COACHING HAPPY EMPLOYEES

POSITIVITY FOR IMPROVING MAXIMUM PERFORMANCE

DR. LAURA SPIVEY
UNIVERSITY OF NORTH CAROLINA WILMINGTON

CHRISTOPHER J. MORRIS
FLORIDA STATE UNIVERSITY
“Happiness, like unhappiness, is a proactive choice.”
- STEPHEN COVEY
Presentation Outline

• Happiness Overview
• What Makes Us Happy at Work
• Bad Bosses (and how to overcome them)
• Fun at Work
• Being a Better Employee
• Being a Better Boss
DEFFINING HAPINESS

“The experience of joy, contentment, or positive well-being, combined with a sense that one’s life is good, meaningful, and worthwhile.” ~ Lyubomirsky, S.

• Zappos culture (video)
WHAT MAKES PEOPLE HAPPY?

What do most Americans believe will make them happy?
HAPPINESS

MYTHS

• Money
• Career Status
• External Factors
  • Large house, cars, marriage

Rent-A-Swag
• List:
  • What makes you happy at work?
  • What are you grateful for at your job?
Happiness at work is that feeling you get when you:

- Really enjoy what you do
- Do great work you can be proud of
- Work with amazing people
- Know that what you do is important
- Are appreciated for your work
- Have fun at work
- Learn and grow
- Make a difference
WHY HAPPINESS matters AT WORK

Why be happy at work?

• Work accounts for a considerable % of our time
• Gives us much of our identity
• Affects our lives in general
• Affects our health
Research shows happy people have:

- Higher productivity
- Lower absenteeism
- Higher customer satisfaction rates
- More creativity and innovation
- More adaptability
Happiness can be part of a company’s competitive edge.

• Attract and keep talented people
• Less turnover
• Lower training costs

Happy businesses are much more efficient than unhappy ones!
Happiness at work is not rocket science...
Happiness at work is different for everyone.

- Who likes to work in groups?
- Who prefers to work alone?
- Detail oriented?
- Or big ideas?
- Predictability?
- Or Novelty?
• Happiness is different things to different people

• One person’s happiness is another’s living hell

• Birthday’s at the Office
Your work happiness depends on the people around you!

Both unhappiness and happiness can be contagious—we must WORK to spread happiness.
• No job is perfect!

• There is NO workplace that only has things you like.

• Happiness at work is not about eliminating all the challenges—but about being happy despite those.
ANYONE CAN BE HAPPY AT WORK
Happiness at work is possible in almost every job!

Charlotte Airport
• You must CHOOSE to be Happy at Work
• Have to make choices that will lead to happiness
• YOU MUST TAKE CHARGE
• Then you are no longer at the mercy of managers, co-workers, or the workplace
WHAT MAKES US HAPPY AT WORK?

TITLE?

SALARY?

PERKS?
WHAT MAKES US HAPPY AT WORK?

IT'S ACTUALLY PRETTY EASY
WHAT MAKES US HAPPY AT WORK?

RESULTS

RELATIONSHIPS
Results Make Us Happy At Work

- Make a difference
- Contribute value
- Know that our work is important
- Get appreciation
- Feel needed
- Do work that we can be proud of
RESULTS

We love to do great work and to make a difference!
RESULTS

How to get great results at work:

1. Praise
2. Grow and learn
3. Find meaning—contributing to something greater
RELATIONSHIPS

• Nice co-workers
• Good communication
• A sense of humor
work happy

Make friends!
Best Friend At Work

- Benefits
  - Bounce ideas off of someone else
  - Provide problem or emotional support
  - Positive energy and good company
  - Smile and laugh
 WHAT MAKES US HAPPY AT WORK?

• Relationships at work matter so much because we spend so much time with people at work.

• You spend more of your waking hours with co-workers than with your family or friends combined!
How do we create great relationships at work:

• Be positive
• Be yourself
• Care
How can you make a happier workplace?
Be a Better Employee / Be a Better Boss
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LOOKING FOR HAPPINESS
in all the wrong places

• Three things we traditionally strive for at work:
  1. Money, raises, bonuses and incentives
  2. Promotions, impressive titles
  3. Job security
• It’s NOT about raises and promotions!
• Raises give people a brief spike in happiness, but happiness levels quickly go back to original level.
Bad Bosses

- The #1 uncontested reason why people are unhappy at work is bad management!

- Nothing has more power to turn a good work situation bad than a bad boss.

- The Bad Roast
Conflicts at Work

- We must constructively deal with conflicts at work!
  - Realize that conflicts are inevitable!
  - Handle conflict sooner rather than later
  - Be respectful
  - Ask!
  - Get mediation
• Negative People / Toxic Employees
  • Negative people are HIGHLY contagious
  • ONE chronic complainer can easily bring a department down

• Debbie Downer

• Three Realistic Approaches
  • Hire Positive / Fire Negative
  • Reassign or Isolate Them
  • Trick Them Into Happiness
• How can you make a happier workplace?
• Be a Better Employee / Be a Better Boss
• Look for the Good in People & Situations
  • The Tetris Effect
  • Positive Feedback Loop
• Default to Positive Language
  • Challenge vs. Failure
• Dreaded Meetings
  • Force Yourself To Learn 3 New Things or Takeaways
Cultivate Meaningful Relationships

• Importance of Social Support Networks
• Proactive Relationship Building
• LBWA = Leadership By Walking Around
• Be Supportive of Peers
  • NOT Water Cooler Gossip
  • Avoid Shift Response
• Smiles are Contagious
Practice Gratitude

• End of Day = What Went Well Activity
• Weekly / Monthly Mentor Thank You Letter
• One Day a Week Go Above & Beyond to Do Good Deeds
  • Contagious
• Daily Thanking of Peers / Subordinates
  • Genuine Appreciation
  • Gratitude Walks
  • Anonymous Thanks
Understand and Stay Within Your Locus of Control

- Focus & Priority
  - Learning to Say “No”
  - What to Say “Yes” to
  - What is Your ONE Thing
- What Motivates You?
  - Place Visible Reminder in Your Work Area
- Be Process Driven / Not Results Driven
  - Focus on Doing Things Right
Go “All IN” On Good Habits

- Concentration, Attention & Mono-tasking
- Daily Reflection
  - Take 5 Activity at End of Each Day
- Time-Blocking for Important Tasks / Activities
  - Learning in the Morning / Insight at Night
- Focus on the Person in Front of You
- Procrastinating & Your ONE Thing
- Refocusing: Quarterly Planning Retreats
Go “All IN” On Good Habits

• Battling Boredom & Finding Flow
  • Know Your Strengths
  • Job Crafting (to your strengths)
• Real Commitment to Goals
• Taking Care of Your Body & Soul
  • Physical Activity, Meditation, etc.
Dealing With Stress Constructively

• Avoiding Overthinking
  • “Beat the Clock” Activity
• Boundaries & Negative Emotions
• Sleep
• Quit Being an Expert & Become an Explorer
• Save The Drama for Your Momma
Dealing With Stress Constructively

- Building Resiliency & Developing GRIT
  - Interest, Passion and Purpose
  - Reframe Adversity
    - Minimize Catastrophic Thinking
    - Silver Linings Approach
  - Come Clean = Admit Mistakes & Learn From Them
  - Ask for a Mid-Year Performance Feedback Session
- Weekending 101
  - Unplugging & RE-Creating Yourself
How can you make a happier workplace?
List some ways you can add FUN to your workplace...
Attitude is Everything!

Having a positive attitude is the foundation for successful relationships within your organization.
• Have a “fun” committee responsible for activities
• Do some philanthropic activity as a team
  • Many “happiness” benefits
• Costume days
  • If appropriate
To create the American dream, we have sucked the fun out of the workplace…
• 60% of our waking hours are spent at work
• We are productive when we start enjoying our jobs
• Helps boost morale
• Reduces stress
• Increases team building & creativity
Prioritize Coaching & Sponsoring

• Coaching 101
  • Regular Meetings = Feedback Expected Environment
  • 80/20 Rule = Ask More, Answer Less
  • Pygmalion Effect

• Enable People to Thrive
  • Shared Decision Making & Transparency
  • Practice Macro-management = Give Autonomy

• Performance Reviews Done Right
  • Perception & 360 Degree Evaluations
  • Dig Deeper than the Numbers
Raise the Baseline

- Create a Shared Vision / Purpose
  - Buying In to Buy-In
- Hiring Off the Resume
  - Interview & Onboard Creatively
    - With an Eye Toward Friendship & Fun
    - Embrace Your Departmental Quirkiness
- “A” Employees Recruit “A” Level Talent
- “Who Let Crazy in the Door?” & Locking the Door
- Beware of Chasing Cultural Fit
Communicate the Vision

• Ethical Leadership & Activate Virtuousness
• Imbue a Higher Purpose
• Cultivate & Role Model Resiliency
• Outsource Inspiration
• Pride and Institutional Memory
• Embrace a BHAG (big, hairy audacious goal)
Better Meetings

- Consistency AND Novelty
- Avoid Death By Meeting
  - Cancel if Not Needed (Huge Morale Booster)
  - Fun Starters
    - Buzzword Bingo
    - Music Before
- Meeting Starters / Meeting Behavior
  - Three Things That Went Right
  - Start With a Thank You
  - Device Free
Communicate the Vision

- FRE = Frequent Recognition & Encouragement
  - Celebrate Successes OFTEN
  - The Losada Line = Ideal 6:1 Ratio
  - Make Everyone a Hero (Find the Good)
  - Private vs. Public Acknowledgement
- Having Difficult Conversations
  - DO NOT Avoid Them = Almost Always Make People Feel Better
  - Incorporate Trust-Building Systems
  - Performance Maximization Plans
• Make Time for Fun / Encourage Social Support
  • Being Professional ≠ Being Serious
    • Laughter is Contagious
    • Positive Attitude Dissolves Conflict & Tension
  • Start ALL Interactions With a Positive Comment
    • Small, positive experiences pay big results
      • Sequencing right before challenging meetings
  • Schedule a Staff Fun Day Periodically
• Make Time for Fun / Encourage Social Support
• Managing Stress
  • Manage Your MOOD, Not Your Employees
• Nurturing Social Relationships
• Step Outside Your Comfort Zone Occasionally
Prioritize Outstanding Customer Service
  • The Science of Mirror Neurons
  • The 10/5 Rule

Independence to Interdependence
  • Self-Discovery as a Team Sport
  • Change the Network of a Bad Attitude Employee
  • Planting Seeds & Basically Clueless
Support and Allow for Daily Maintenance
Exercise, Meditation and Reflection

• Truly Prioritize Work Life Balance
  • Allow & ENCOURAGE in-day workouts
  • Flex Schedules (where possible)
  • Unplugged Expectations (evenings & weekends)
  • Departmental Walking Challenges

• Active Meetings
  • Walking
  • Pre-Meeting Yoga

• Physical Spaces
  • Fit balls, standing desks, etc.
Fun isn’t just good!
It is a necessity!
THREE KEYS TO AN EXTRAORDINARY WORKPLACE
THREE KEYS TO AN EXTRAORDINARY WORKPLACE

Gallup Poll = 70% of American Employees Feel Disengaged

1. Psychological Needs are at the Heart of Employee Engagement
   • Daily Autonomy, Competency & Relatedness

2. Address the Limits of Mind & Body
   • Maximize Cognitive Focus & Concentration After Lunch
   • Positively Manage Stress and Production

3. Integrating Work & Family Life Improves Both
   • Work / Life Balance is a Myth
   • Work Interrupts Life OFTEN – Allow the Converse
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