

The science of happiness at work



Woohoo inc.

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



ASK

me anything

You'll get my

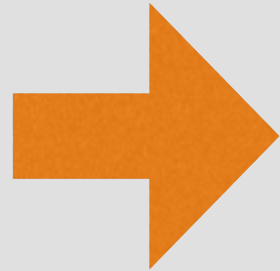
SLIDES

What affects well-being

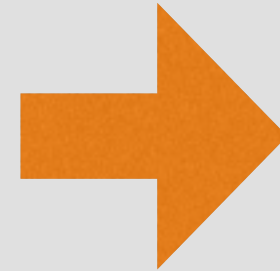
Compensation

Perks

Titles/promotions



Well-being



What well-being affects

Productivity

Absenteeism

Staff turnover





Daniel Kahneman

THINKING,
FAST AND SLOW



DANIEL
KAHNEMAN

WINNER OF THE NOBEL PRIZE IN ECONOMICS

In the moment
More emotional
Automatic

Happiness
at work



Productivity
Creativity
Motivation
Engagement
Resilience
Teamwork
Health
Life happiness
Profits

After the fact
More rational
Requires effort

Job satisfaction



The background is a dark teal color with a blurred image of a person's face on the right side and a white line graph on the left side. The text is centered and reads:

Happy workplaces
make more money.

Satisfied workplaces
don't.

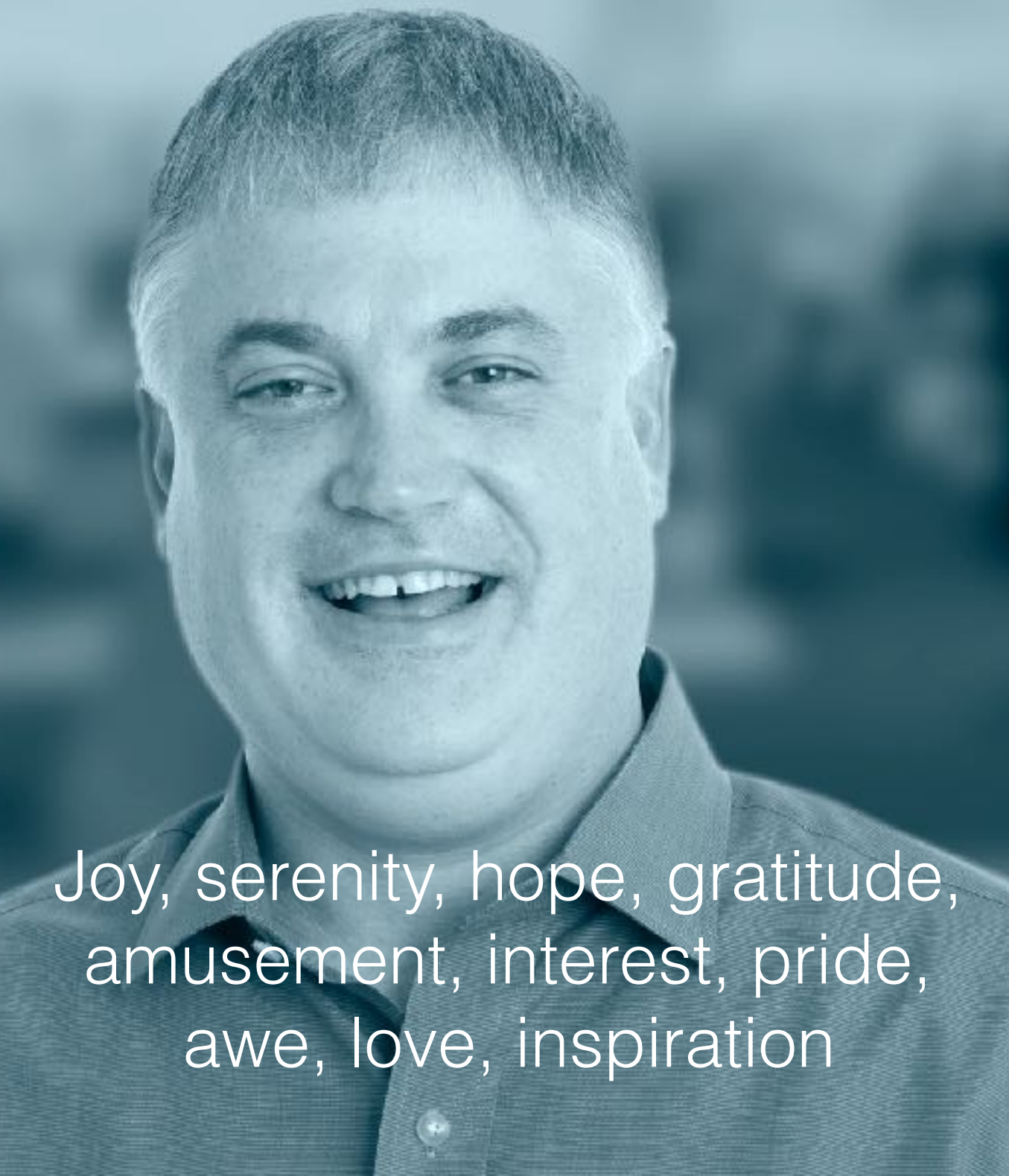
Joy, serenity, hope,
gratitude, amusement,
interest, pride, awe,
love, inspiration





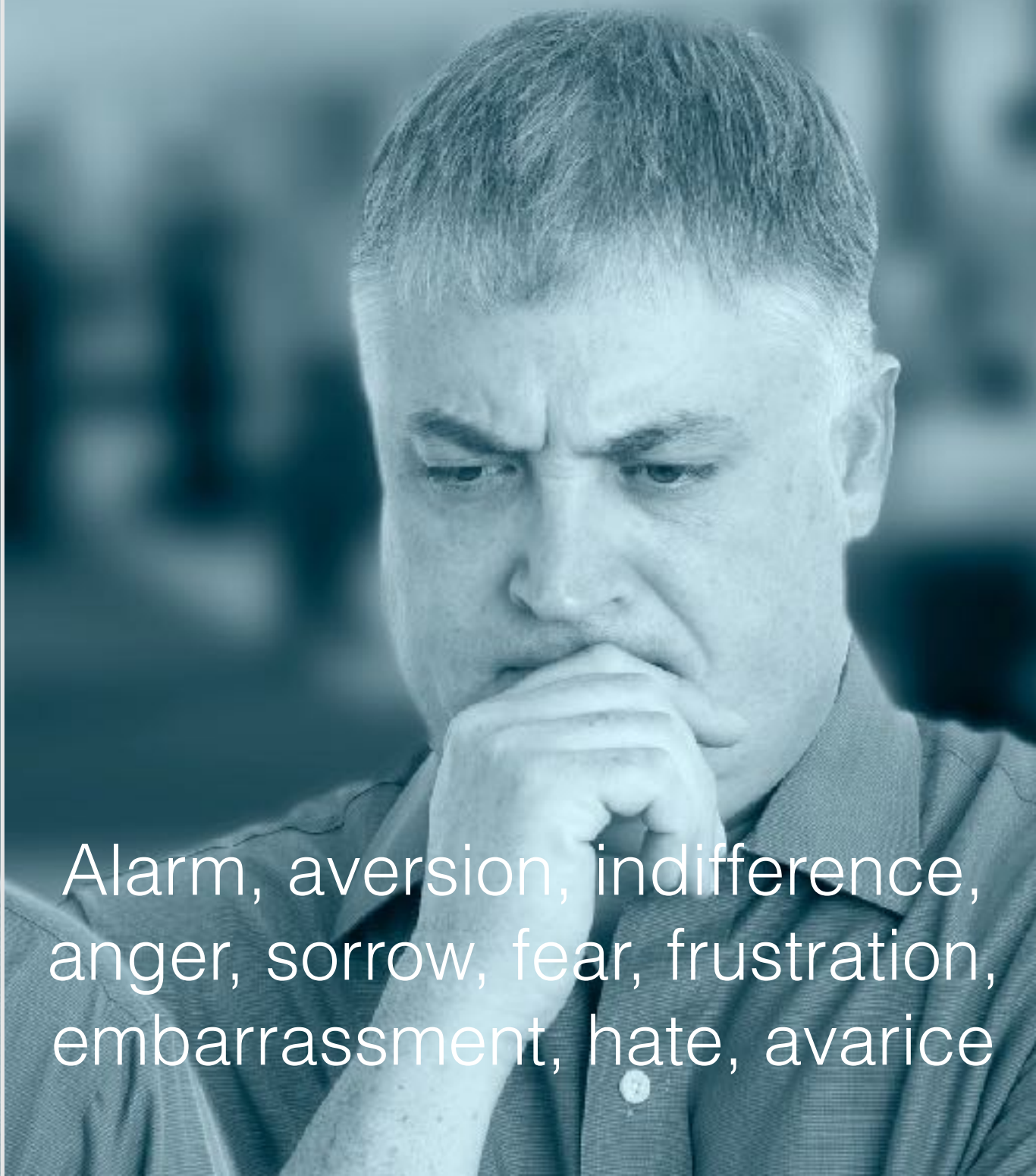
Alarm, aversion,
indifference,
anger, sorrow,
fear, frustration,
embarrassment,
hate, avarice

MORE



Joy, serenity, hope, gratitude,
amusement, interest, pride,
awe, love, inspiration

LESS



Alarm, aversion, indifference,
anger, sorrow, fear, frustration,
embarrassment, hate, avarice

Compensation
Perks
Physical work
environment
Titles



Job
satisfaction
(Evaluated well-being)

Happiness at
work
(Experienced well-being)



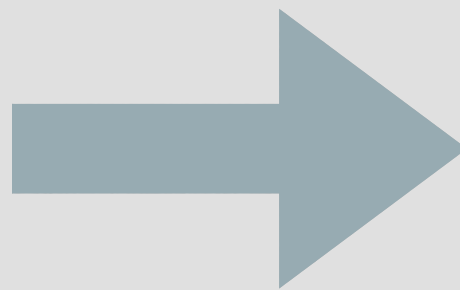
Productivity
Creativity
Motivation
Engagement
Resilience
Teamwork
Health
Life happiness
Profits





*Source: Living Links, Yerkes National Primate Research Center, Emory University,
Atlanta, Georgia 30329, USA (Frans de Waal & Sarah F. Brosnan)*

Salary, bonuses,
perks, pension,
promotions,
physical work
environment etc...



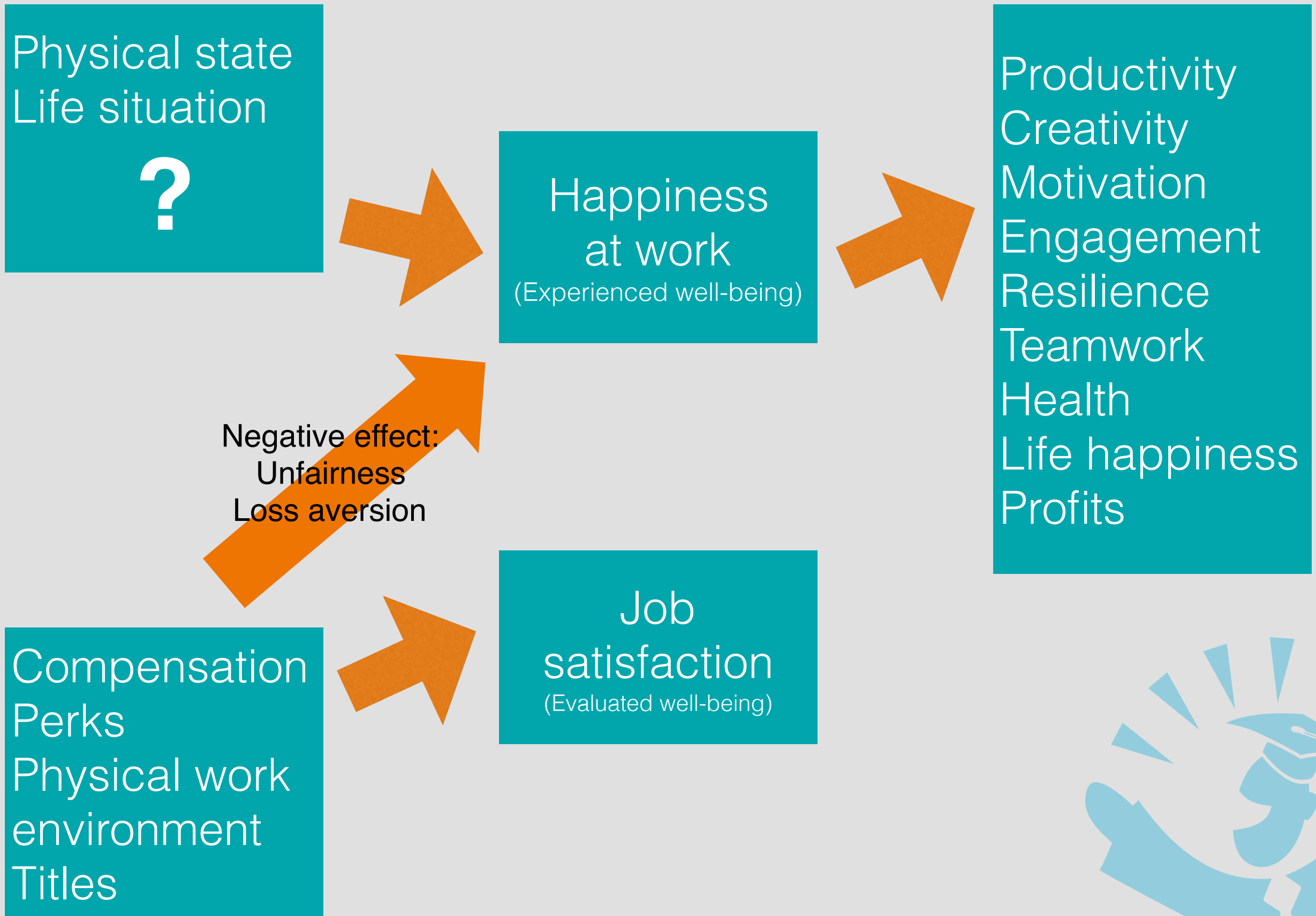
Make us
unhappy
when they are
not fair.

Make us satisfied
(not happy)
when fair.

3 reasons why these factors **don't** make us happy at work

1. They create satisfaction not happiness
2. Hedonic adaptation
3. They invite comparison with others



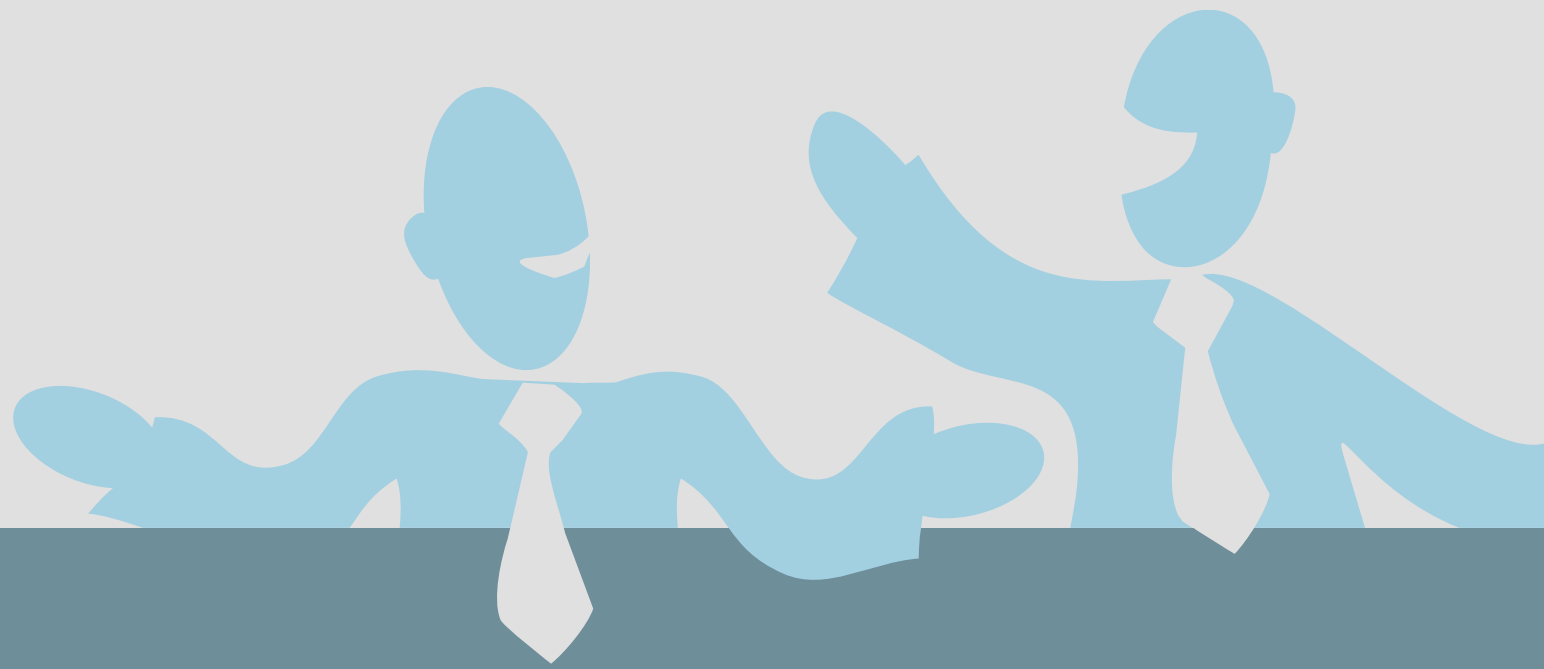


Kahneman's hybrid model of happiness





Tell me about one
of your **best**
experiences at work.
One that made you
very happy!



Results

BASED ON THE #1 BREAKTHROUGH IDEA FROM HARVARD BUSINESS REVIEW

THE PROGRESS PRINCIPLE

USING SMALL WINS TO
IGNITE JOY, ENGAGEMENT, AND
CREATIVITY AT WORK



TERESA AMABILE
STEVEN KRAMER

HARVARD BUSINESS REVIEW PRESS

THE PROGRESS PRINCIPLE

Of all the things that can boost emotions, motivation, and perceptions during a workday, the single most important is **making progress in meaningful work**.

Even a **small win** can make all the difference in how people feel and perform.

*Source: The Progress Principle / Harvard Business Review
Teresa Amabile & Steven Kramer*



Good results:

Resources

Autonomy

Meaning

Feedback



Relationships

"If you want to understand how one organization can change the competitive rules of the game for an entire industry, read this book."

—James L. Heskett, Baker Foundation Professor, Harvard Business School
and Coauthor of *The Value-Proposition Chain*

The Southwest Airlines WAY

Using the Power of
Relationships to Achieve
High Performance

JODY HOFFER GITTELL



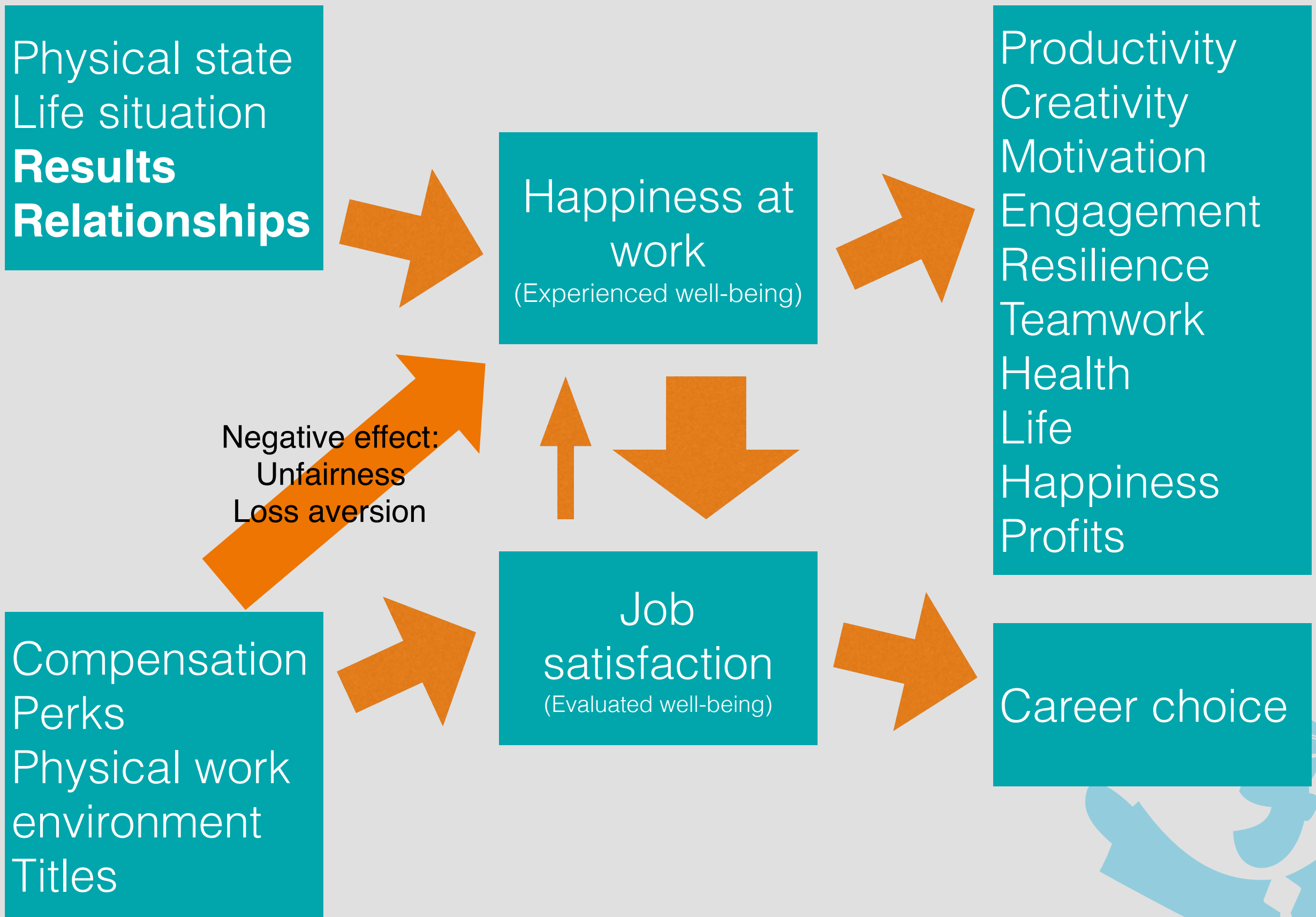
Results

Relationships

Why these two?

Include them in
everything

We are all
different



Kahneman's hybrid model of happiness

ANYONE

can be happy at work





SOS
INTERNATIONAL

WHY

does it matter

Why is happiness at
work good for you?



Time
Health
Life
Success

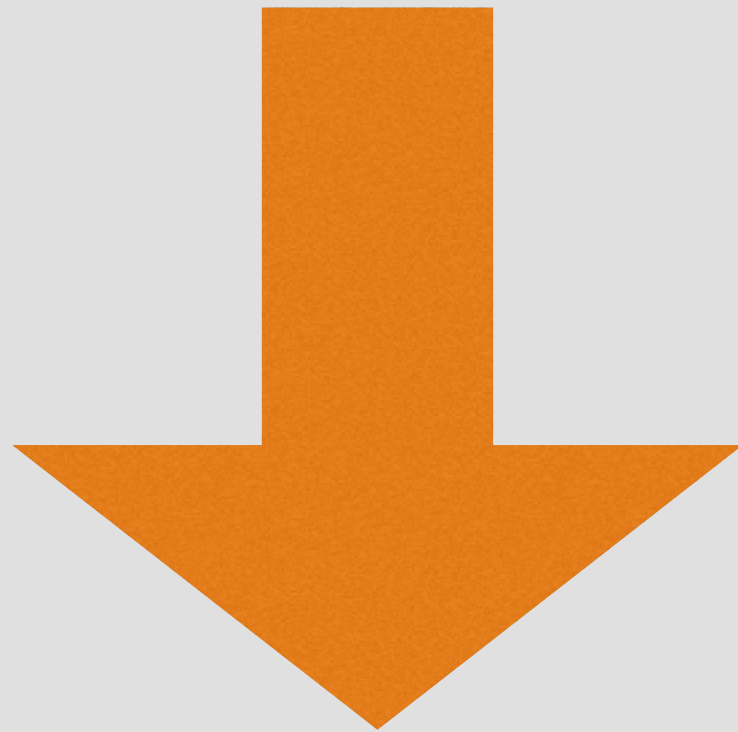


Happiness makes you more successful

- More productive
- More creative
- More helpful
- Better at service
- More focused on quality
- Better team-players
- More open
- More likeable
- Show more empathy
- More resilient
- Sell more
- More optimistic
- More motivated
- More engaged
- More energetic
- Learn faster
- Better leaders

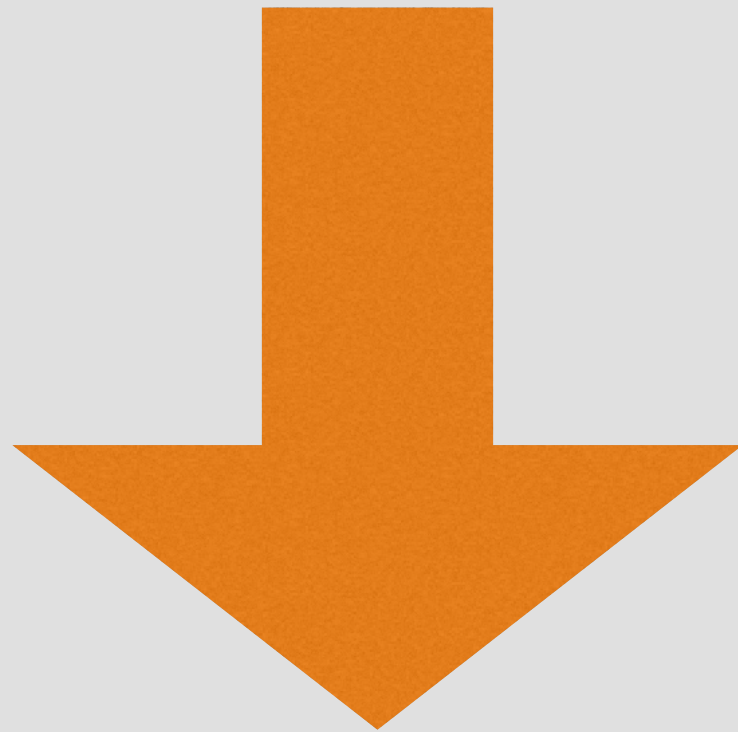


Success



Happiness

Happiness



Success

Articles

The relationship between job satisfaction and health: a meta-analysis

E. B. Faragher, M. Cass & C. L. Cooper

(Occup. Environ. Med. 2005;62;105-112, doi:10.1136/oem.2002.006734)

A meta-analysis of the relationships between individual job satisfaction and individual performance

M. M. Petty, Gail W. McGee & Jerry W. Cavender

(Academy of Management Review, 1984, Vol. 9, No. 4)

A meta-analytic examination of the relationship between job satisfaction and subjective well-being

Nathan A. Bowling, Kevin J. Eschleman & Qiang Wang

(Journal of Occupational and Organizational Psychology

- Volume 83, Issue 4, pages 915–934, December 2010)



“The business of
business is business”

- Milton Friedman

“The business of
business is happiness”

- Woohoo Inc

The background is a dark teal color with a blurred image of a person's face on the right side. A white line graph with several peaks and valleys is overlaid on the left side of the image.

Happy workplaces
make more money!





- 1: Employees
- 2: Customers
- 3: Stockholders

Books

The Service Profit Chain

James L. Heskett, W. Earl Sasser Jnr, Leonard A. Schlesinger

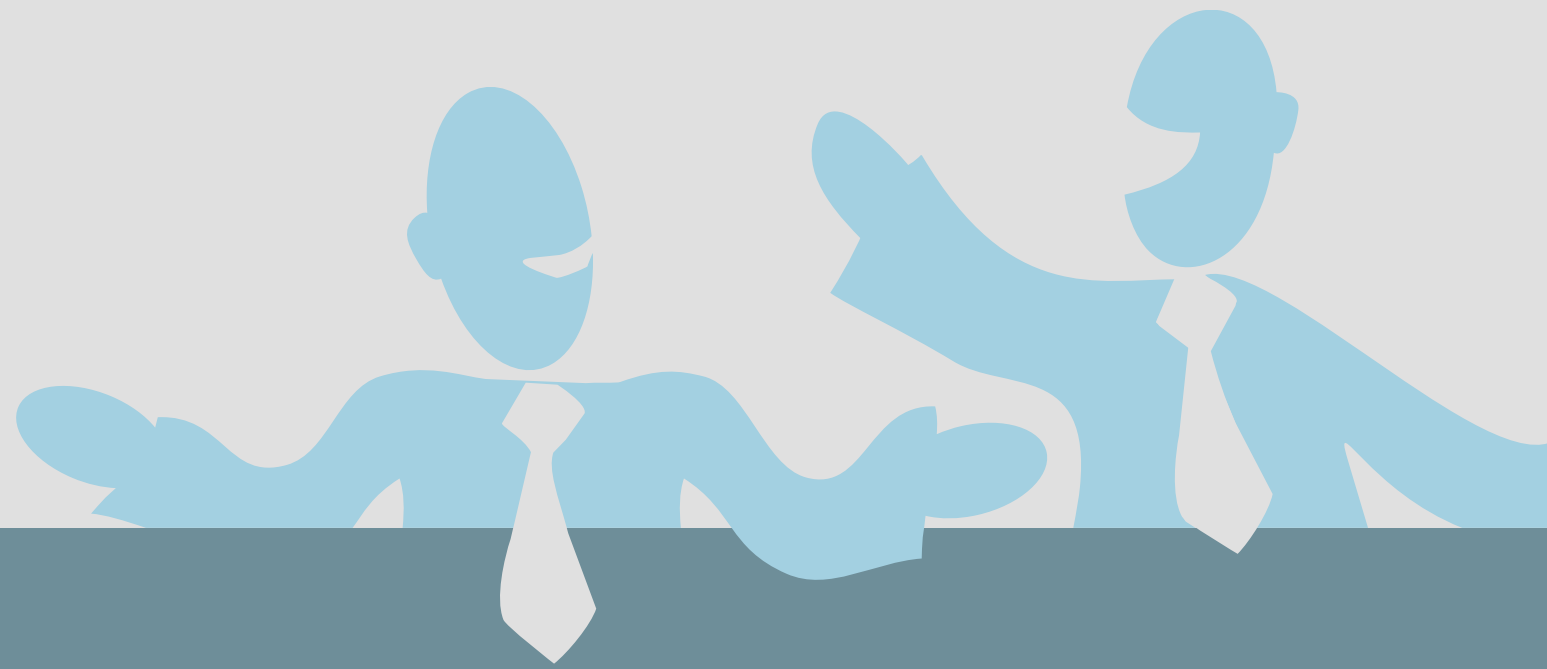
Simon & Schuster, 1997

ISBN: 978-0684832562



What did we learn today that we
can use to create happier
workplaces?

Do we have any questions?



Thanks