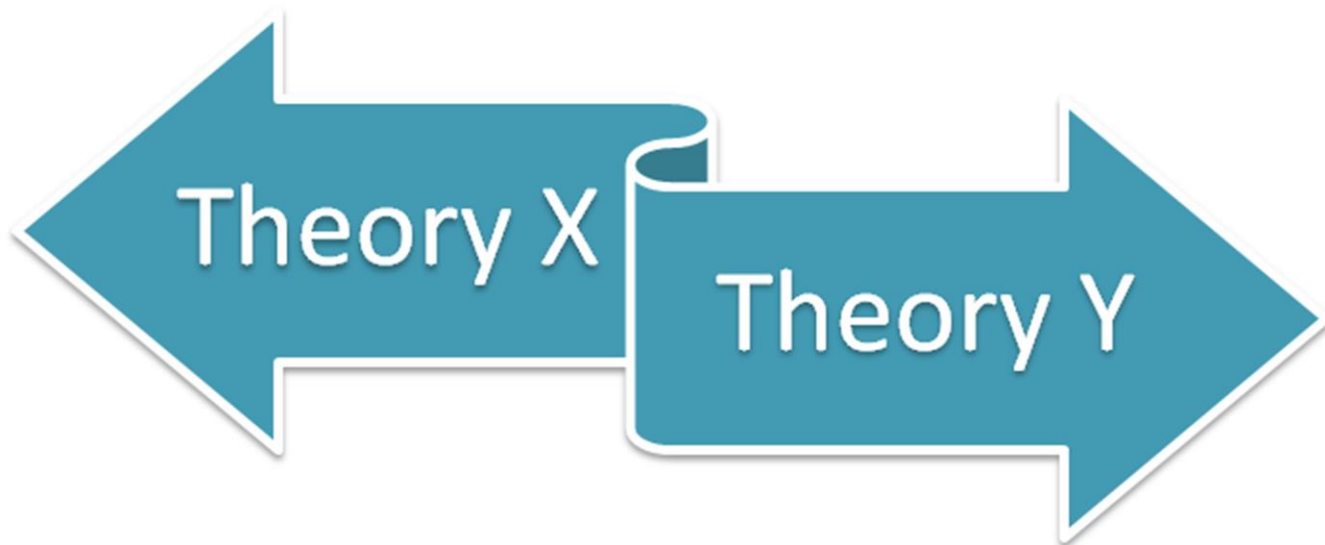
Freedom
Within
Guidelines

Being told
what to do

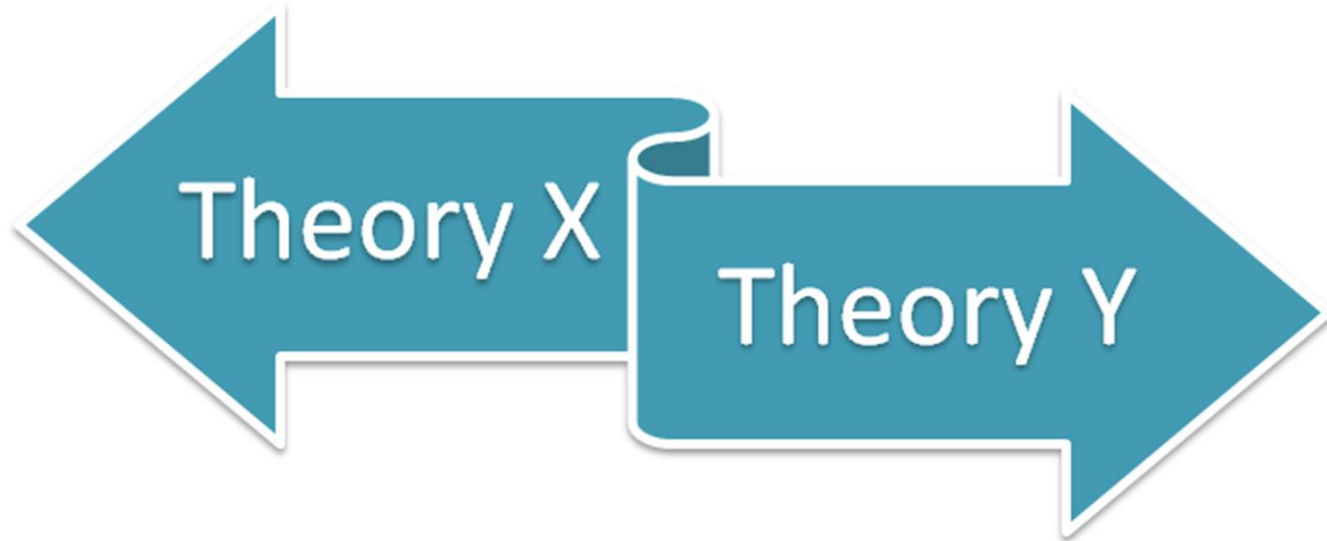
I believe people are...



Where my organisation is ...



**Where I'd like my organisation to
be ...**



Happy Workplaces



Key Priority

Nice to Have

5/4 PAF

**Great
Place
To
Work[®]**

Certified

NOV 2022-NOV 2023

UK

TM

Top 2 in UK

Top 15 in Europe

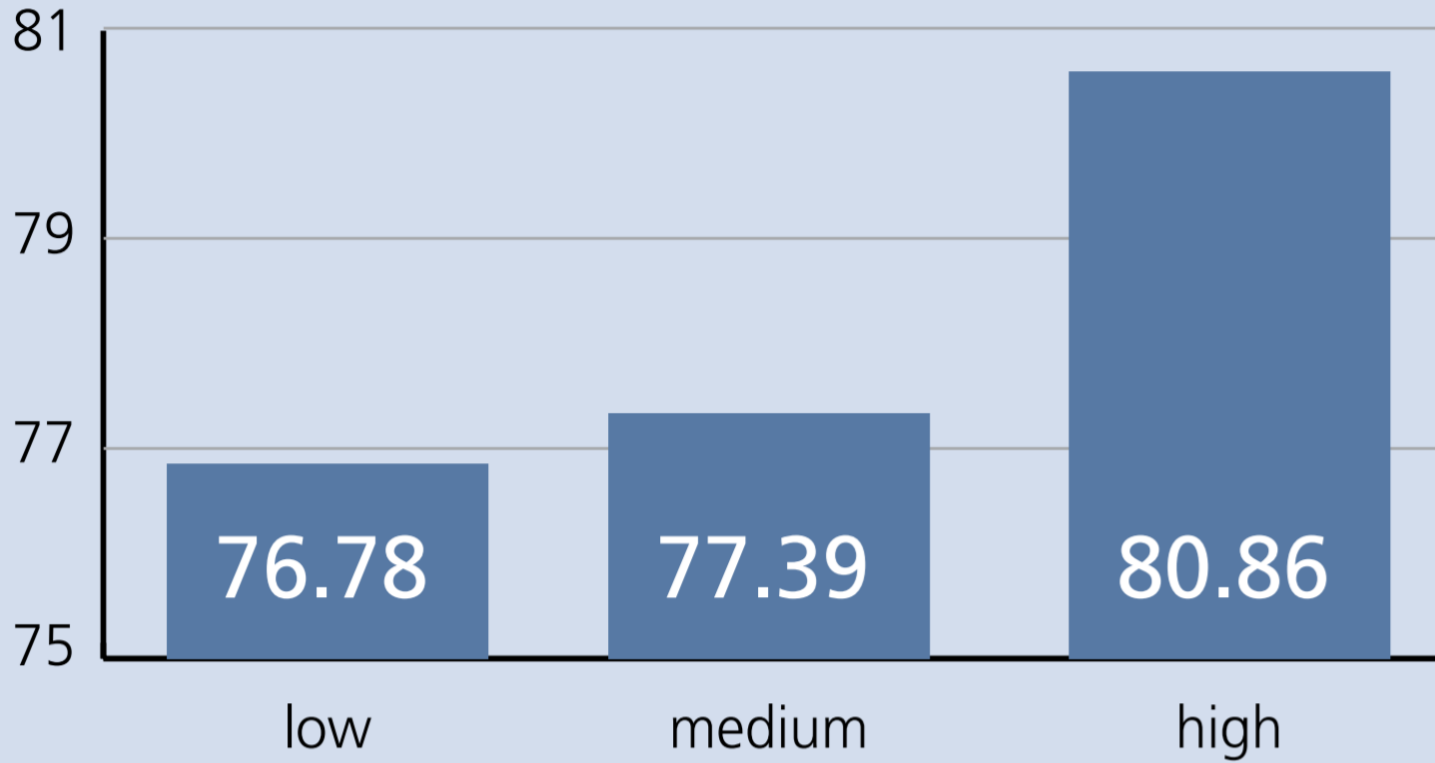
People work best when they feel good about themselves



How would your
organisation be different if
the focus of leadership
was making people feel
good?

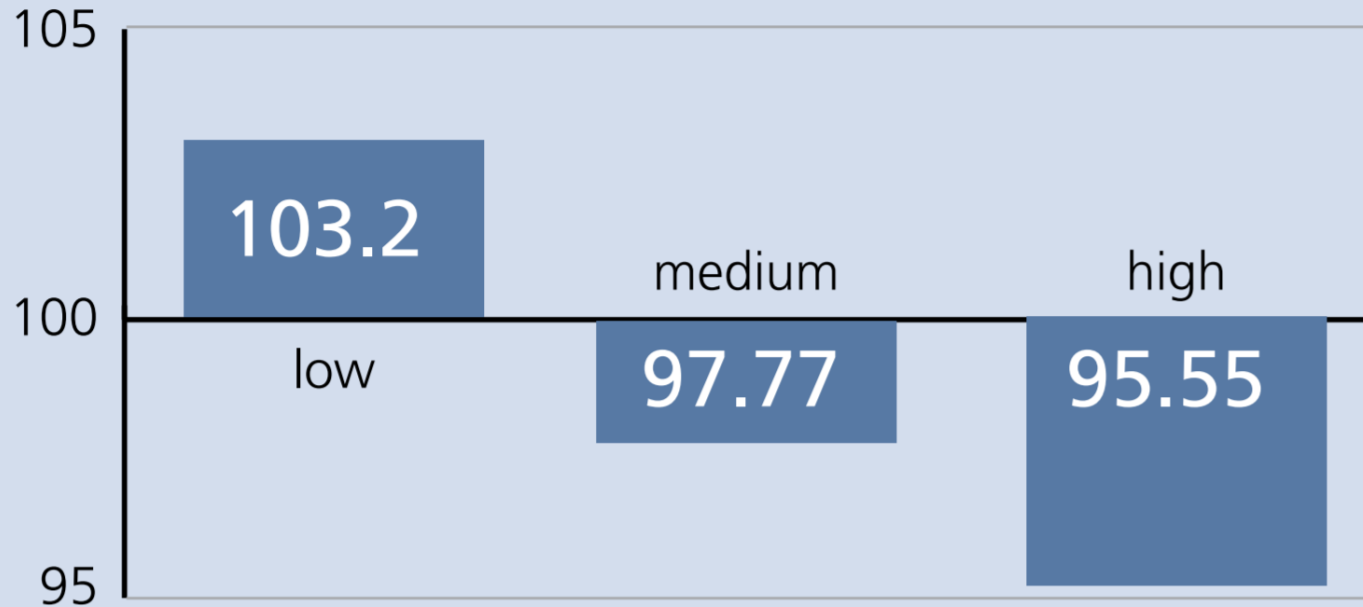


Outcome = patient satisfaction



Staff engagement

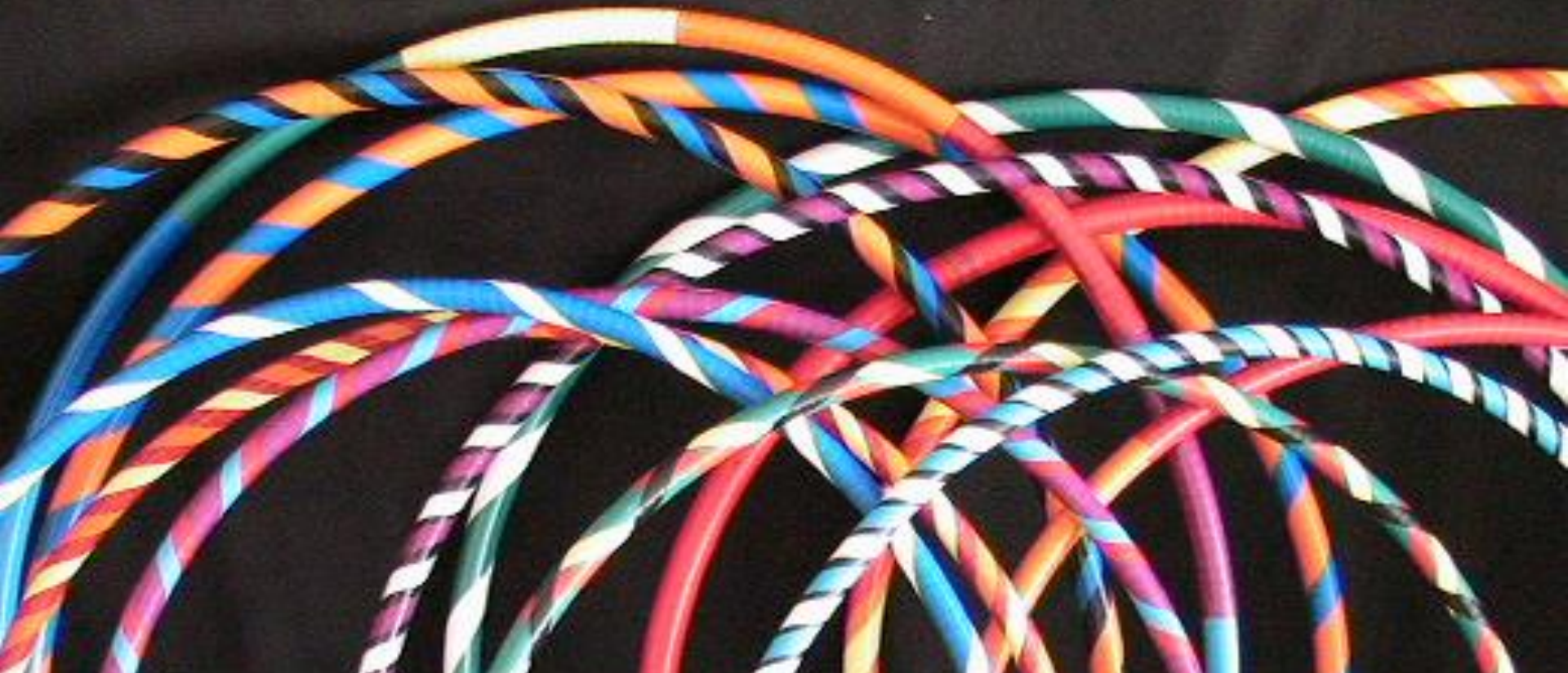
Outcome = Hospital standardised mortality rate
(100 is expected rate)



Staff engagement

Its not about fun....

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Creating joy at work





**When have you produced
great results?**

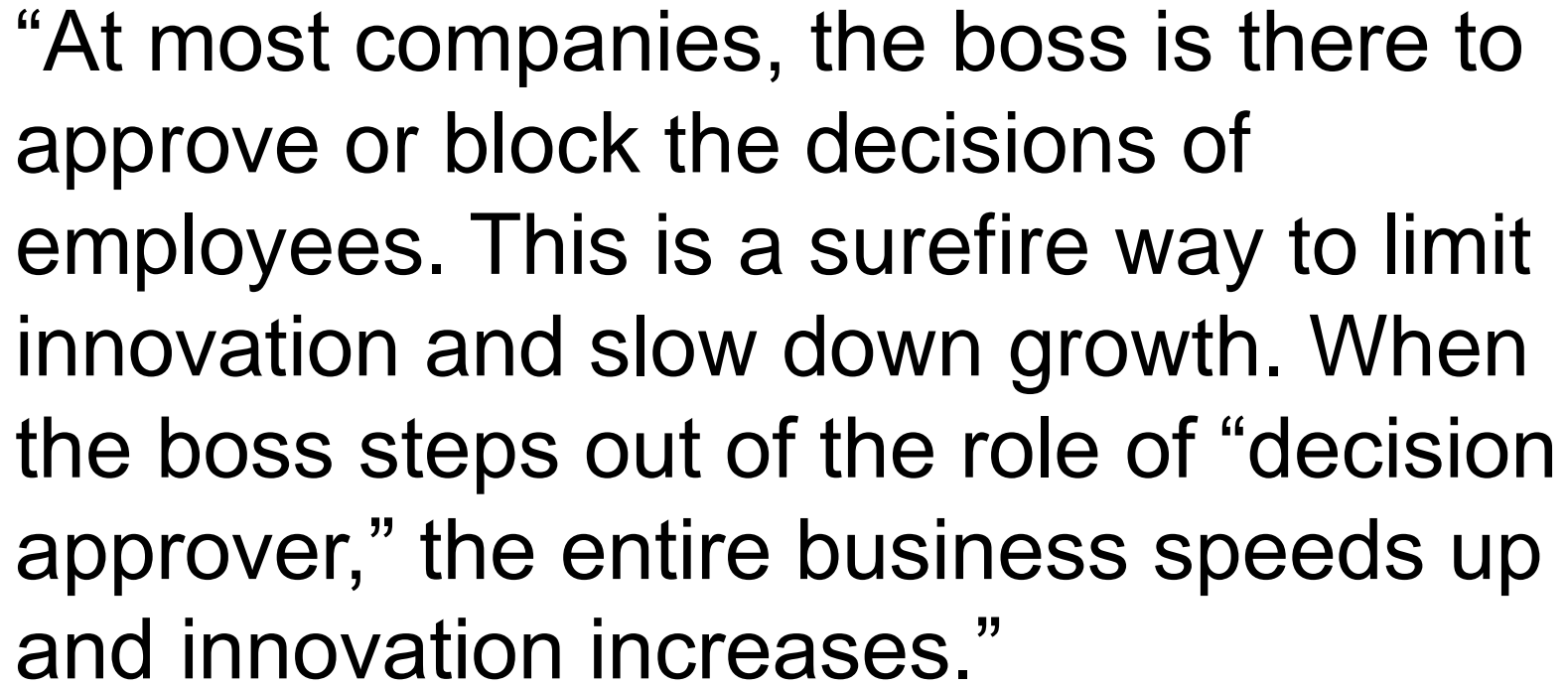
Pre Approve It





NETFLIX

\$1 million with no sign off



“At most companies, the boss is there to approve or block the decisions of employees. This is a surefire way to limit innovation and slow down growth. When the boss steps out of the role of “decision approver,” the entire business speeds up and innovation increases.”

What could you pre-approve
tomorrow?

Project Oxygen

- Good communicator
- Express interest
- Be productive and results-oriented
- Empower, don't micromanage
- Help with career development
- Key technical skills
- Be a good coach
- Clear vision

1. Be a good coach
2. Empower, don't micromanage
3. Express interest
4. Be productive and results-oriented
5. Good communicator
6. Help with career development
7. Clear vision
8. Key technical skills.

Pairs: Speak on something
important to you (2 mins)

Partner feeds back what they
heard (30 secs)

Rules



Guidelines



Which is safer?



One guideline:
**“treat our clients as you would a guest in
your own home”**

Which rules would you
like to get rid of?

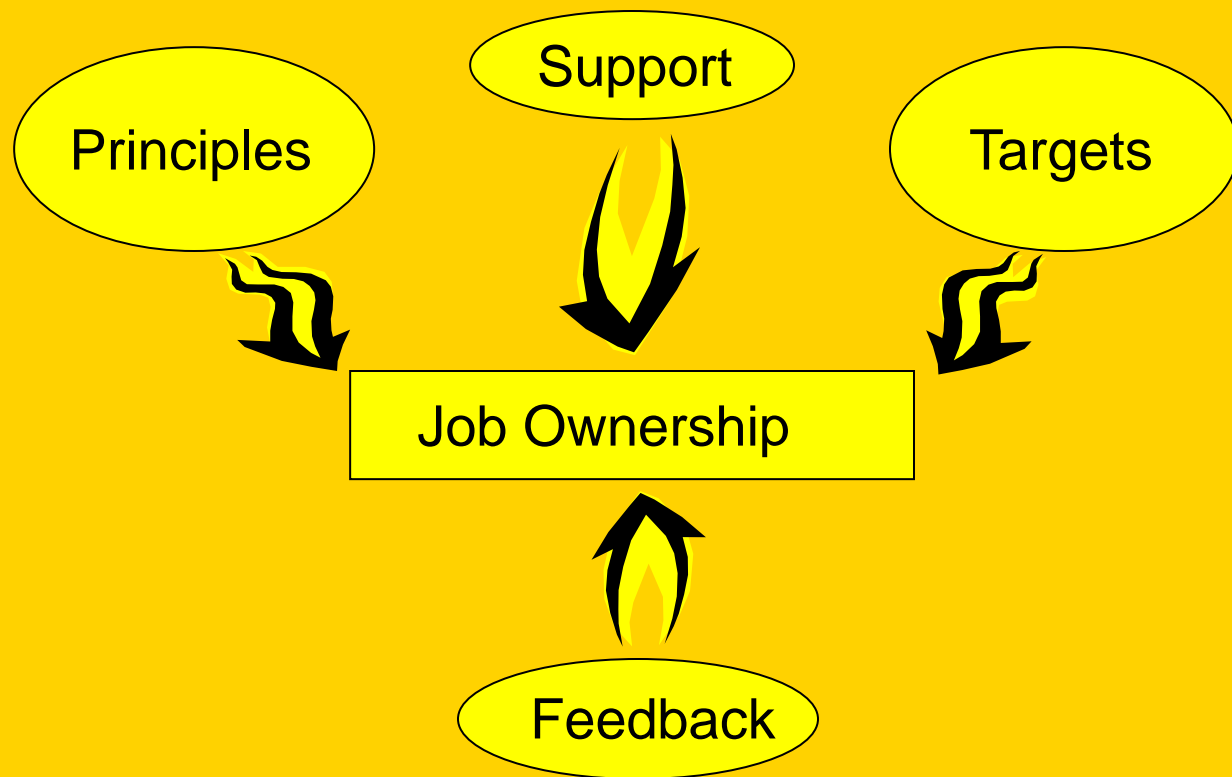
The background of the slide is a photograph of a forest with several tree trunks. A large, solid green rectangular panel is centered over the image, containing the text. In the bottom left corner, there is a small red hexagonal shape.

ARE YOU A
MULTIPLIER
OR A
DIMINISHER

What did your diminishing
manager do?

What did your multiplying
manager do?

Diminishers	Multipliers
Rank has its privileges	Prise teamwork
Task orientation	Let us get on with it
Task delivered only how they want it be delivered	Positive reinforcement, believed in you more than I believed myself
Always focus on defects	Generous with time and knowledge
No feedback	Feedback
Lack of transparency, do they have your back	Coaching approach, caring, mindful
Controlling and unpredictable	Listening is huge
Remove agency	Take every idea you had and claimed it as their own?!?



Beware of Hippos

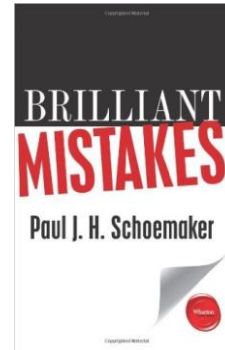
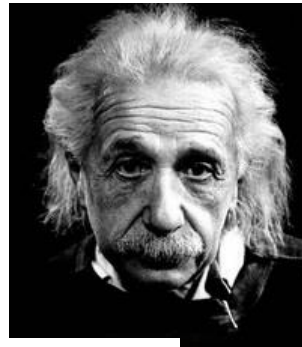


Beware of
Highest
Paid
Persons
Opinions



Celebrate Mistakes

HUNTSMAN



Google

HCL

intuit[®]

What is your best recent mistake?

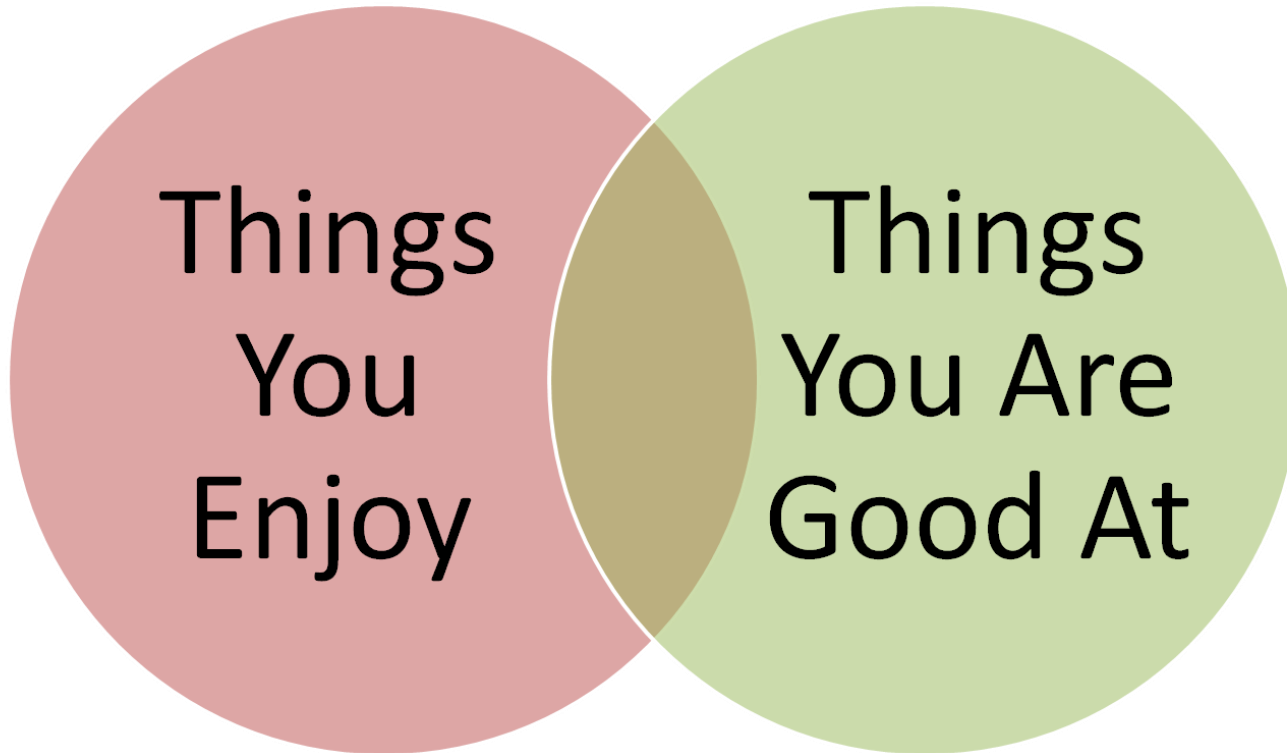


Joy at work: 80%

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Creating joy at work



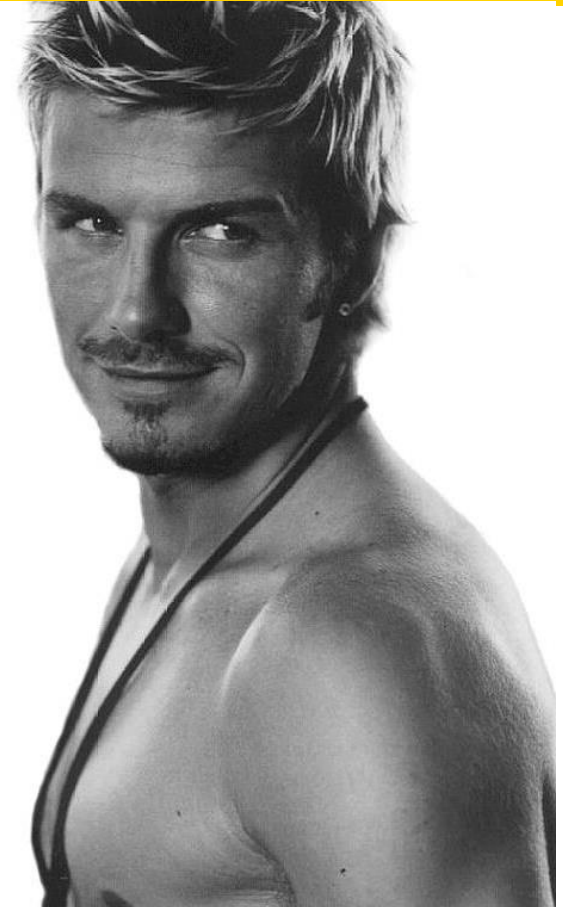
Play to your strengths



What are you best at?

How could you get to
do more of it?

Who would you recruit?

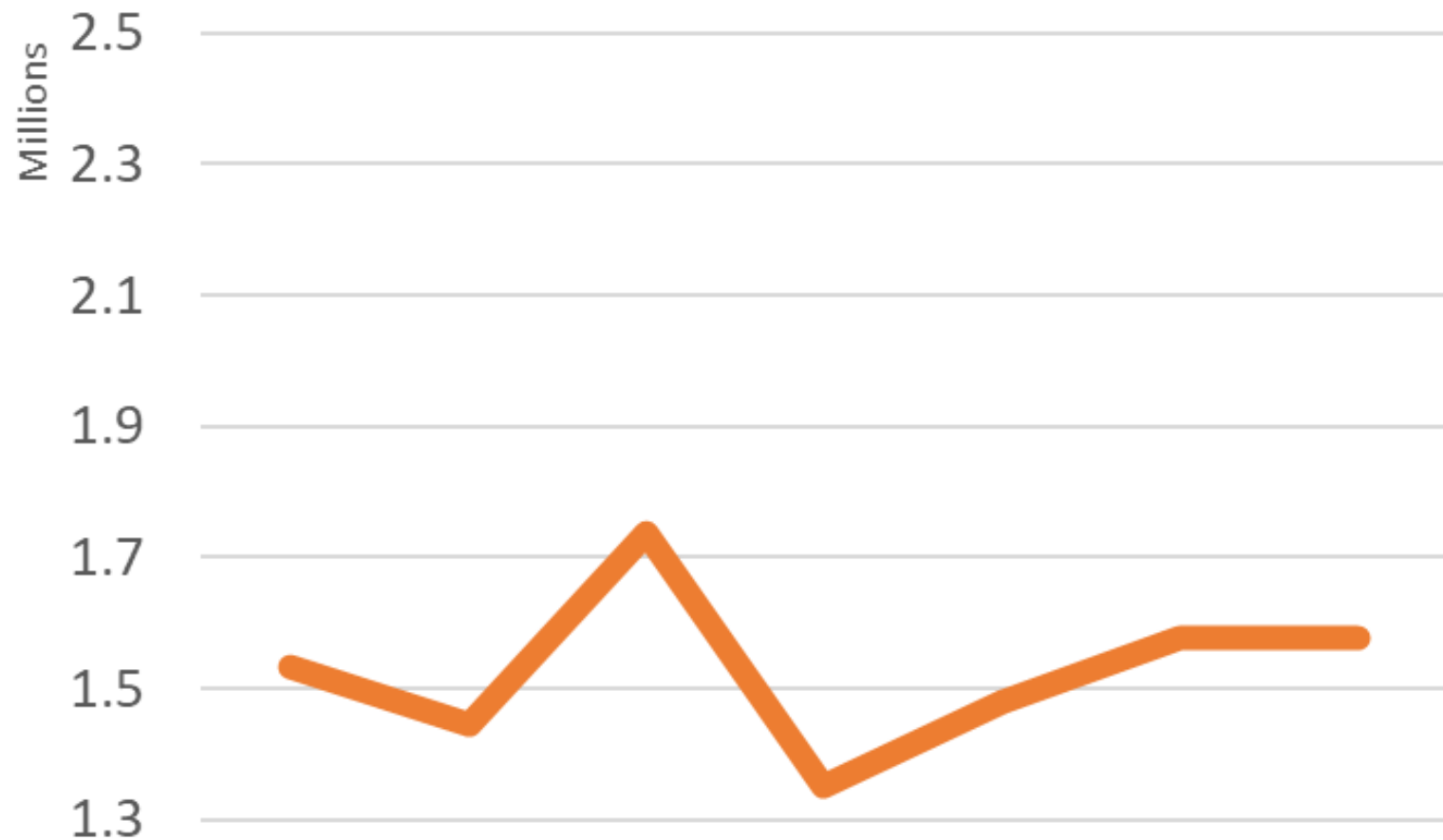




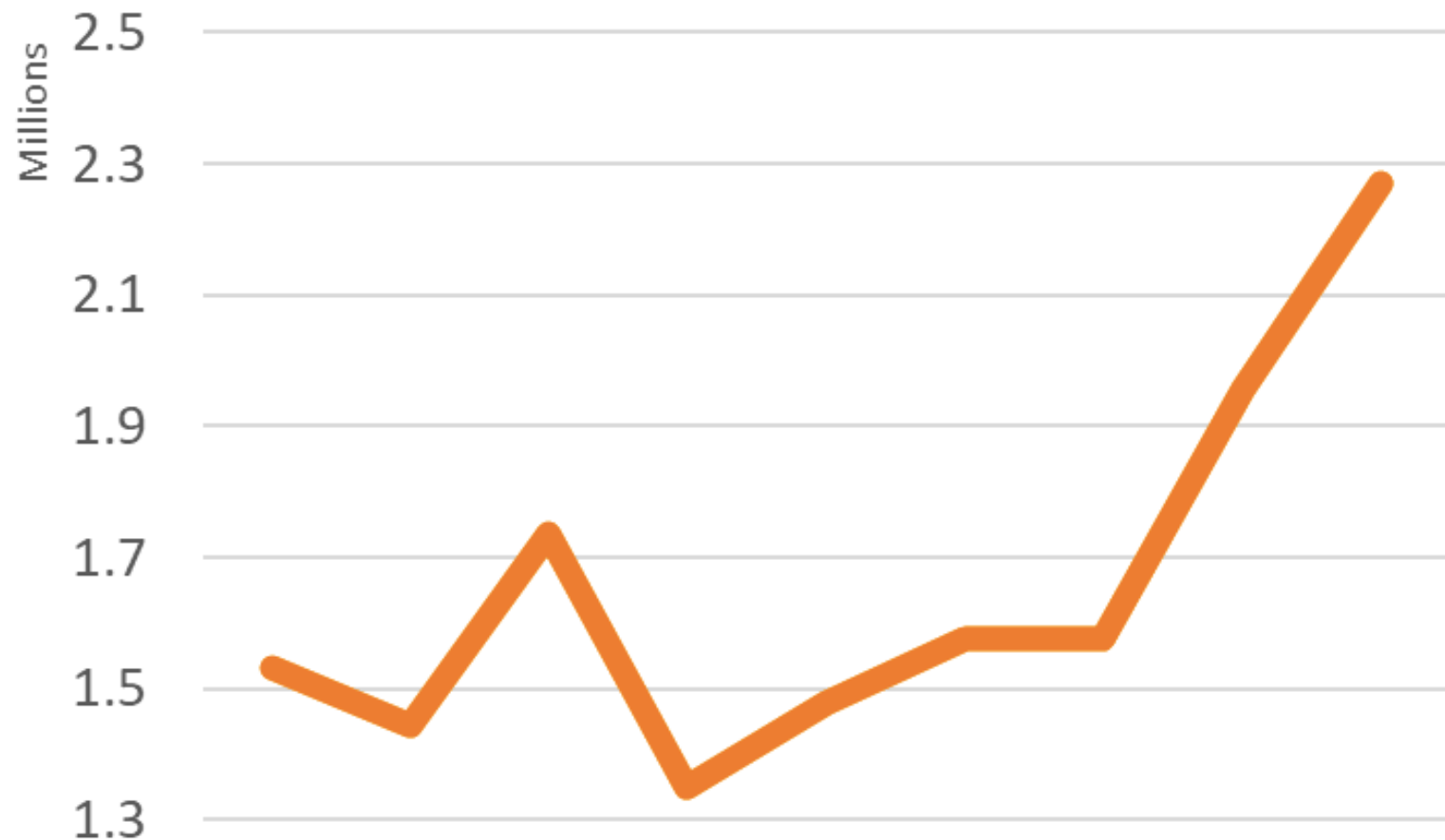


No decisions
Best performing submarine in
US Navy History

Happy Sales (2011-2017)



Happy Sales (2011-2019)





Could you aim to make no decisions?

What would be your exception?



- 1. Get people to do what they
are great at**
- 2. Give them the freedom to
do it well**
- 3. Coach them to be their best**

What do you like about these ideas?

What do you plan to do?



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