

Dear Air,

Thank you for smelling
like cookies right now.

All my love, Leah

HAPPY PLACES AND HAPPY SPACES

APPRECIATION

we all want to feel appreciated

Two types of happiness

Expressions of gratitude help us feel motivated and empowered. We rarely take advantage of opportunities to express thanks despite the positive benefits it has on our outlook.

The language of thanks

We speak many languages of appreciation. Small tokens, meaningful conversations and public recognition can all be used to communicate gratitude.

Recognition is contagious

When we are noticed we tend to notice others. Taking a moment to express appreciate helps others realize what they are grateful for.

TRY THIS

Ask yourself: How can you express gratitude more? Try to recognize someone at work a daily basis for doing something you are thankful for.



pendergast



HAPPY PLACES AND HAPPY SPACES

MONEY AIN'T A THANG

our personal meaning of happiness impacts our choices

Employees are driven by more than money

While financial incentives can be quite strong, people want to feel they are working for more than just dollar bills.

The biggest reason for switching jobs is dissatisfaction in one's job function, not low salary.

Ensure employees are working on projects they like and understand. Ask employees what they are passionate about and what their goals are for their job. Then to ensure they achieve them.

Employees want to know their job matters.

Show employees how their work is contributing to a larger goal and affecting the bottom line. Ensure they are recognized and feel appreciated for their contributions.

TRY THIS

Ask employees to prioritize the projects they would like to work at the beginning of each quarter. Work hard to ensure each employee gets to contribute in some way to one of the projects he or she wants.



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ENABLE CONNECTION

we are happy when we are around the people we love

Connecting with people drives happiness

We find joy when we're with the people we love – and we find joy sharing those moments with others.

Work and Family?

There's an inherent tension: we don't suggest bringing families into the work place, and we want to build happiness and productivity in the work place, but we also recognize that time with family and friends makes people the happiest. So, we need to bring some of the elements of the former to the latter. That way, the halo effect of familial happy can influence our employees.

Remember what matters most

Make sure your employees know that you know that their whole lives are important to the success of the company. Encourage group hikes or walks to enable connection among employees and general whole-life health.

TRY THIS

Encourage family photos in break rooms and on desks. Host events meant for friends and families of your employees to get to know each other.



HAPPY PLACES AND HAPPY SPACES

FEEDBACK IS A GIFT

There is something to learn from every experience and from every person.

Understand and then be understood

Feedback is based on each individual's perception. All point of views are valuable. Understand where people are coming from, withhold judgment, and then proceed to explaining your intention or perspective.

Feedback is a way of helping others

Life is a learning experience and should be treated as such. We need to help each other and, in turn, should ask to be helped ourselves. We need other people to help us become better.

Rewarding improvement

Individual recognition will go a long way. Rather than writing that email that will inevitably find it's way to the trashcan, try hand writing a short note or card. A funny toy or simple souvenirs.

TRY THIS

Share a few ambiguous maxims with your co-workers. Then, have everyone take turns sharing how they interpret it and why. How are your interpretations different? Why do you think that is?



HAPPY PLACES AND HAPPY SPACES

Minimize Frustration

find ways to make things go smoother

Frustration kills happiness

When asked what makes them unhappy, DMV customers often gave examples of time consuming or dysfunctional processes that cause unnecessary waste of their time.

What can be done

Though it is not possible to achieve perfection and eliminate all frustration, with more careful planning, most causes of frustration can be avoided. Regular customer satisfaction surveys and other forms of feedback can all help us find potential areas of improvement.

Eliminate Entitlement

Recognize the fact that no matter how well-planned a process is, there is always a chance that something could go wrong. Keeping the customers' expectations reasonably low results in more happiness than does promising them perfection.

TRY THIS

Surprise your customers with unexpected gifts of various forms. Something as simple as a word of recognition works wonders.