

# Let's Create Happy, Productive Workplaces

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Chief Happiness Officer

Happy Ltd

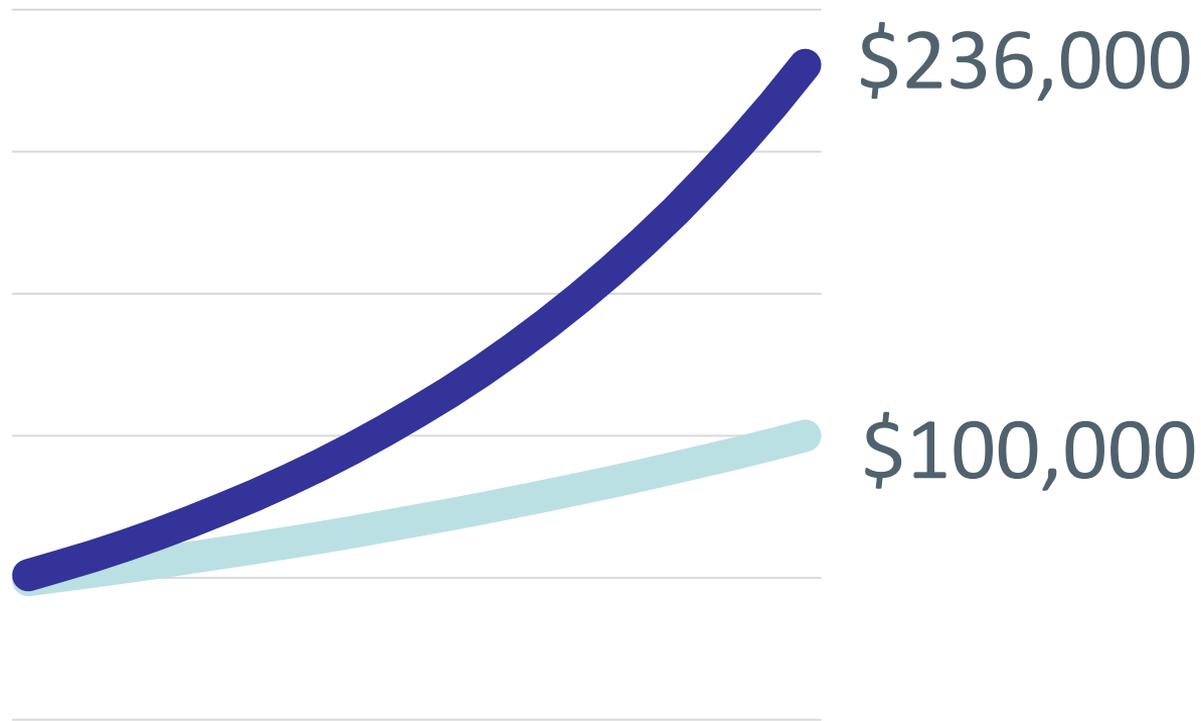
@happyhenry

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**People work best when they feel good about themselves**

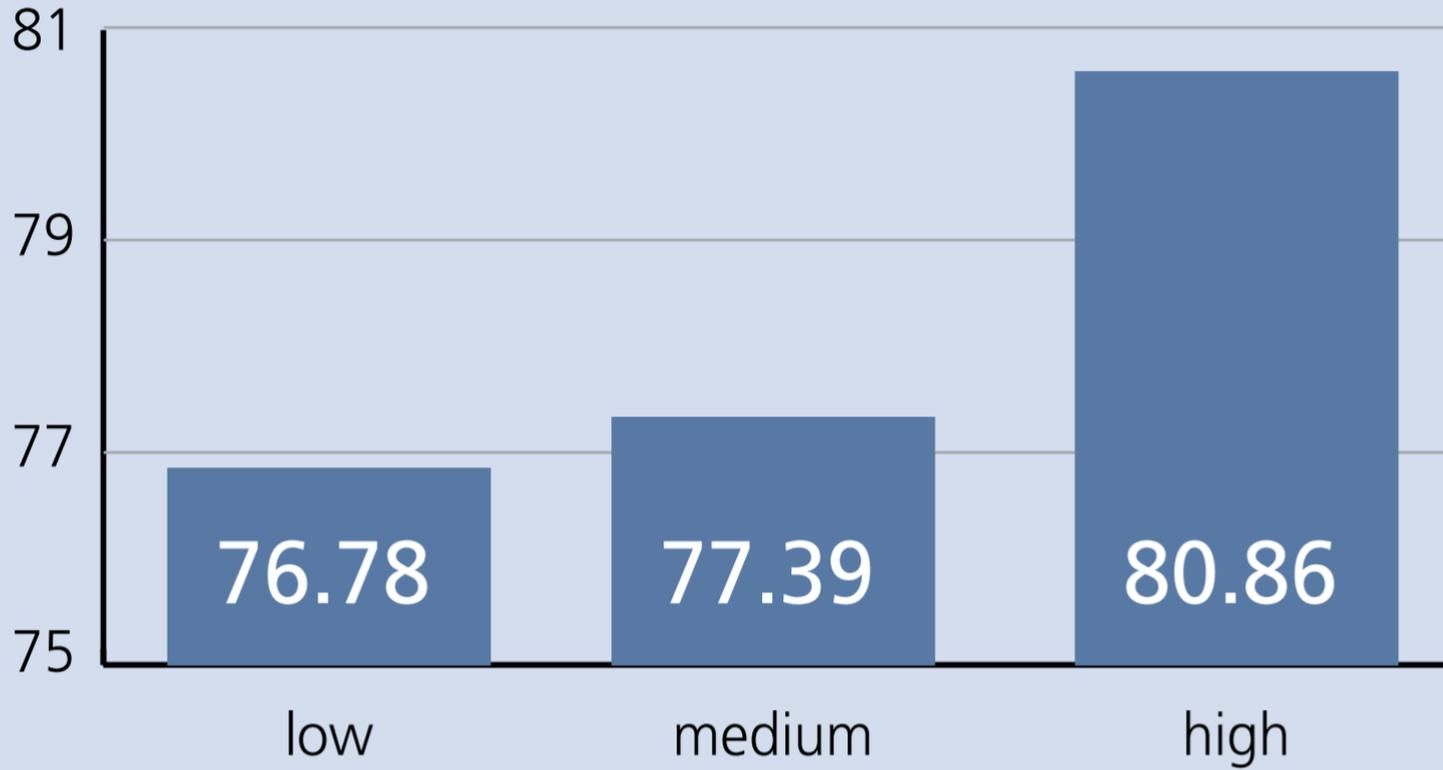


How would your  
organisation be different if  
the focus of leadership  
was making people feel  
good?



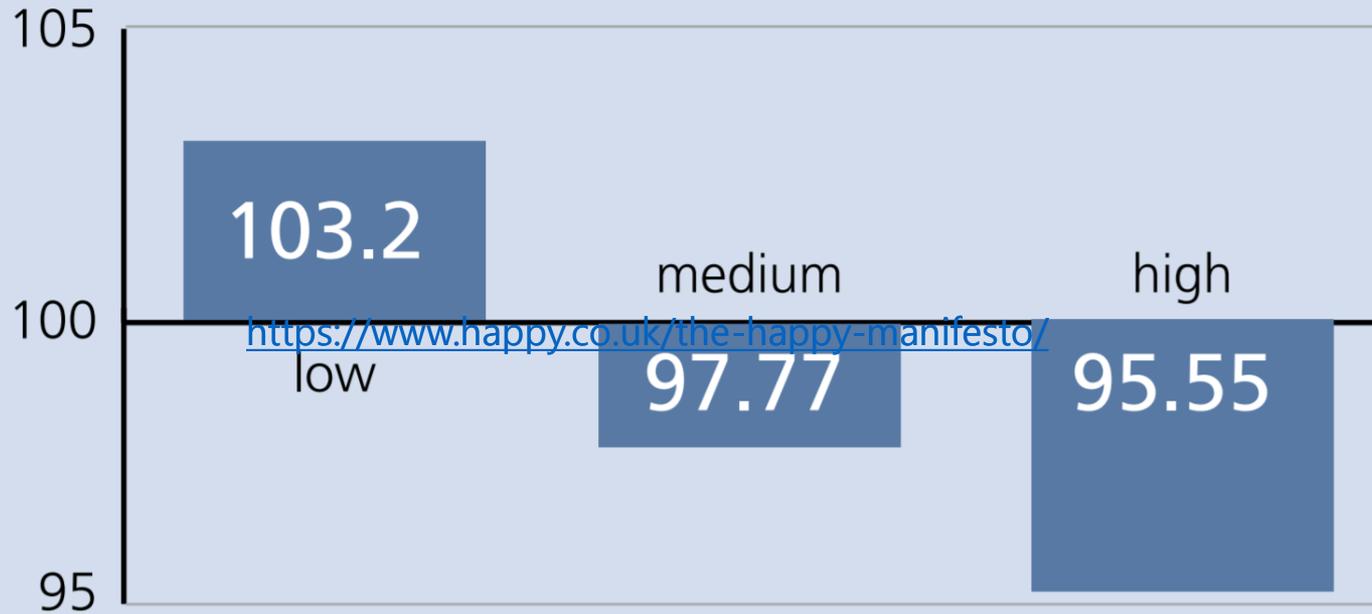
Alex Edmans, Wharton Business School

Outcome = patient satisfaction



**Staff engagement**

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



**Staff engagement**

**Pre Approve It**



What could you pre-approve  
(or be pre-approved for)  
tomorrow?



BUURTZORG

# 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

# Project Oxygen

- 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.

**"Your job as a leader is not to be the smartest person in the room.**

**It is to maximise the potential of your team"**

**Liz Wiseman**



Beware of Hippos



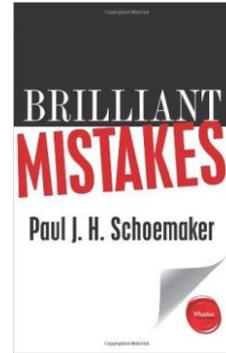
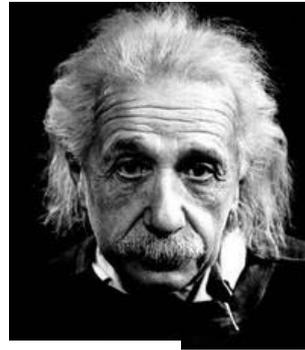
Beware of

Highest Paid Persons Opinions



# Celebrate Mistakes

**HUNTSMAN**



Google

HCL

intuit®

# What is your best recent mistake?

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**Show you have their best  
interests at heart**

# Complete transparency

**Check in on them**

**Don't check on them**

# Involve your people

# Trust your people

# Its all about coaching

- 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**

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