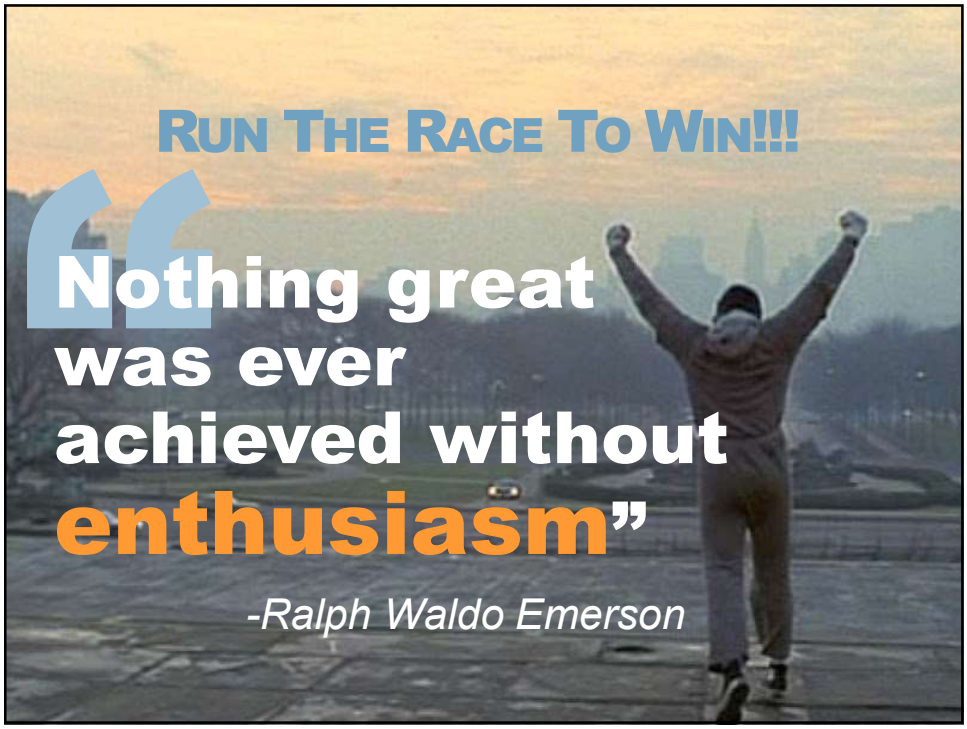
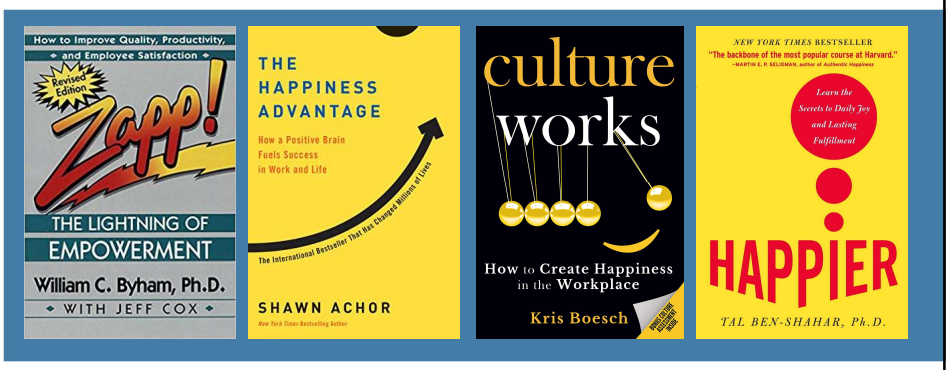
Employee Engagement: Happiness in the Workplace
"HAPPIER"
THE WHAT, WHY, AND HOW!
Scott Minnix, Department Head
County of Los Angeles
Internal Services Department


RUN THE RACE TO WIN!!!
"Nothing great was ever achieved without enthusiasm"
-Ralph Waldo Emerson


How to Improve Quality, Productivity, and Employee Satisfaction
Revised Edition
Zapp!
THE LIGHTNING OF EMPOWERMENT
William C. Byham, Ph.D.
WITH JEFF COX
THE HAPPINESS ADVANTAGE
How a Positive Brain Fuels Success in Work and Life
SHAWN ACHOR
culture works
How to Create Happiness in the Workplace
Kris Boesch
NEW YORK TIMES BESTSELLER
"The backbone of the most popular course at Harvard."
Learn the Secrets to Daily Joy and Lasting Fulfillment
HAPPIER
TAL BEN-SHAHAR, Ph.D.

WHAT?

Dictionary

Search for a word

hap·pi·ness

/ˈhapēnəs/

noun

the state of being happy.
"she struggled to find happiness in her life"
synonyms: contentment, pleasure, contentedness, satisfaction, cheerfulness, cheeriness, merriment, merriness, gaiety, joy, joyfulness, joyousness, joviality, jollity, jolliness, glee, blitheness, carefreeness, gladness, delight, good spirits, high spirits, light-heartedness, good cheer, well-being, enjoyment, felicity; More

Translations, word origin, and more definitions

Dictionary

Search for a word

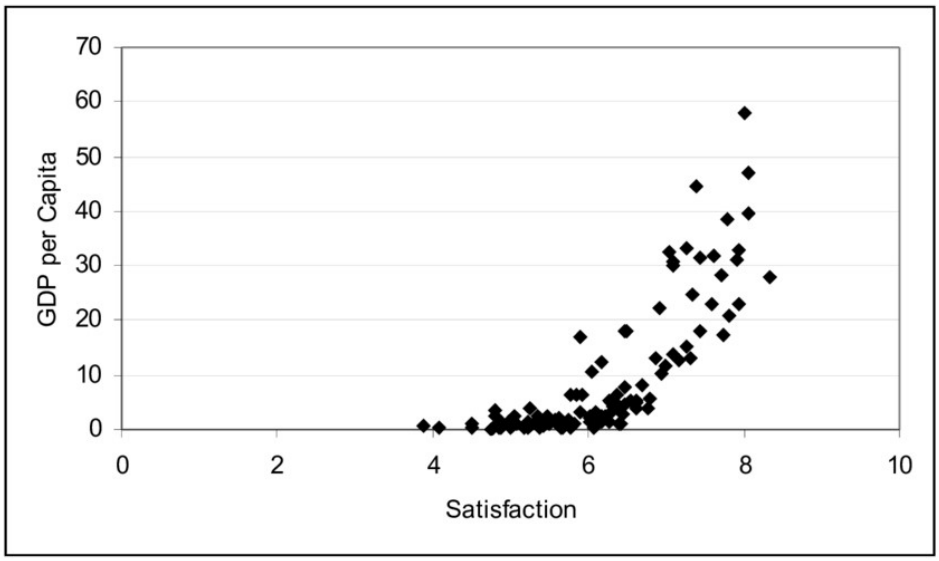
hap·py

/ˈhapē/

adjective

1. feeling or showing pleasure or contentment.
   "Melissa came in looking happy and excited"
   synonyms: contented, content, cheerful, cheery, merry, joyful, jovial, jolly, joking, jocular, gleeful, carefree, untroubled, delighted, smiling, beaming, grinning, glowing, satisfied, gratified, buoyant, radiant, sunny, blithe, joyous, beatific, blessed; More
2. fortunate and convenient.
   "he had the happy knack of making people like him"
   synonyms: fortunate, lucky, favorable, advantageous, opportune, timely, well timed, convenient, propitious, felicitous, auspicious, beneficial, helpful; More

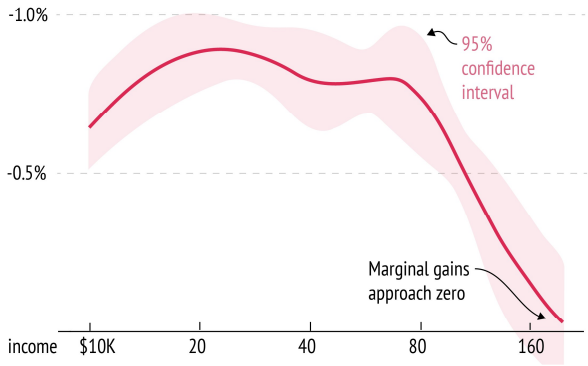
Translations, word origin, and more definitions



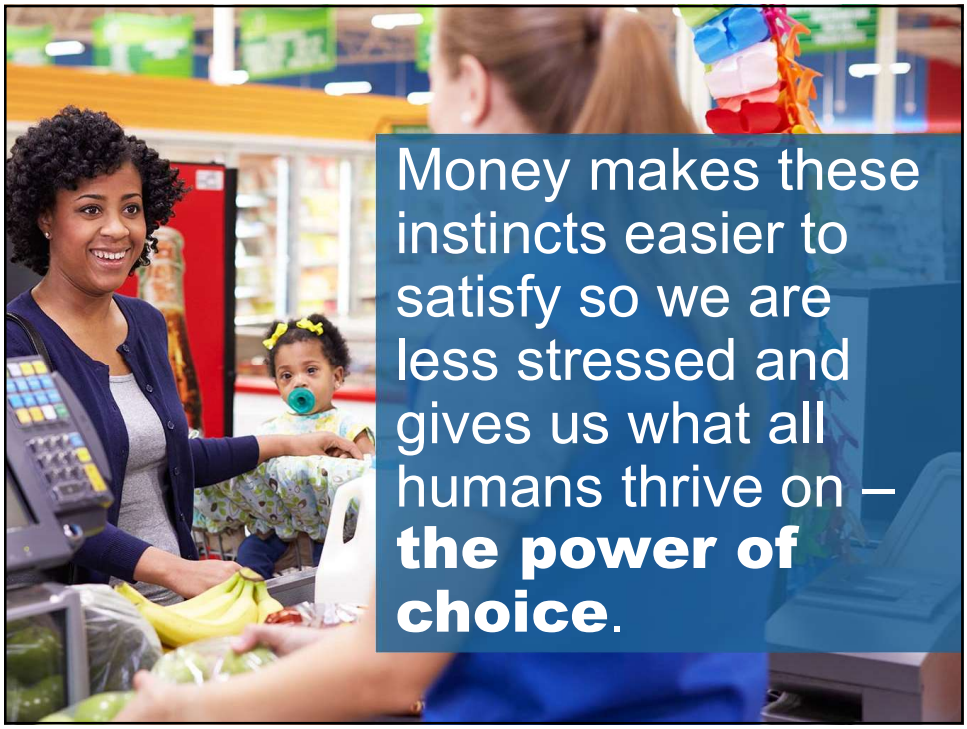
Money brings happiness, but only to a point.

Diminishing returns

The richer a family gets, the smaller the reduction in negative emotions gained by the marginal dollar increase in household income. Gains disappear around $200,000.



Note: X axis scale is not linear.
Source: Clingingsmith (2015): Negative Emotions, Income and Welfare

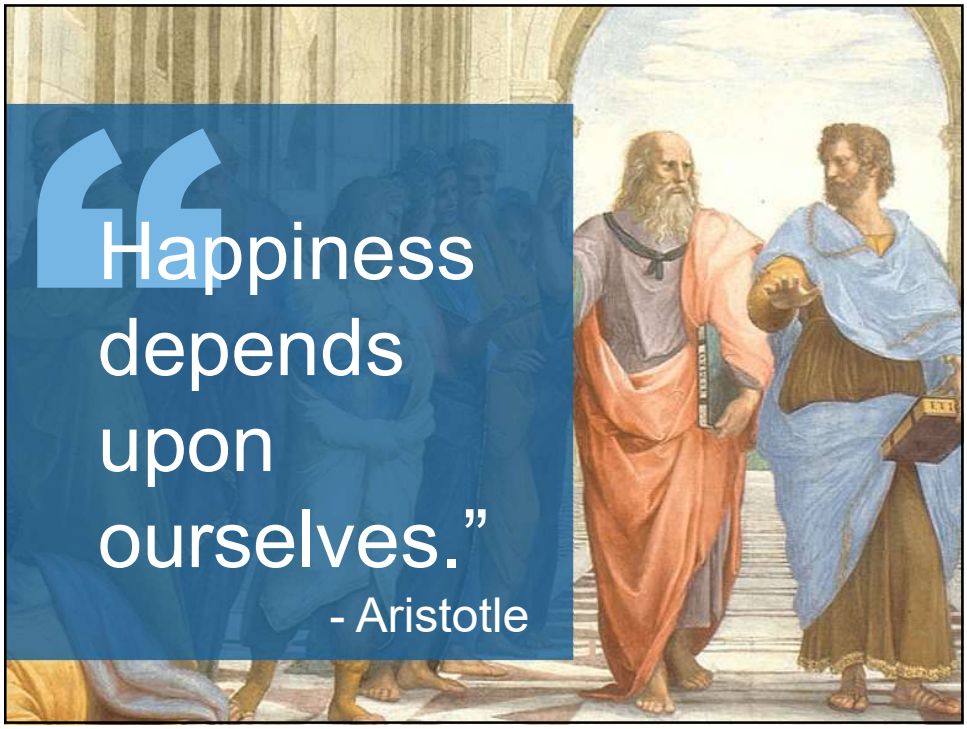


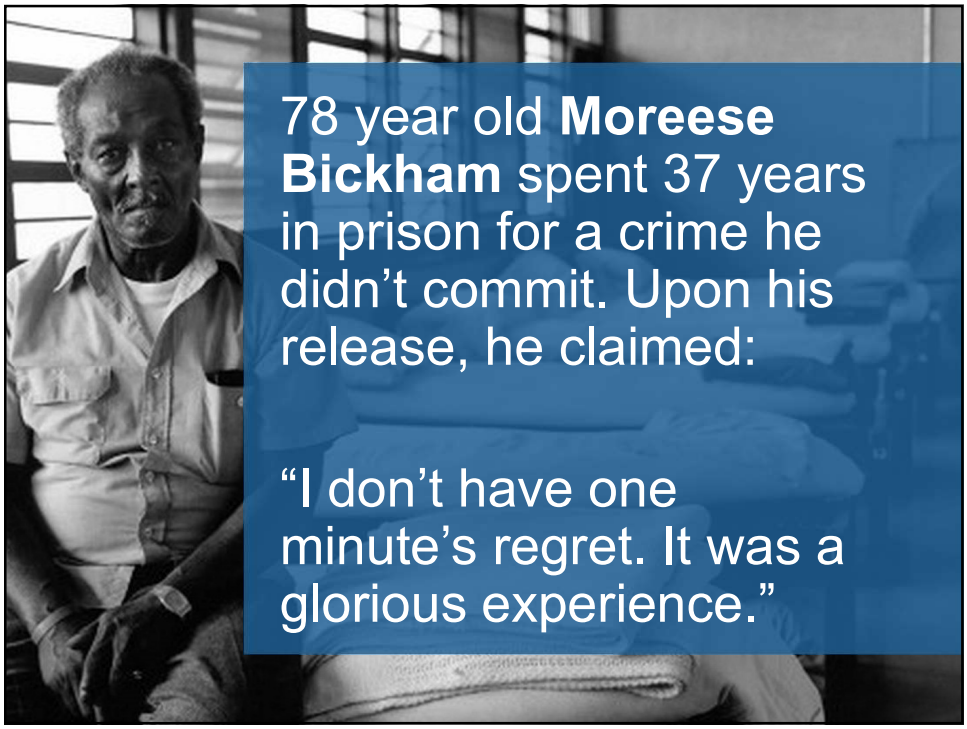
Synthetic vs Natural Happiness

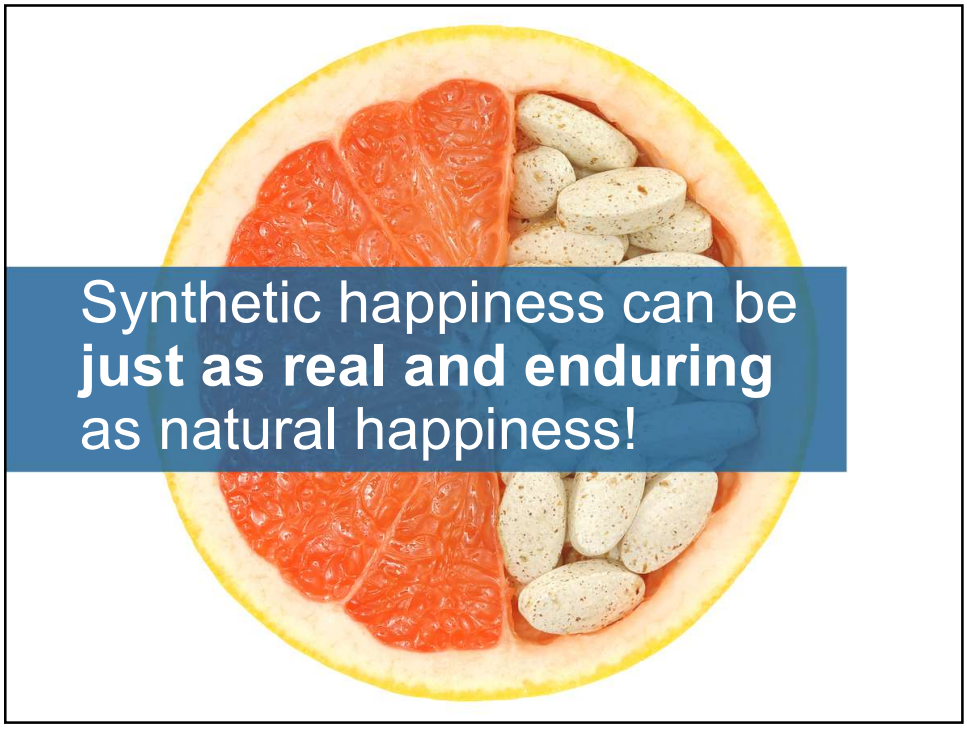
Natural happiness: what we feel when we get what we want.

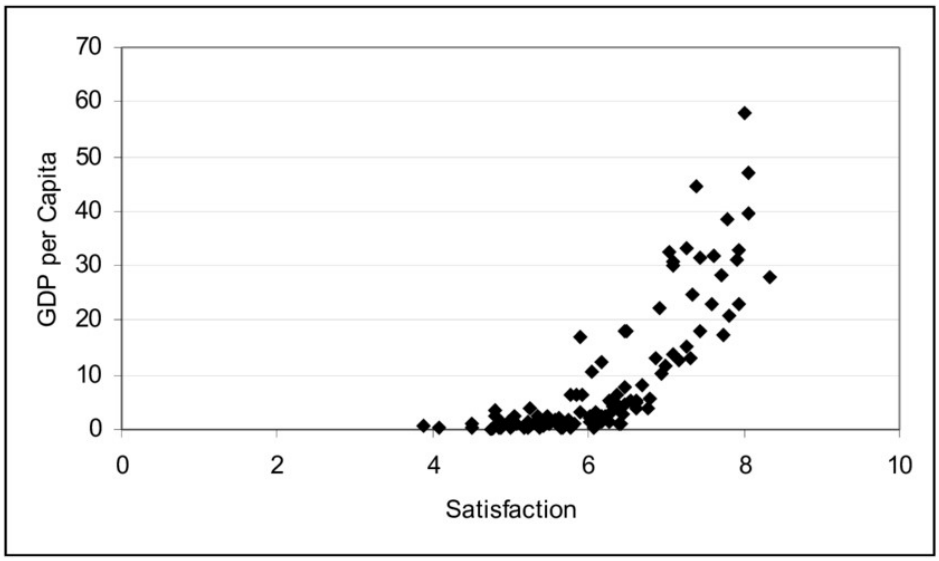
Synthetic happiness: what we make when we don't get what we want.

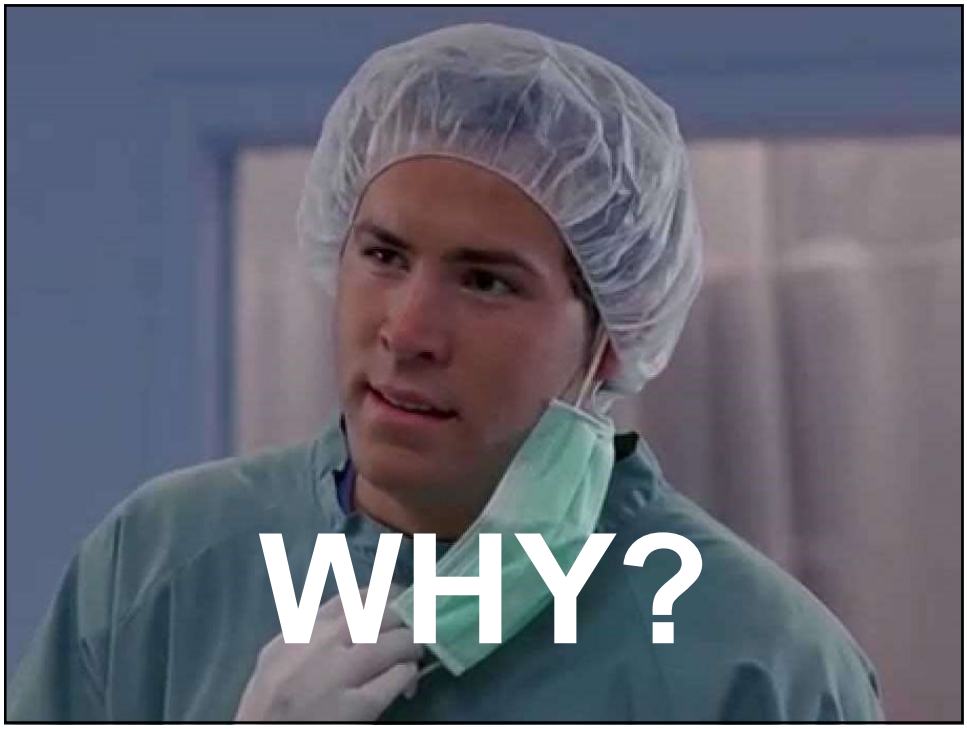
Make **lemonade** out of lemons or you can stick with the lemon.

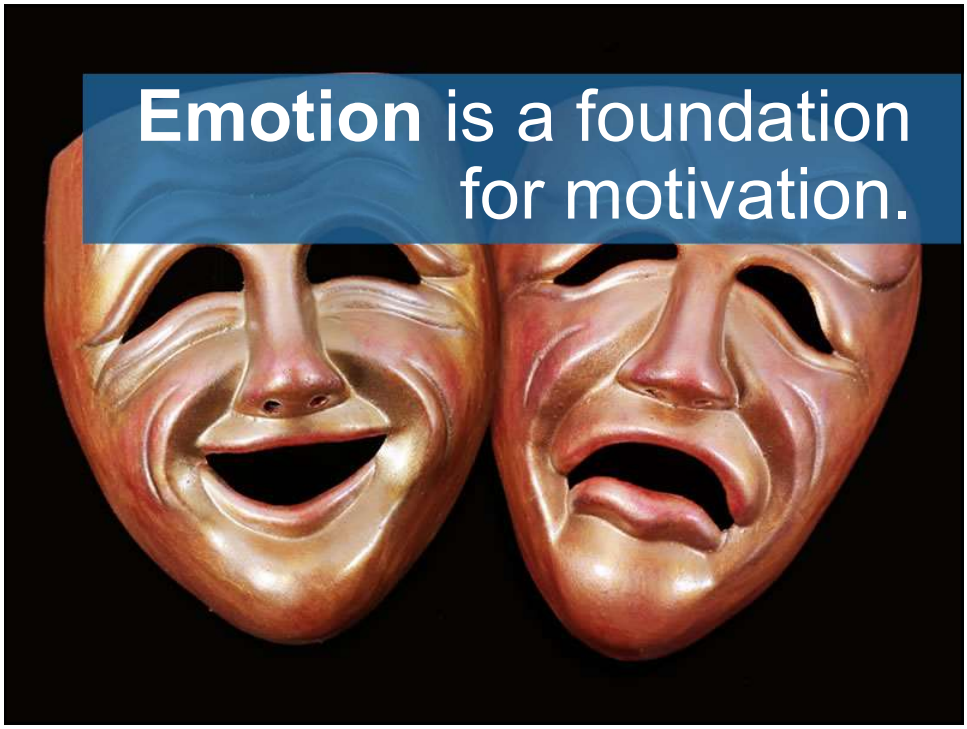

"Happiness depends upon ourselves."
- Aristotle


78 year old **Moreese Bickham** spent 37 years in prison for a crime he didn't commit. Upon his release, he claimed:
"I don't have one minute's regret. It was a glorious experience."


Synthetic happiness can be **just as real and enduring** as natural happiness!


GDP per Capita
70
60
50
40
30
20
10
0
0
2
4
6
8
10
Satisfaction


WHY?


Emotion is a foundation for motivation.

You **become** what you think about.

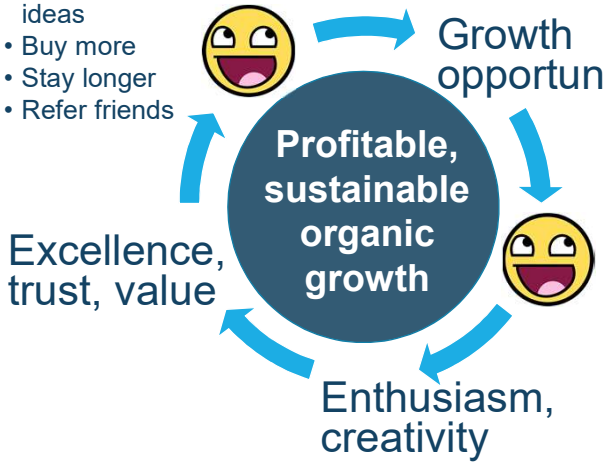
The happiest employees are **47%** more productive than the least happy employees.

Employee satisfaction and engagement has been linked to **customer satisfaction** and **business performance**.

Engaged organizations have **3.9 times** the earnings per share (EPS) growth rate compared to organizations with lower engagement in their same industry.

The Promoter Flywheel

LOYAL CUSTOMERS
- Provide feedback and ideas
- Buy more
- Stay longer
- Refer friends



ENGAGED EMPLOYEES
- Are enthusiastic about their work
- Provide better customer experiences
- Influence other employees
- Provide feedback and ideas

Success doesn't lead to happiness – happiness leads to success

HOW?

Dictionary

Search for a word

pleas·ure
/ˈpleZHər/

noun

1. a feeling of happy satisfaction and enjoyment.
   "she smiled with pleasure at being praised"
   synonyms: happiness, delight, joy, gladness, rapture, glee, satisfaction, gratification, fulfillment, contentment, contentedness, enjoyment, amusement; *humorous* delectation
   "she smiled with pleasure"

Translations, word origin, and more definitions

Dictionary

Search for a word

mean·ing

/ˈmēniNG/

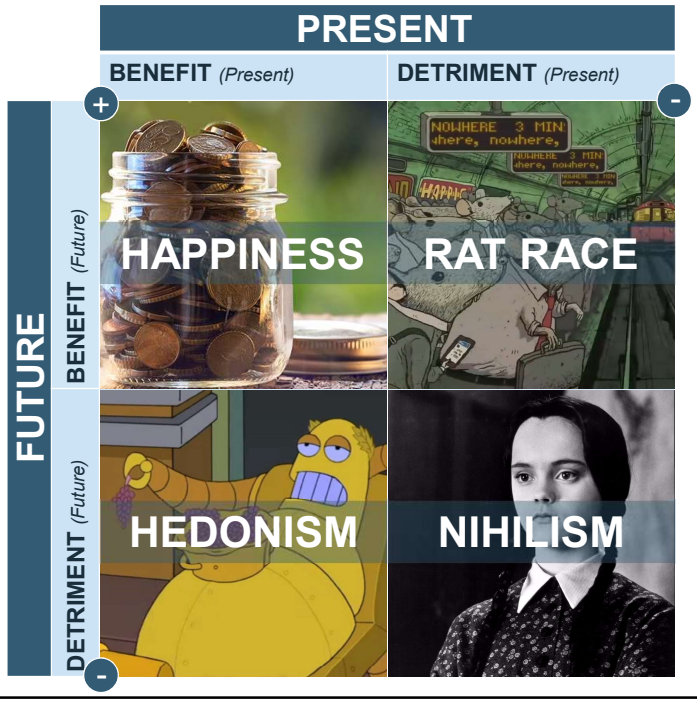
noun

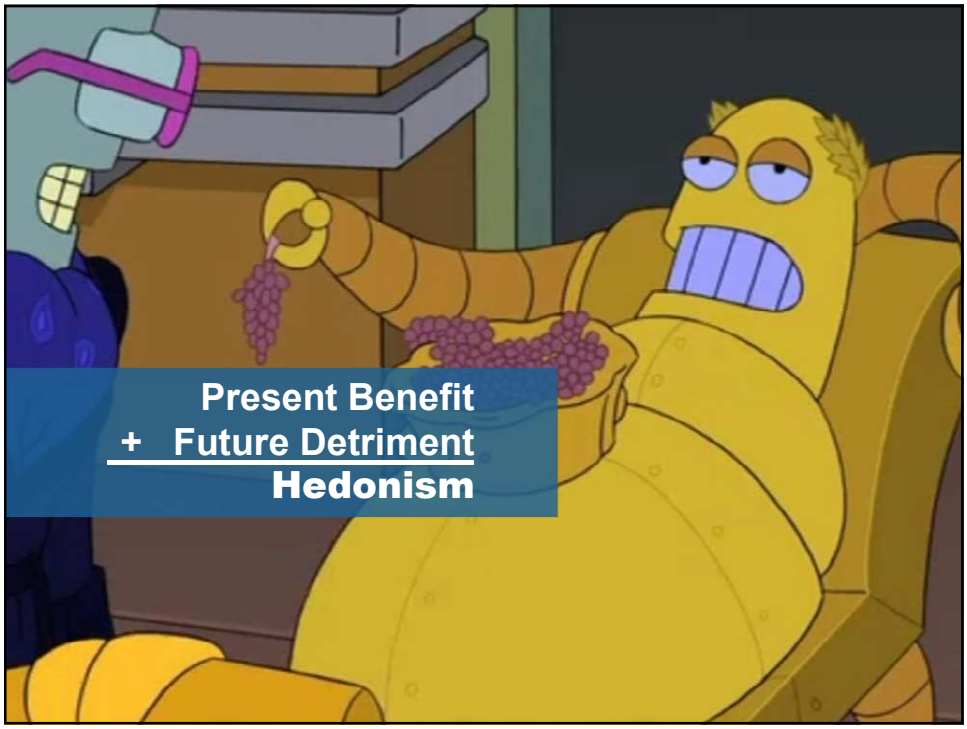
1. what is meant by a word, text, concept, or action.
   "the meaning of the word "supermarket""
   synonyms: definition, sense, explanation, denotation, connotation, interpretation, elucidation, explication
   "the word has several different meanings"

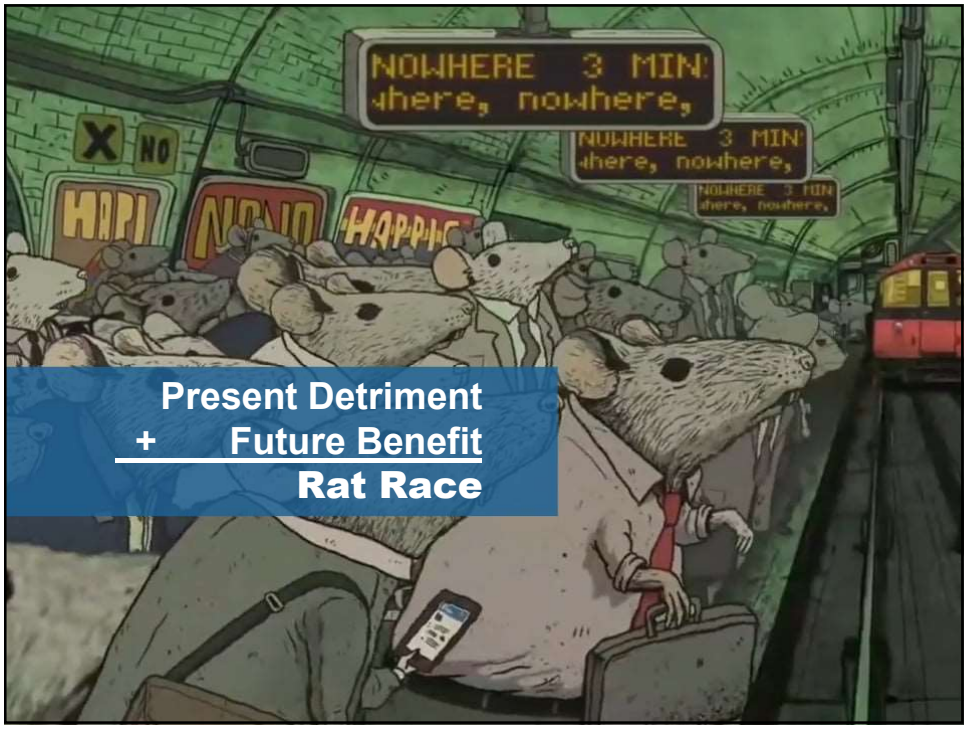
adjective

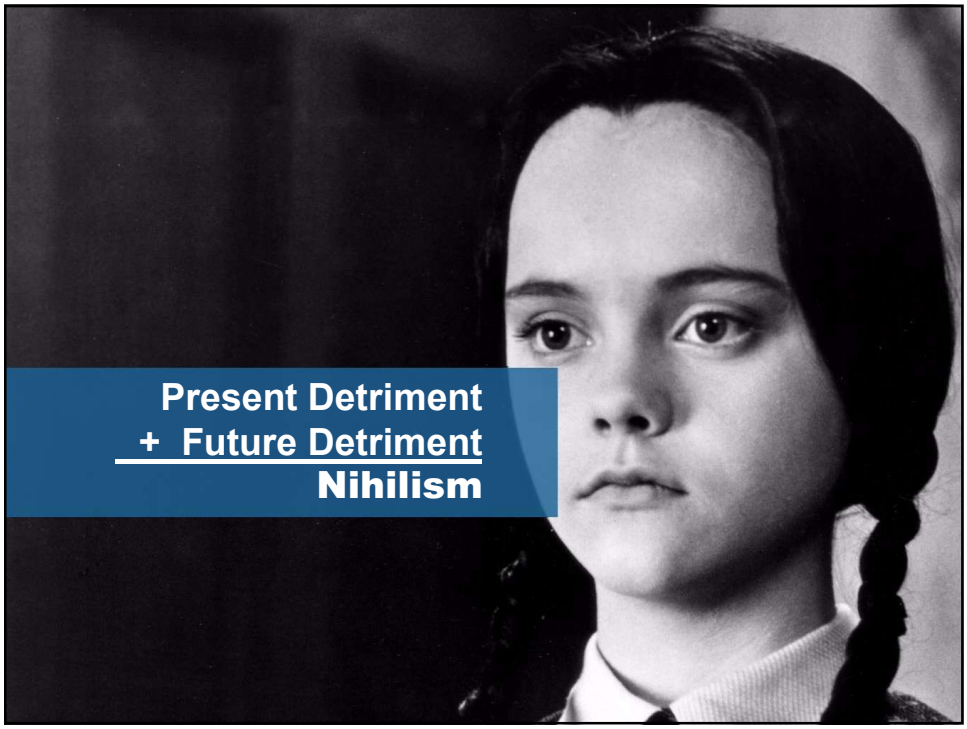
1. intended to communicate something that is not directly expressed.
   "she gave Gabriel a meaning look"
   synonyms: meaningful, significant, pointed, eloquent, expressive, pregnant, speaking, telltale, revealing, suggestive
   "she gave him a meaning look"

Translations, word origin, and more definitions

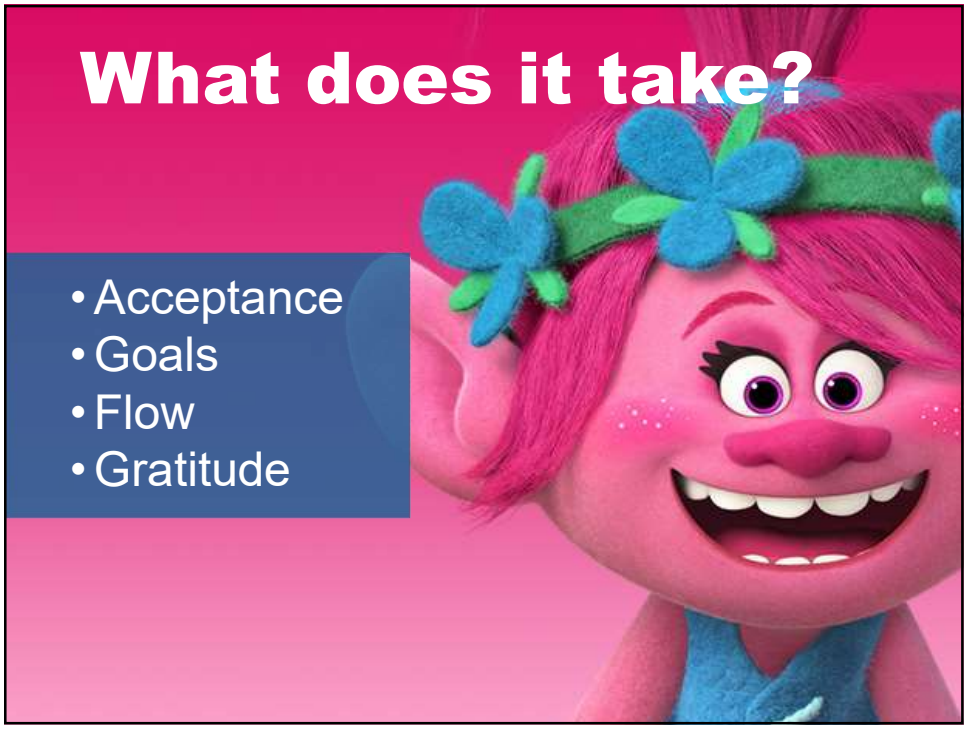



Present Benefit
+ Future Detriment
Hedonism


NOWHERE 3 MIN
here, nowhere,
Present Detriment
+ Future Benefit
Rat Race

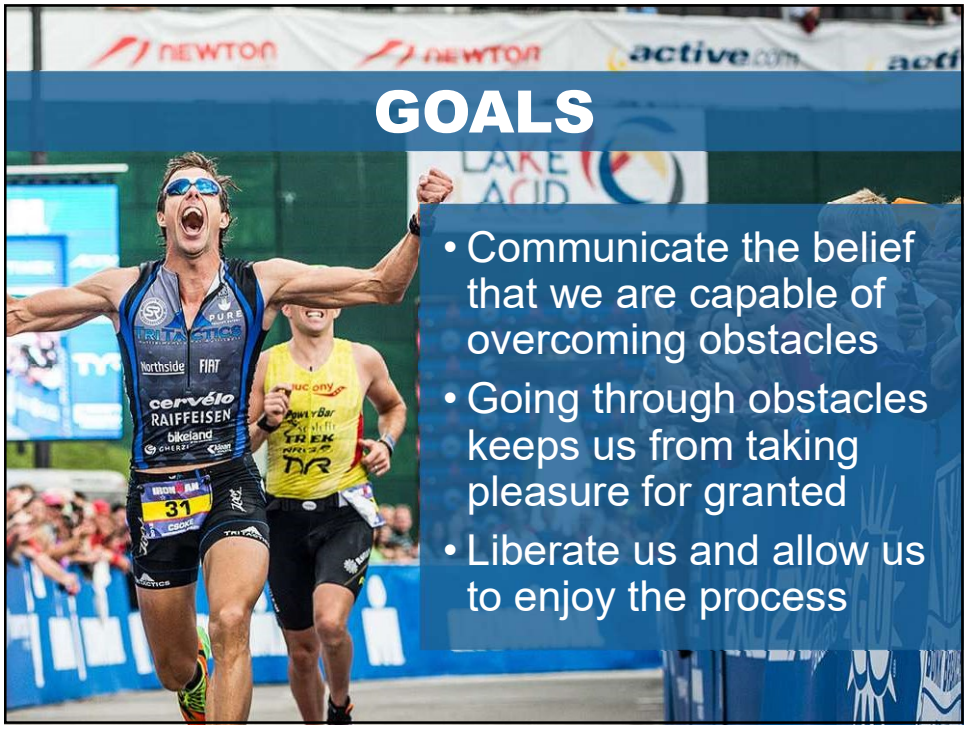

Present Detriment
+ Future Detriment
Nihilism

Present Benefit
+ Future Benefit
Happiness!


What does it take?
• Acceptance
• Goals
• Flow
• Gratitude

What does it take?
• Acts of kindness
• Exercise
• Remove social comparison
• Live in the present

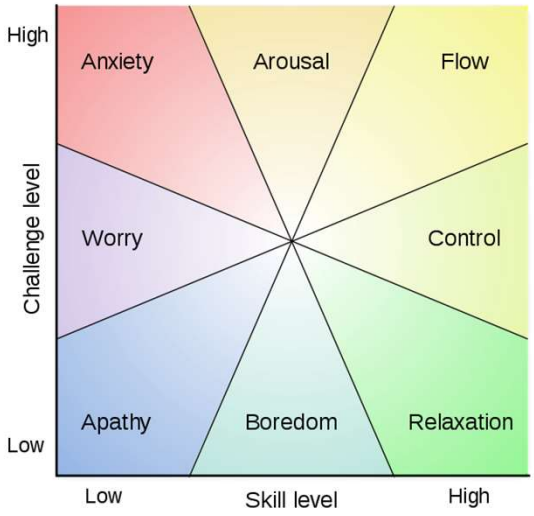
Accept the things
you cannot change


GOALS
• Communicate the belief that we are capable of overcoming obstacles
• Going through obstacles keeps us from taking pleasure for granted
• Liberate us and allow us to enjoy the process

Nikon

ACCOUNTABILITY!

What is Flow Theory?



What is Flow Theory?

Flow theory postulates three conditions that have to be met to achieve a flow state:

- Be involved in an activity with a clear set of goals and progress.
- Clear and immediate feedback.
- Balance between the perceived challenges of the task at hand and their own perceived skills.

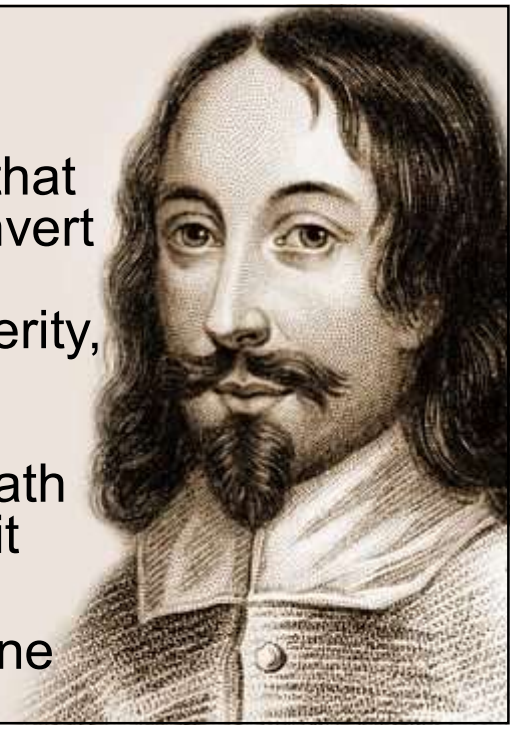
What is Flow Theory?

Schaffer (2013) proposed 7 flow conditions:

- Knowing what to do.
- Knowing how to do it.
- Knowing how well you are doing.
- Knowing where to go (if navigation is involved).
- High perceived challenges.
- High perceived skills.
- Freedom from distractions.

"I am the happiest man alive. I have that in me that can convert poverty to riches, adversity to prosperity, and I am more invaluable than Achilles; fortune hath not one place to hit me."

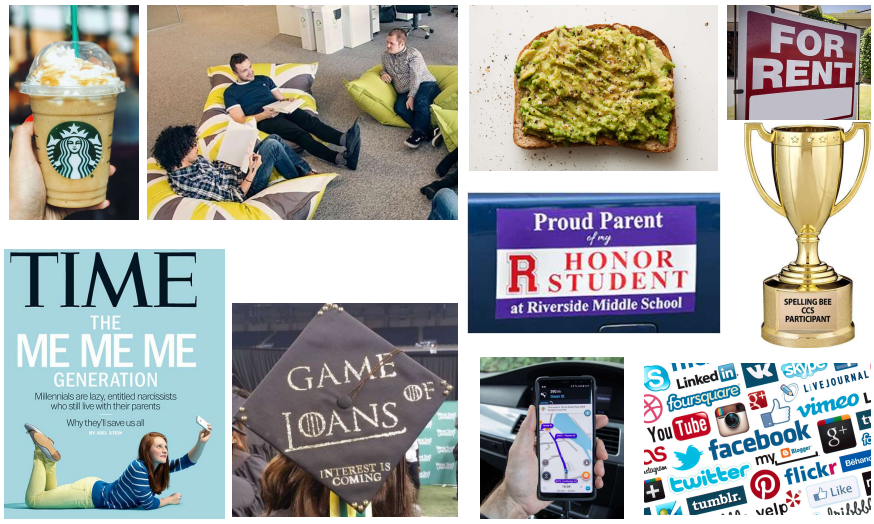
-Sir Thomas Browne



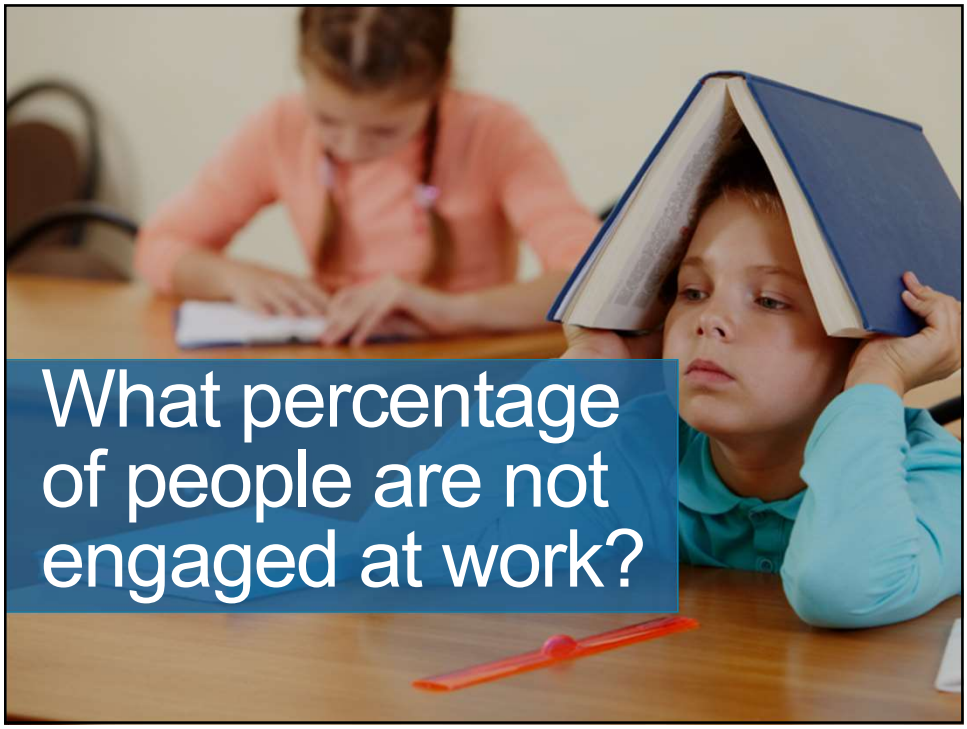
THE ~~GOLDEN~~ PLATINUM RULE

Treat others as ~~you~~ THEY would like to be treated.

Typical Millennial Starter Pack

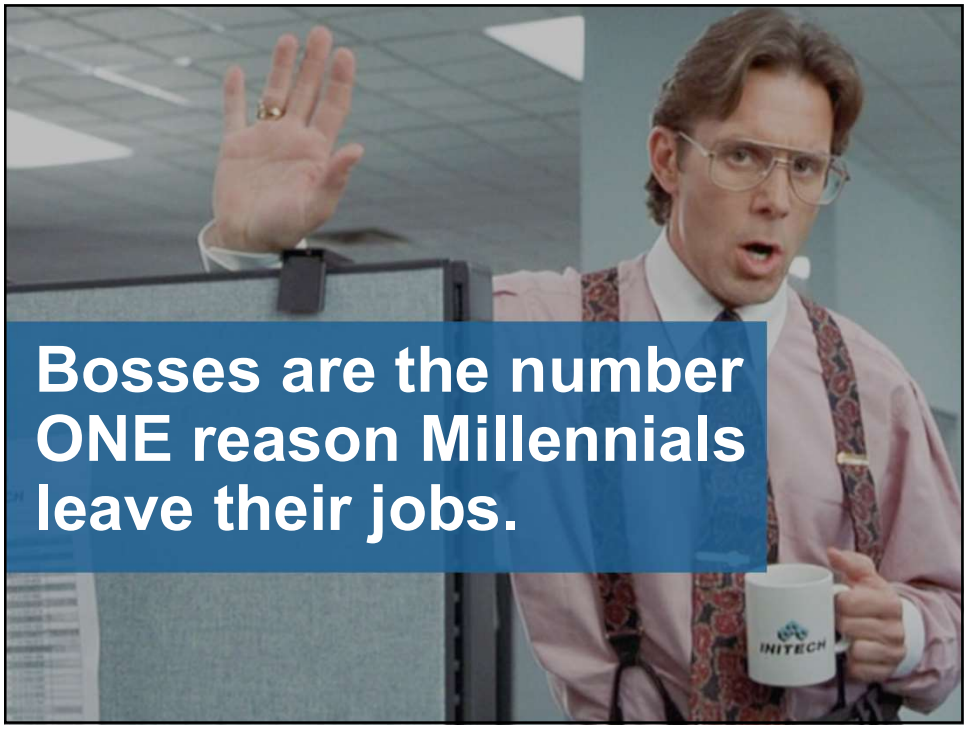


"about 50% of adults surveyed left a job to get away from their manager."
-The Gallup Poll
INITECH

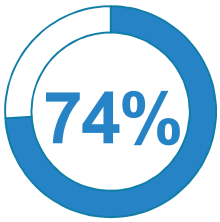

What percentage of people are not engaged at work?

"87% of employees are not engaged at work"
-The Gallup Poll

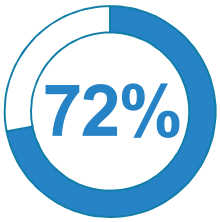
"companies with highly engaged workforces outperform their peers by 147% in earnings per share"
-The Gallup Poll


Bosses are the number ONE reason Millennials leave their jobs.
INITECH

When employees feel as if *THEY BELONG* in their organization



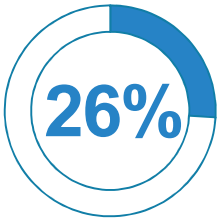
indicated their organizations brings out their creative potential



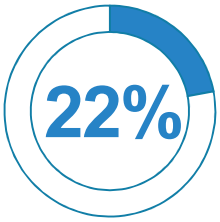
indicate they intend to remain in their organization

indicate they are highly engaged in their jobs

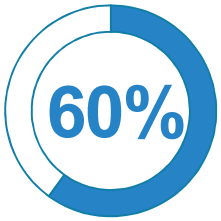
When employees feel as if *THEY DON'T BELONG* in their organization



indicate their organization brings out their creative potential



indicate they intend to remain in their organization



indicate they are highly engaged in their jobs

i-(MAP)²

Offer competitive salary and growth opportunities

Maintain Transparency

Ditch the Hierarchy

Make Work Fun, Challenging, and Exciting

Feedback

Be Intentional

- Communication
- Leadership 101
- Value everyone