

# Arlette Bentzen



**INTERNATIONAL  
CONFERENCE  
ON HAPPINESS AT WORK  
MAY 18+19  
2017**

# Leading with happiness

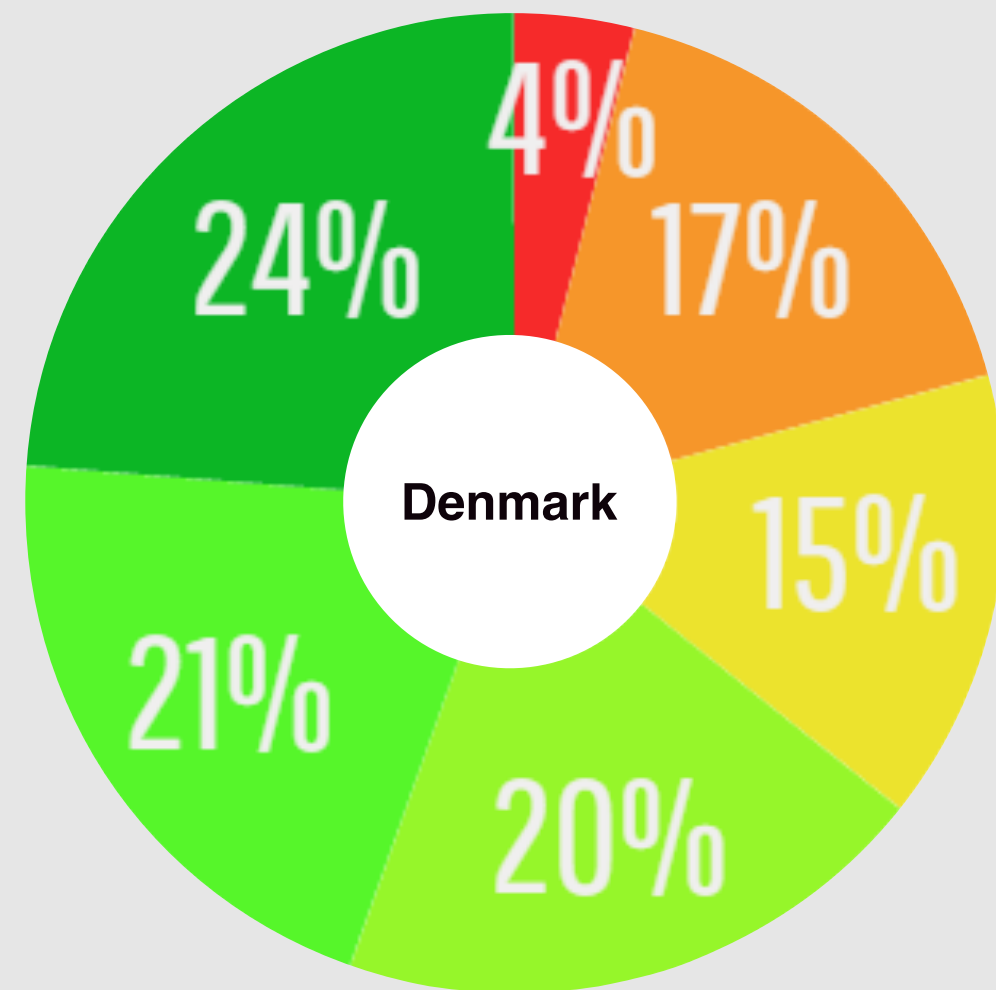


Woohoo inc.

H A P P I N E S S A T W O R K

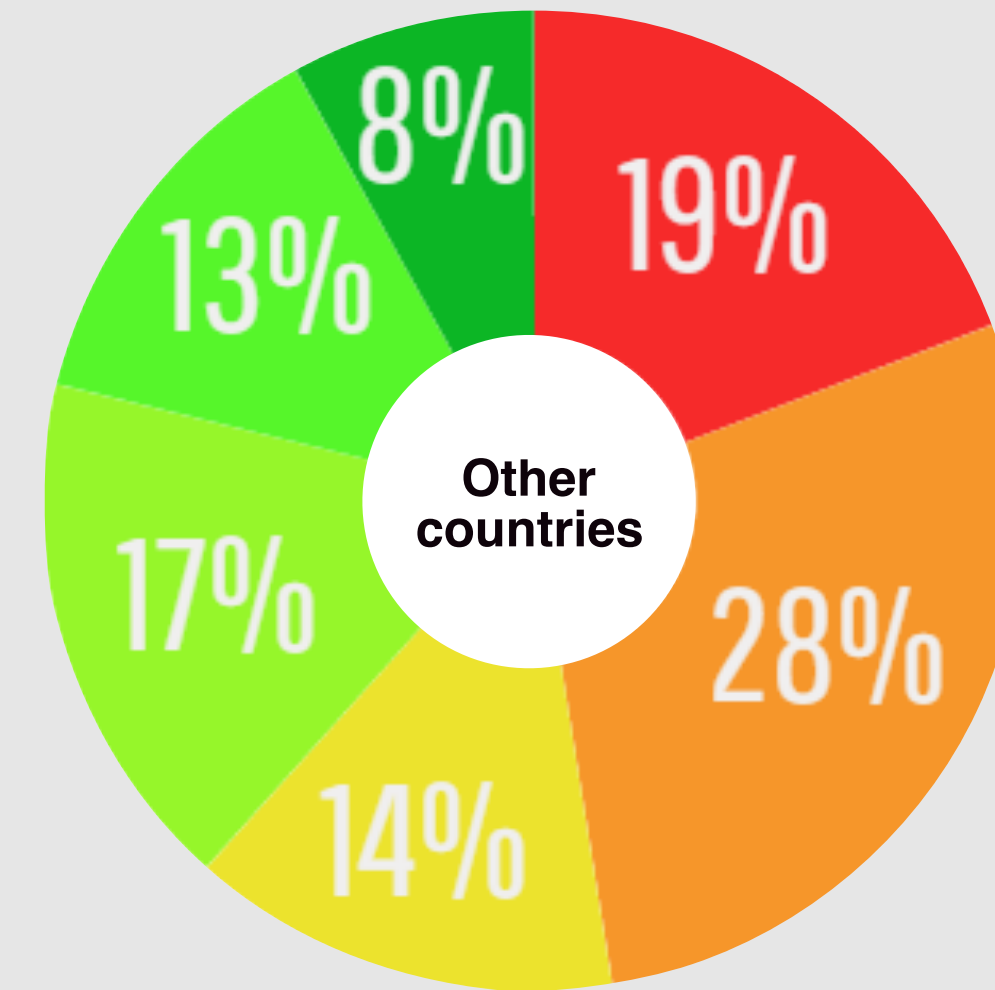


# Bad days at work



## How often do you have a bad day at work?

- Every day or almost every day (4%)
- More than one day a week (17%)
- About one day a week (15%)
- 2-3 days a month (20%)
- About once a month (21%)
- Never or almost never (24%)

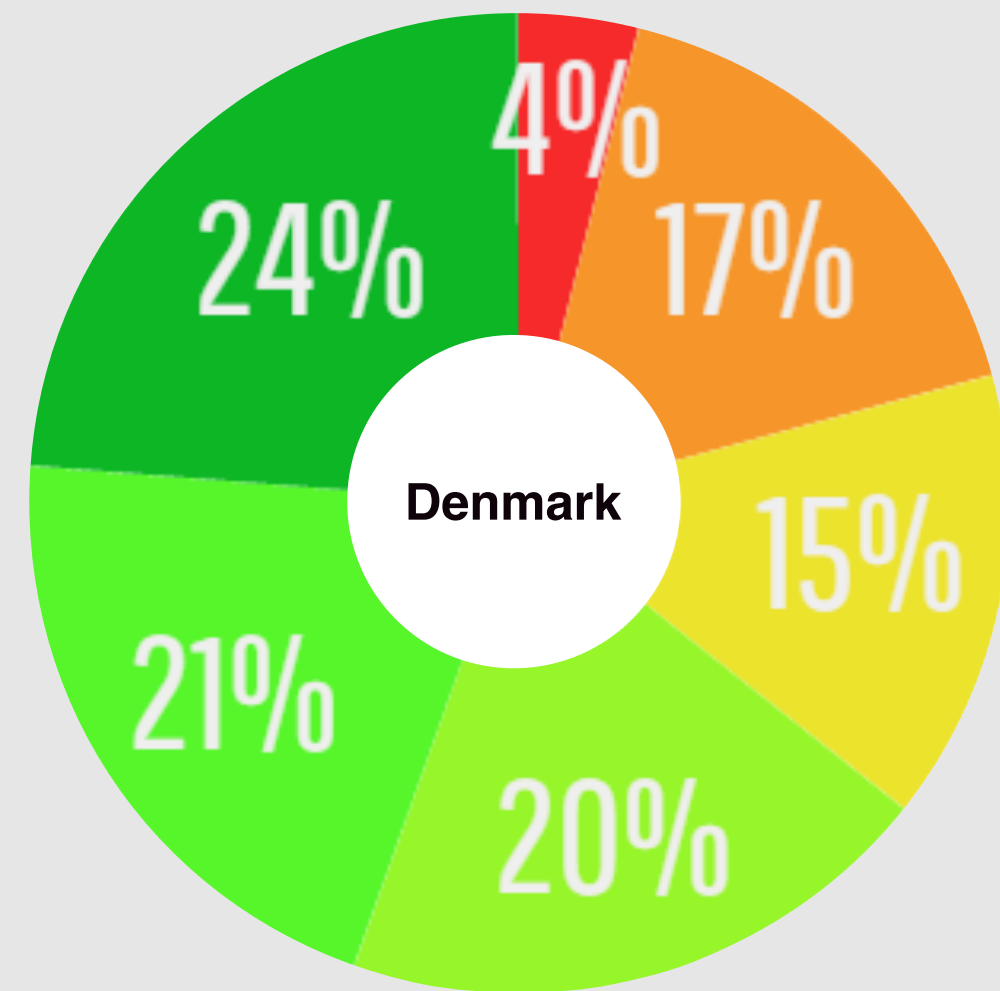


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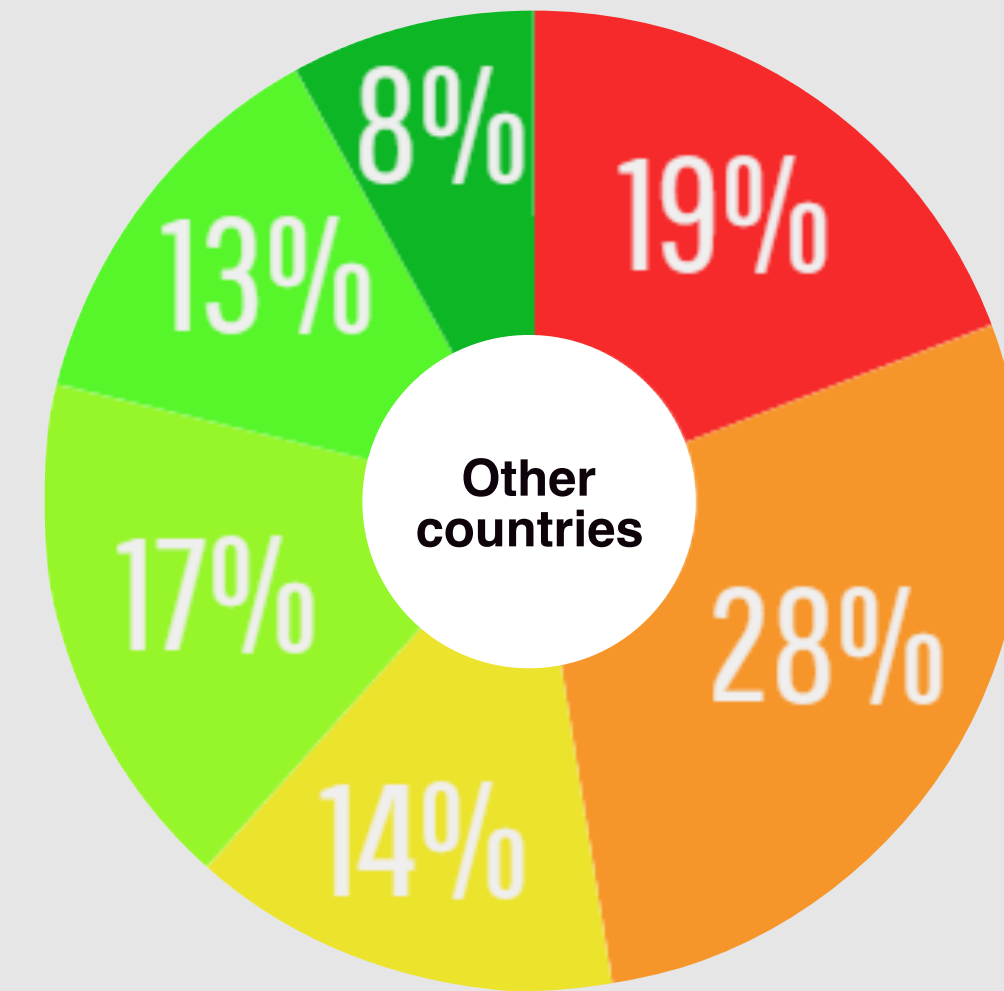
- Every day or almost every day (19%)
- More than one day a week (28%)
- About one day a week (14%)
- 2-3 days a month (17%)
- About once a month (13%)
- Never or almost never (8%)

Source: [woohooinc.com](http://woohooinc.com)

# Bad days at work



1/3 at least  
one bad day a  
week



2/3 at least  
one bad day a  
week

# #1 factor

that makes us happy  
(or unhappy) at work is  
the leadership

Gallup: Managers  
account for **at least**  
70% of variance in  
employee engagement  
scores across business  
units.

Source: <https://hbr.org/2014/03/why-good-managers-are-so-rare/>

# Happiness at work

is a leaders most  
important task

Be **happy** yourself





# Communicate meaning and purpose



Solve problems



Stop negative  
behavior



# Praise

## Recognition

## Feedback





*“I have always believed that the way you treat your **employees** is the way they will treat your customers, and that people flourish if they’re praised.”*

- Sir Richard Branson





Focus on what  
people get done



Celebrate your victories  
- both big and small



Know your people



# My employees:

	Results	Relationships	Observations
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Lisa	High	?	Works alone
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Henry	Low	Low	Who's Henry?
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Peter	Medium	Medium	Always helpful
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Mary	Low	High	Smiles a lot
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Chris	High	Medium	Hard worker
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# Random acts of workplace kindness









# Your role as a leader

Meaning & Purpose

Communication

Involve (autonomy)

Support

Trust

Be authentic

Walk the talk!

