

# 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 Millenials 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.











Career planning

AREAS OF BENEFIT

Performance management

Off-boarding and retirement

Succession management

Recruitment

and onboarding

Engagement and recognition









#### TASKS OF THE CHO

Treat every person as a human being who matters

Make sure your company values are demonstrated

Encourage an enjoyable environment

Ensure the basic needs

Offer them freedom

Encourage effective teamwork

Give employees a voice

Support growth

Encourage transversal communication









Interpersonal skills

Team worker

Communication

Leader and motivator

Open Minded

SKILLS

Outgoing and enthusiastic

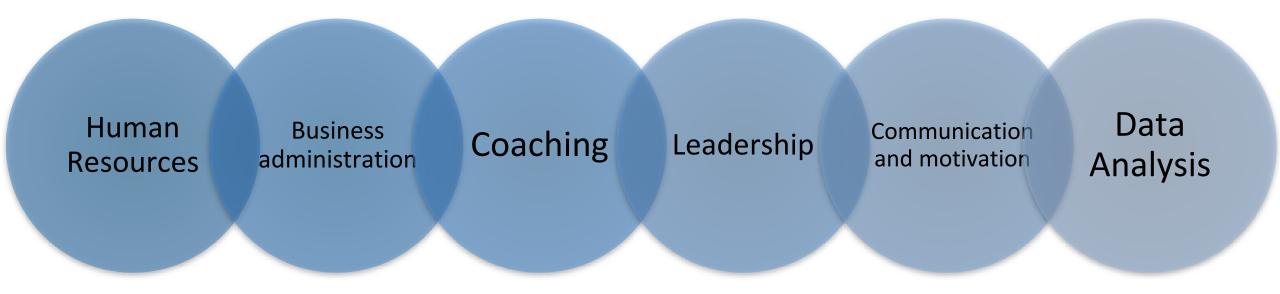








#### TRAINING OF A CHIEF HAPPINESS OFFICER











#### 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 a 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?

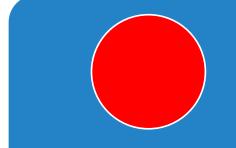








# The happiness traffic light



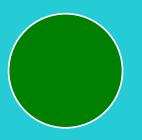
We need to stop and address the issue



Slow down and leave it to the person to decide if there is an issue or if it has since been resolved



Well done!



Keep going!









# How to develop happiness in the workplace

Deliver Praise and Recognition

Make Work Fulfilling

Offer Meaningful Perks Invest in personal and professional growth

Throw Fun
Events that
Allow
People to
Interact and
Bond

Incentivize Wellness

Build trust







**ADVANCEMENT**. Career development is important to

employee engagement.



when it comes to increasing **PACKAGE**. Compensation

**SPACE** 

**CO-WORKERS.** There are employees who would leave their job not because of the stress but due to their colleagues.

**SUPPORT**. People want to work in a positive and supportive atmosphere, where team happiness is a focus.

bonus added to salary.

**EDUCATION**. Employees would feel appreciative when management are interested in their qualifications or are finding ways to better their employees.









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