



# HAPPINESS IN THE WORKPLACE

CHO. Chief Happiness Officer

## Objectives of the module:

- Understand happiness in the workplace not as a goal itself, but as a way to implement productivity.
- Be aware of the importance of the interpersonal relationships in the workplace.
- Ways to develop happiness and their impact in people.



## Aim:

- Discover the position of Chief Happiness Officer and his/her role in the company.

## Objectives of the topic:

- CHO: Definition, tasks and functions.
- Know the skills and training of a CHO.
- Develop happiness and company culture.



# What is a Chief Happiness Officer?

A CHO is the liaison between management and employees in matters of mood, culture and communication, building the tools to create a happy workplace, and then monitoring and tweaking as needed to maintain and grow the happiness of employees and management alike.



## Who is the CHO?

Traditionally their position would be included in HR but CHO goes a step further, because the goal is no longer just to offer good conditions in an effort to retain employees, but rather to consider work and employment as a source of personal satisfaction.



Why a CHO?

Happiness=productivity (+12%)

Low employee satisfaction and engagement

Need of sense of community and team in the workplace

New values of Millennials and Generation Zers

Workers want to be coached, not managed

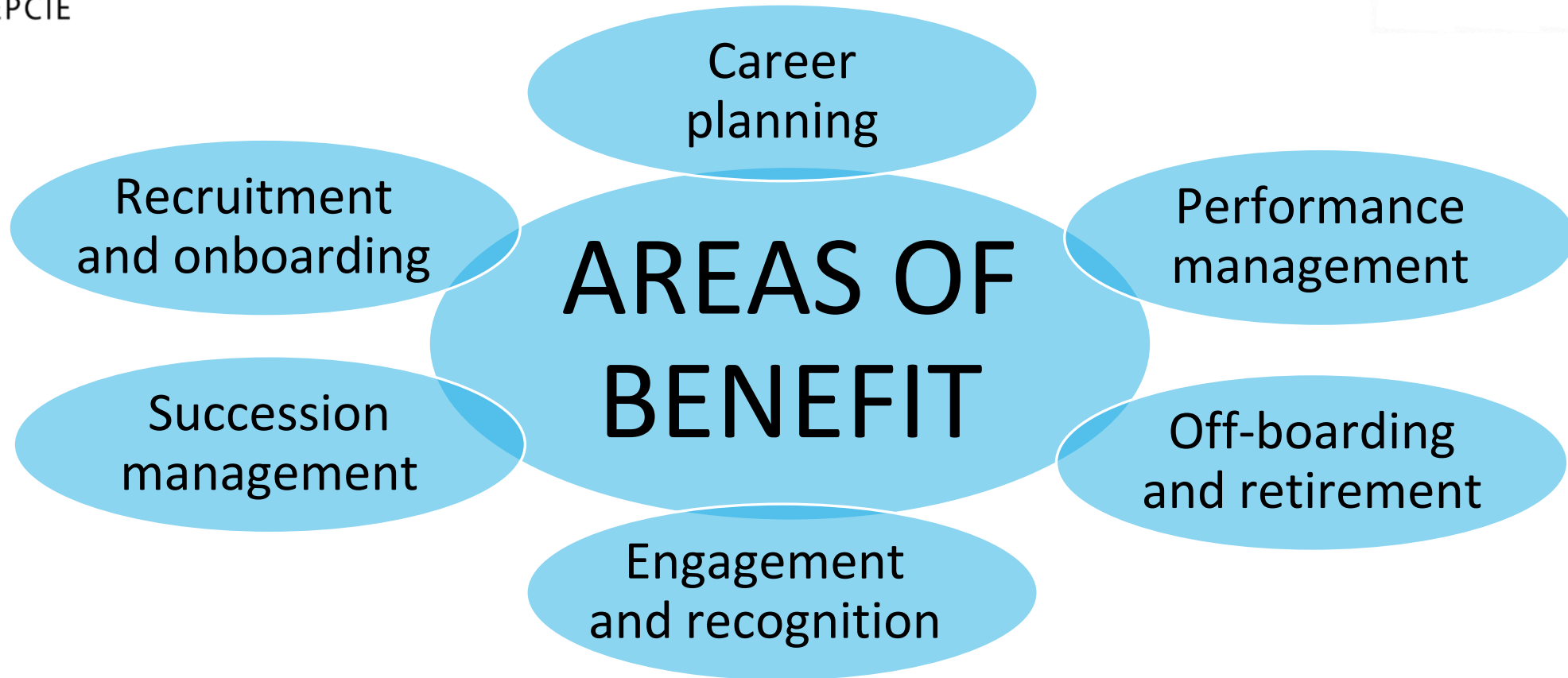
Retention of talent and reduction of turnover



## To whom?

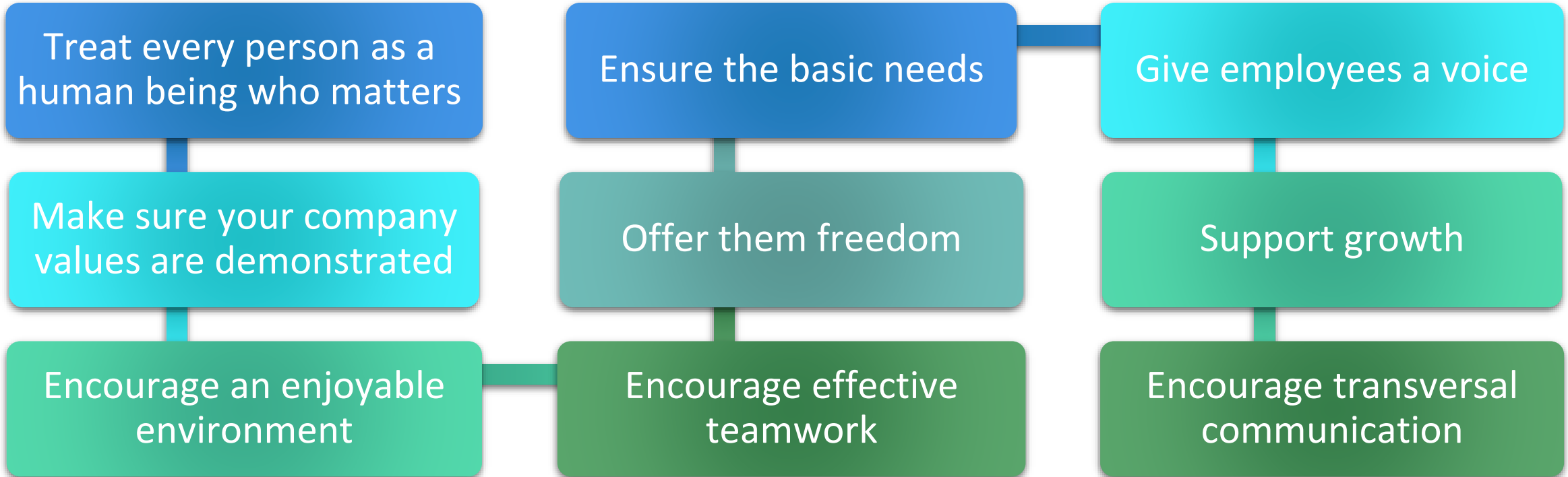
**Internal customers** are the object of the CHO. They are stakeholders who work within the company (employees) and require assistance from another department to get their job done. They are in contrast to **external customers** who pay for services and are not directly connected to the organization.

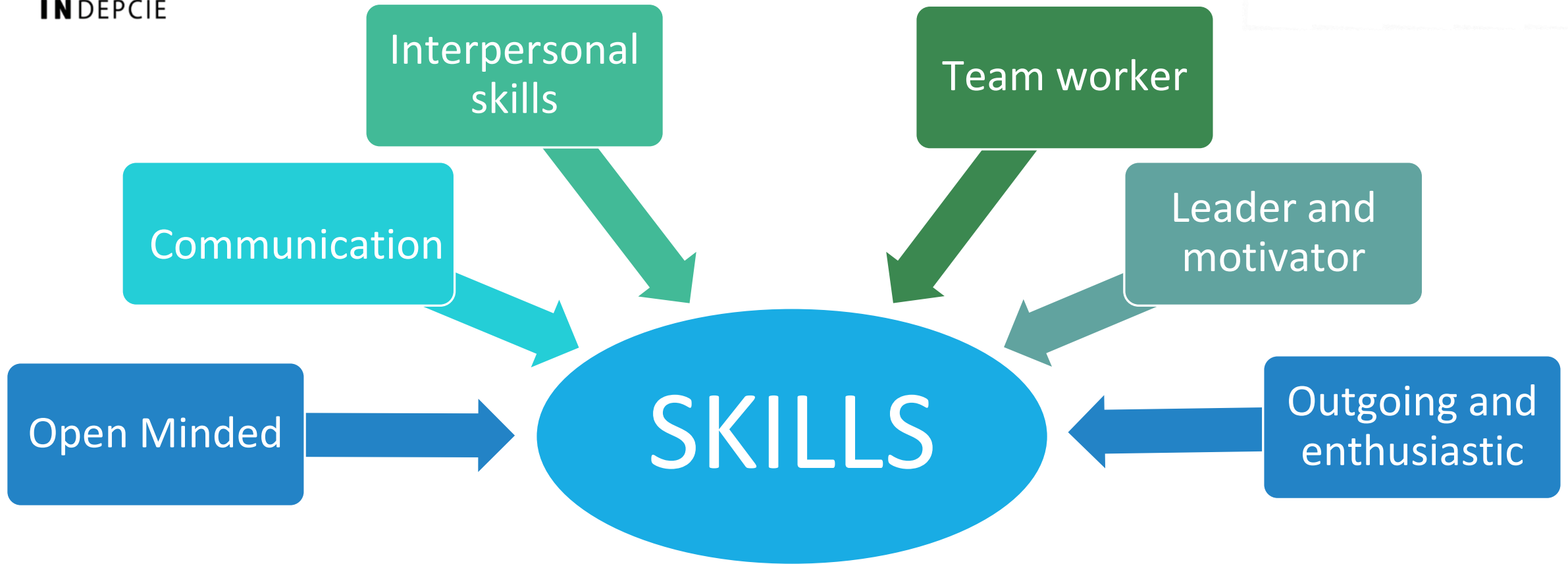






# TASKS OF THE CHO





# TRAINING OF A CHIEF HAPPINESS OFFICER

Human  
Resources

Business  
administration

Coaching

Leadership

Communication  
and motivation

Data  
Analysis



# THE MISSION



Create a  
happiness-driven  
workplace



Make sure all  
employees feel  
valued and  
trusted



Foster  
professional  
development



Reduce stress



Act as a link  
between  
management  
and employees



# Company culture

It's a combination of elements that create an ecosystem where people can work to the best of their capabilities and creative skills.



# TOOLBOX



- Team-building through exercises
- Positive psychology techniques
- Regular happiness check-ins updates
- Foster communication and inclusion
- Actively shape organization culture
- Proactive morale boosting
- Peer-based confidence coaching



# How to measure happiness in three questions

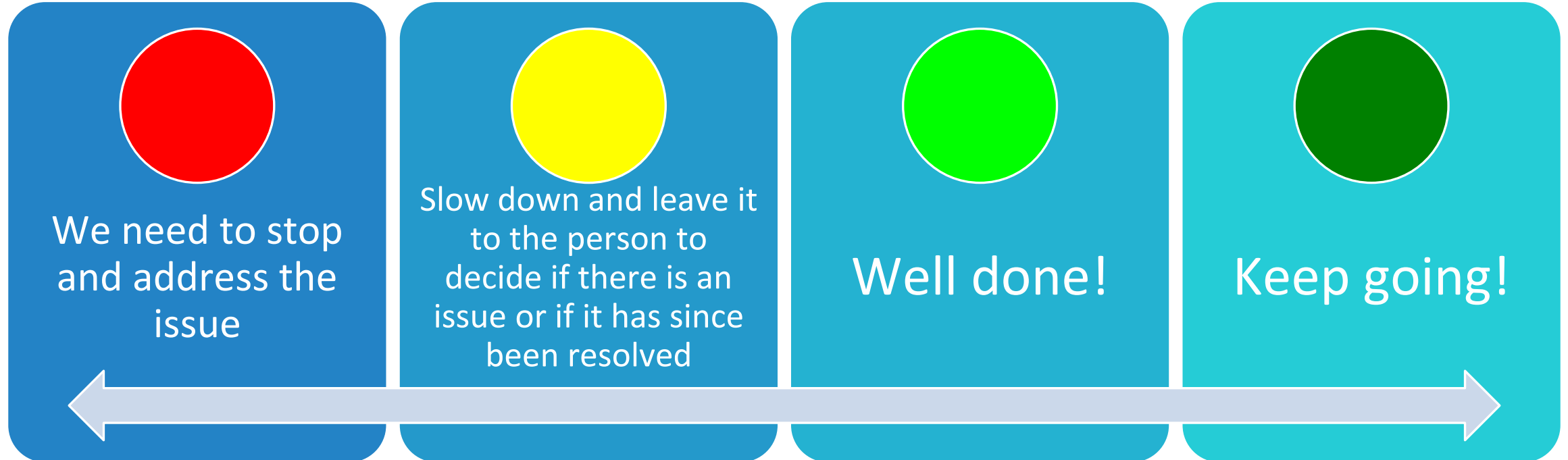
In what mood did you enter work today?

What mood are you leaving work today?

From 1 to 4, how much did you enjoy what you did today?



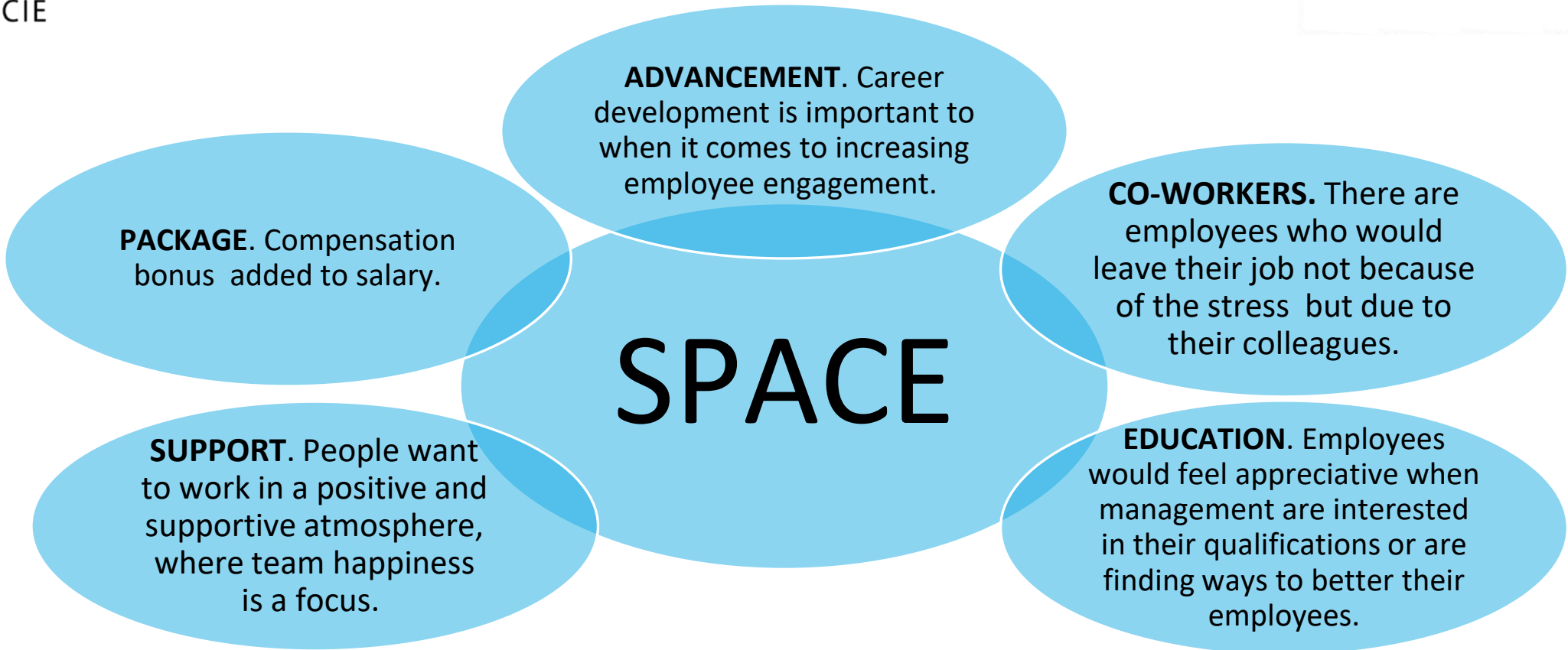
# The happiness traffic light





# How to develop happiness in the workplace





## References

- <https://www.felicidadeneltrabajo.es/ideas-para-empresarios/chief-happiness-officer-que-es/>
- <https://www.cyberclick.net/numericalblogen/chief-happiness-officer-what-do-they-do-and-why-are-they-important>
- <https://www.forbes.com/sites/theyec/2015/06/02/a-strategy-for-measuring-employee-happiness-and-acting-on-the-result/#2efebd17220f>
- <http://www.arnaudcollery.com/chief-happiness-officer>
- <https://www.lasalleigsmadrid.es/ckfinder/userfiles/files/INTERNATIONAL%20CHO%20ONLINE.pdf>
- The Happiness Advantage: The Seven Principles of Positive Psychology That Fuel Success and Performance at Work. Shawn Achor. 2010
- <https://businesscollective.com/creating-a-happier-company-culture/index.html>





THE IDEAL WORKPLACE ATMOSPHERE



Erasmus+

ANDRAGOŠKI ZAVOD  
LJUDSKA UNIVERZA VELENJE

GrowthCoop  
developing people



BULGARIA TRAINING  
БЪЛГАРИЯ ТРЕЙНИНГ

INSTITUT  
INPRO

I & F  
Instruction & Formation  
LEARNING FOR LIVING

