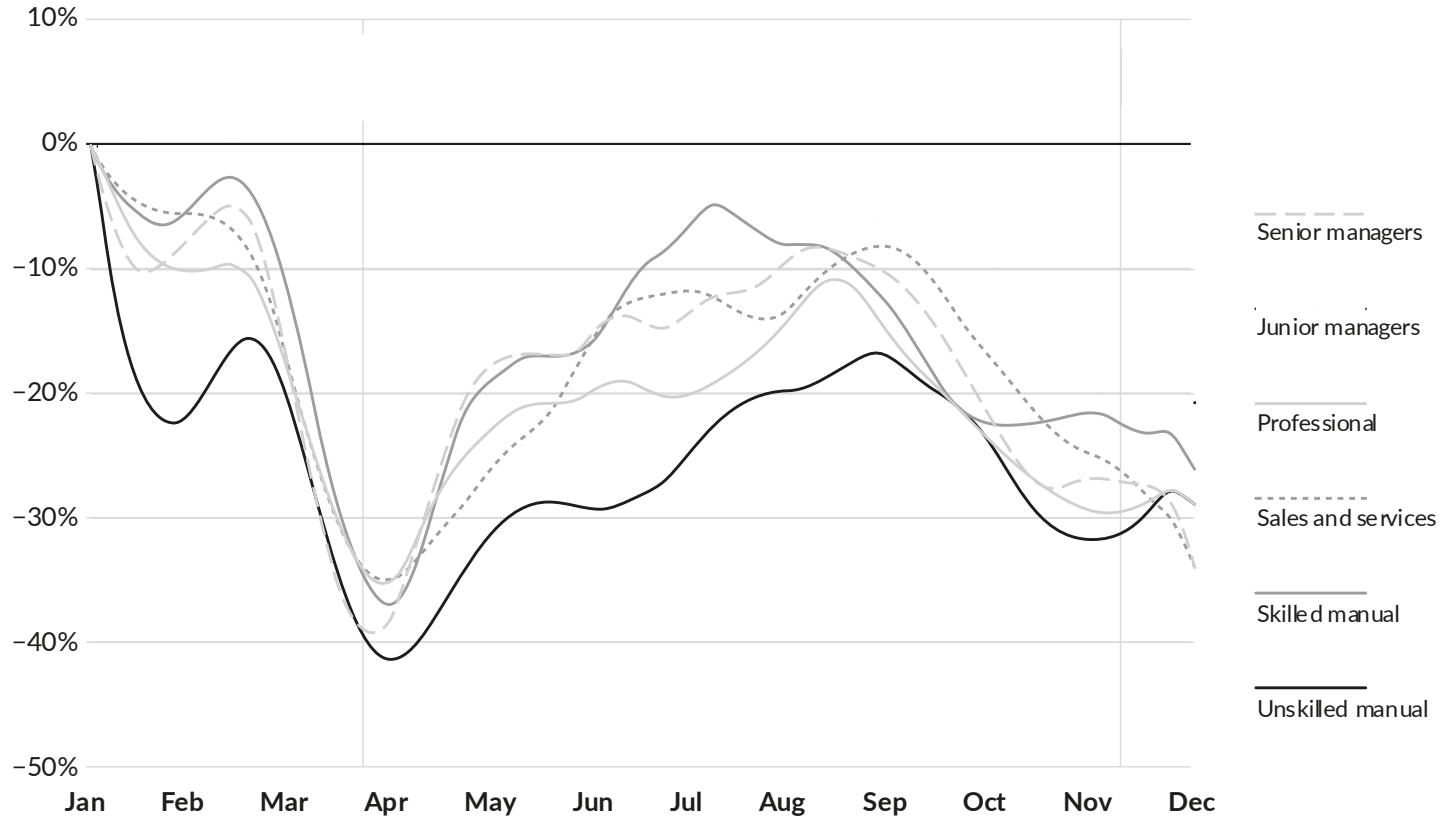


**Happiness
is a serious
business**

Nic + Marks
STATISTICIAN + SPEAKER + AUTHOR

Tracking weekly happiness (2020 - UK)



Happiness is ...
a good-bad signal

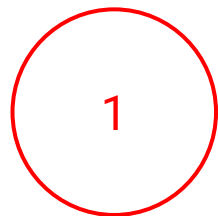
(when things are good, we feel good)

When we feel good
We do good work

(it works the other way round)

How happy were you at work last week?

How happy were you at work last week?



Unhappy



OK



Happy

OK

is the most expensive
word in business

“OK” employees are:

2x more likely to quit (next quarter)

3x more likely to get burnout

4x more likely to miss their targets

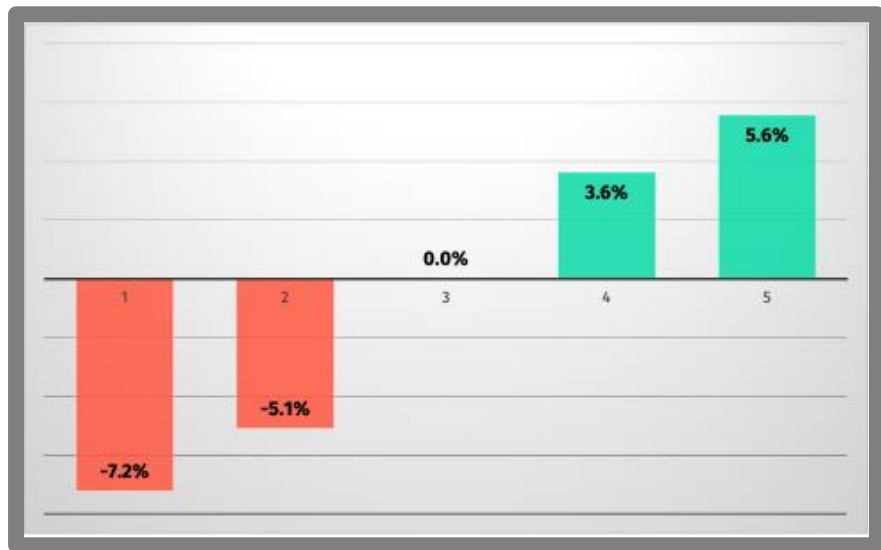
Causal impact of mood on sales

British Telecom

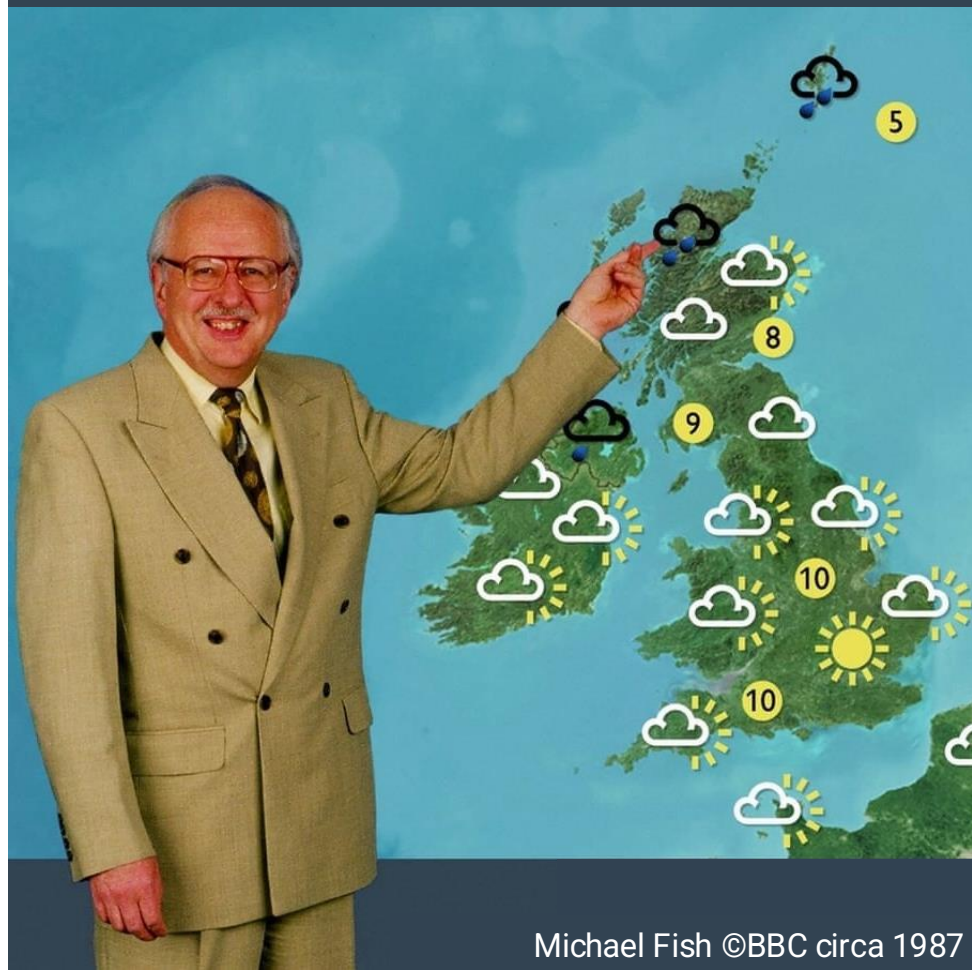
Oxford University Study



Happy operators sold 13% more



SUNNY => POSITIVE MOOD => SALES



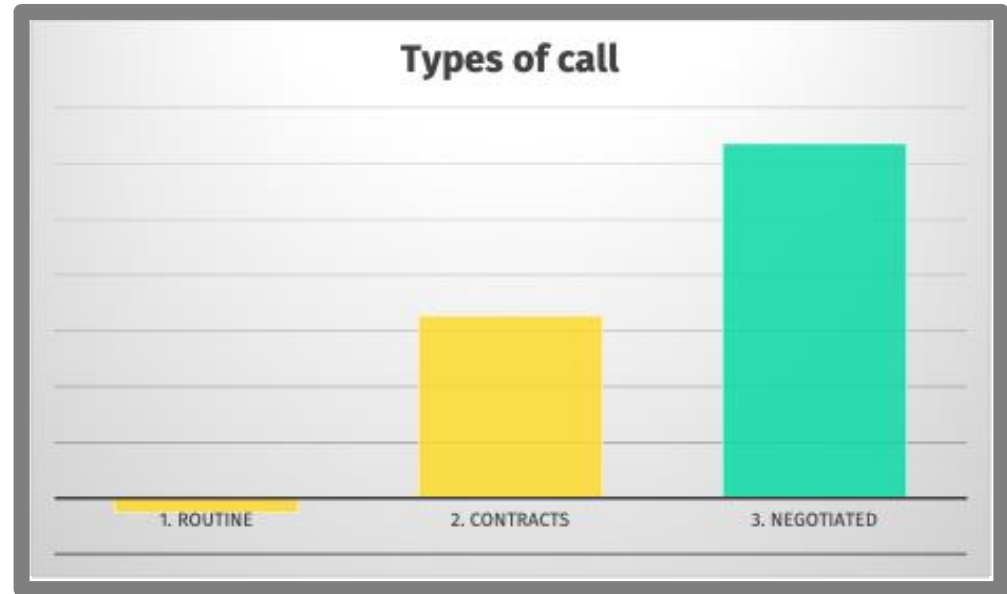
When we feel good
We do good work

(but why?)

Different types of calls

1. Simple order taking
2. Contracts
3. Re-contracting (often unhappy customers)

(increasing complexity)



Feeling good
helps us deal
with complexity

(which challenges a common
misunderstanding about happiness)



Stupid • Annoying • Yellow



Primary Emotions
(Darwin, Ekman)

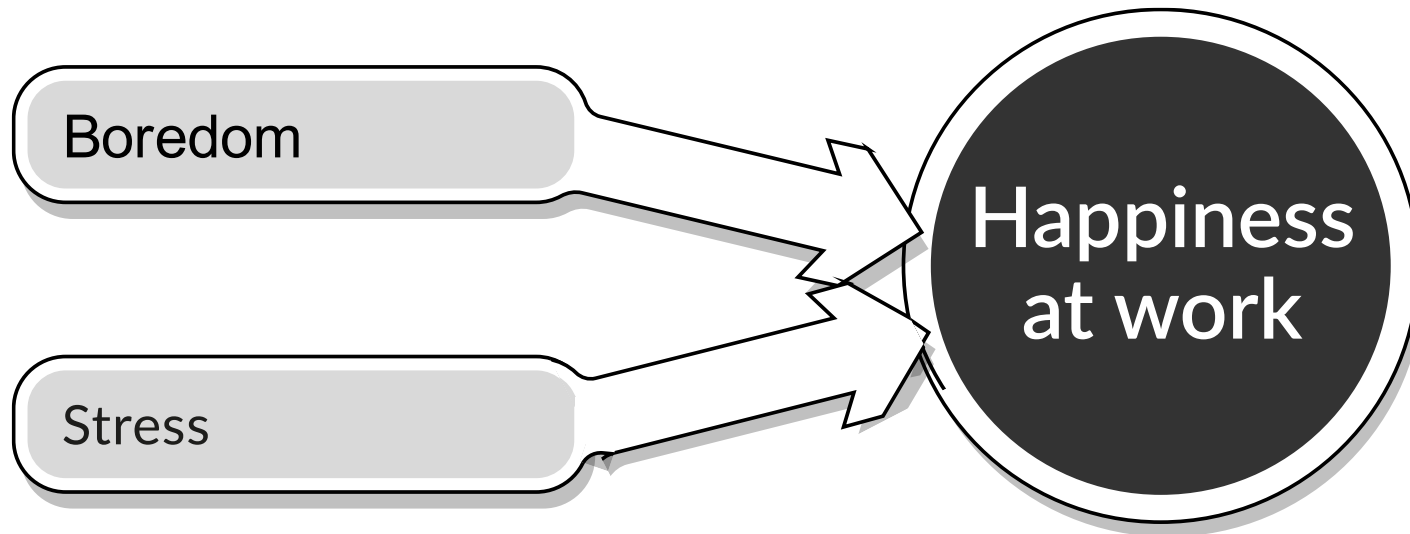
Broaden and Build Theory of Positive Emotions:

- **Broaden** our repertoire of responses and mindset
- **Build** our personal resources

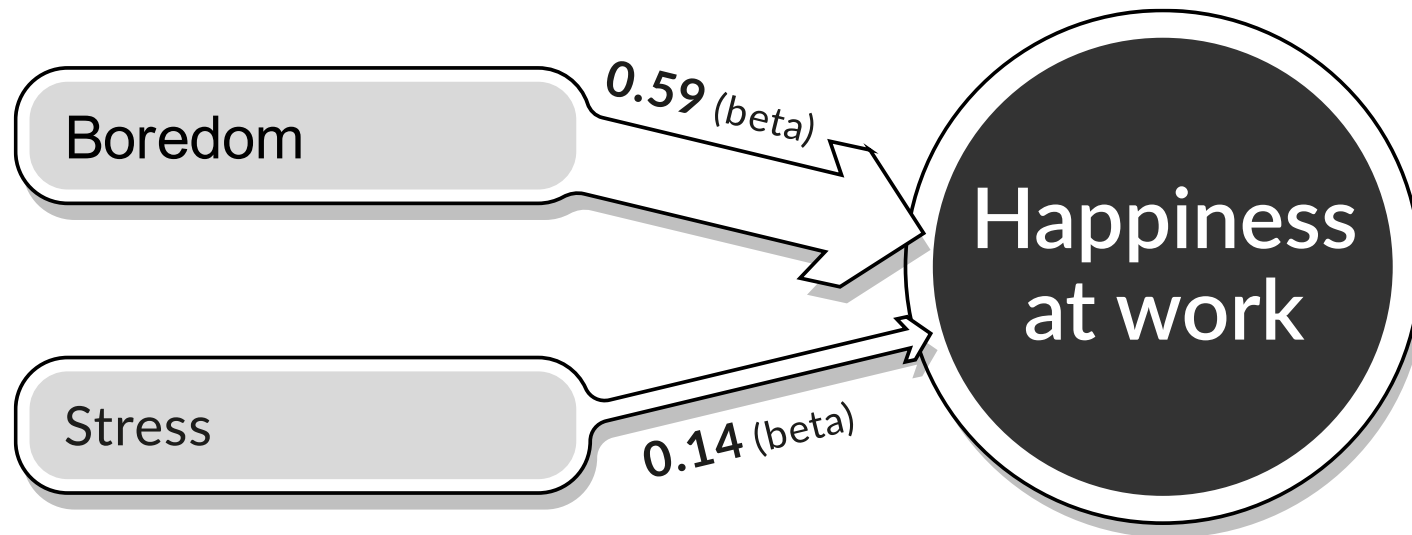


Barbara Fredrickson (2010): Positivity

Stability ↔ **Change**
(stress) (boredom)



$$X = a + bY$$



Boredom is 4x worse than stress

A good job is interesting
but not too stressful

(stress is still important)

SMOKER

If you are feeling stressed, take a break and do what a **SMOKER** would do ...
(but don't actually smoke!)

Stop what you are doing

Move your body, go

Outside

Kickstart conversations

Exhale for longer than you inhale

Reflect on what caused the stress

A good job is interesting
but not too stressful

(teams matter)

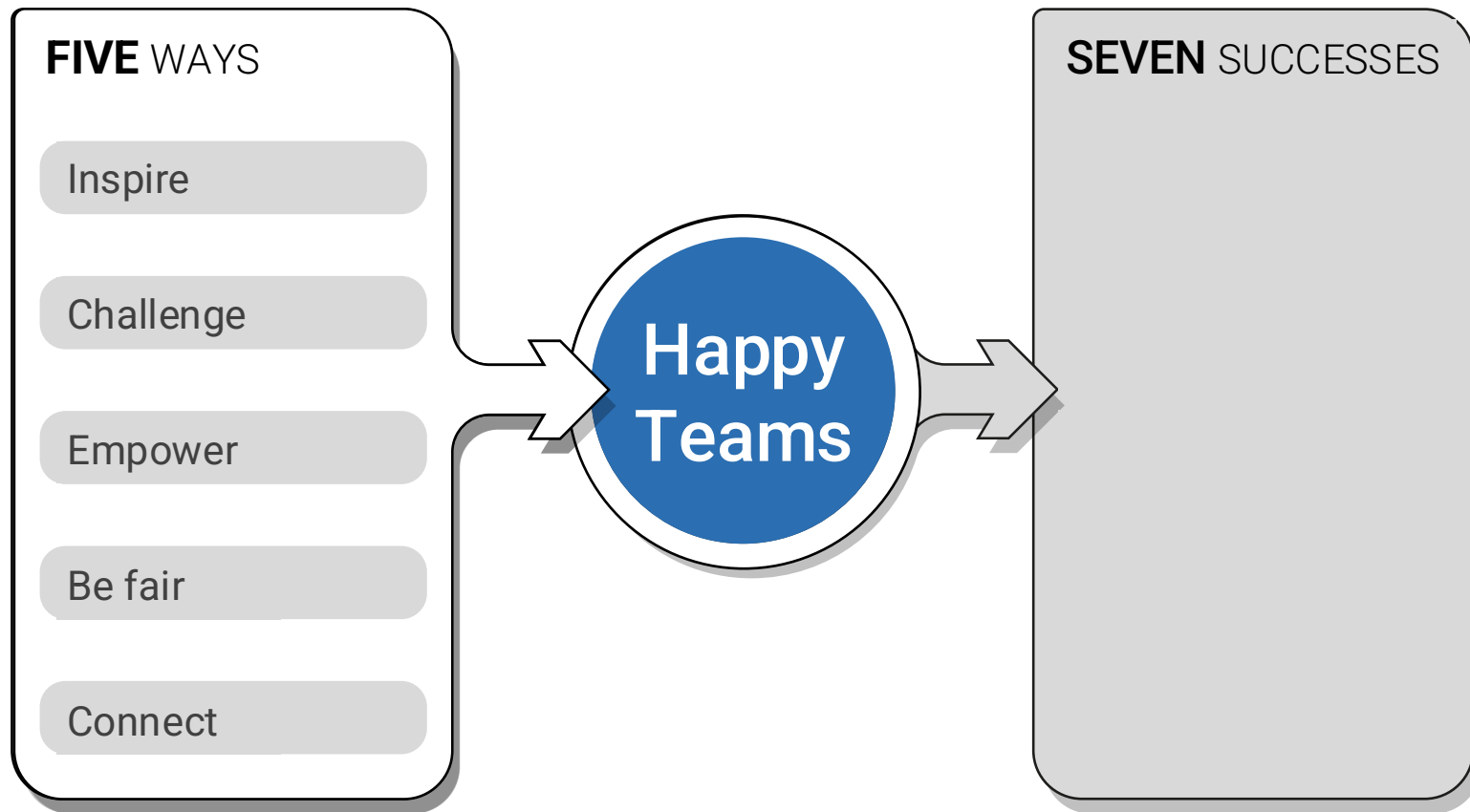
How do you build
happy teams?

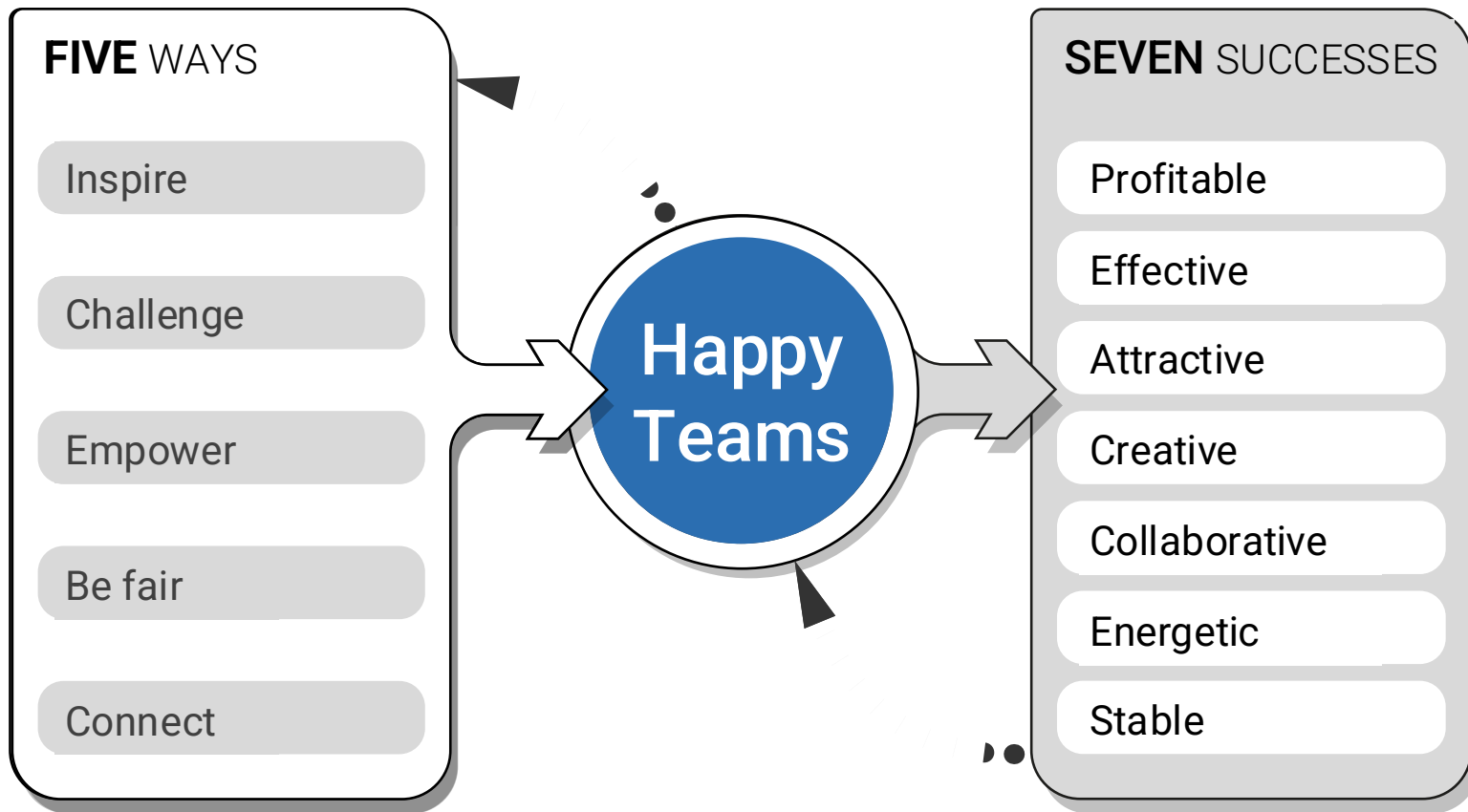


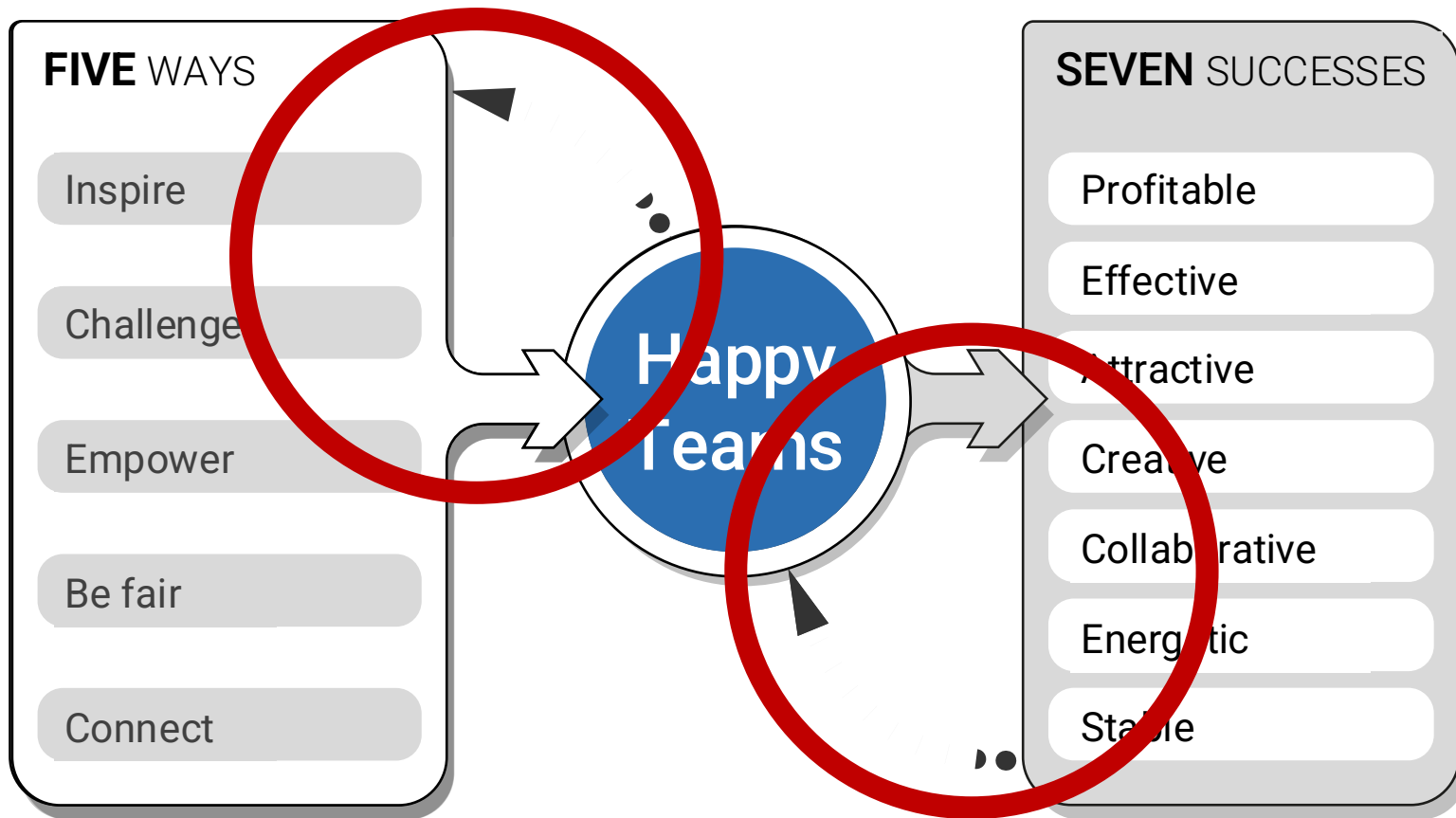
FIVE WAYS

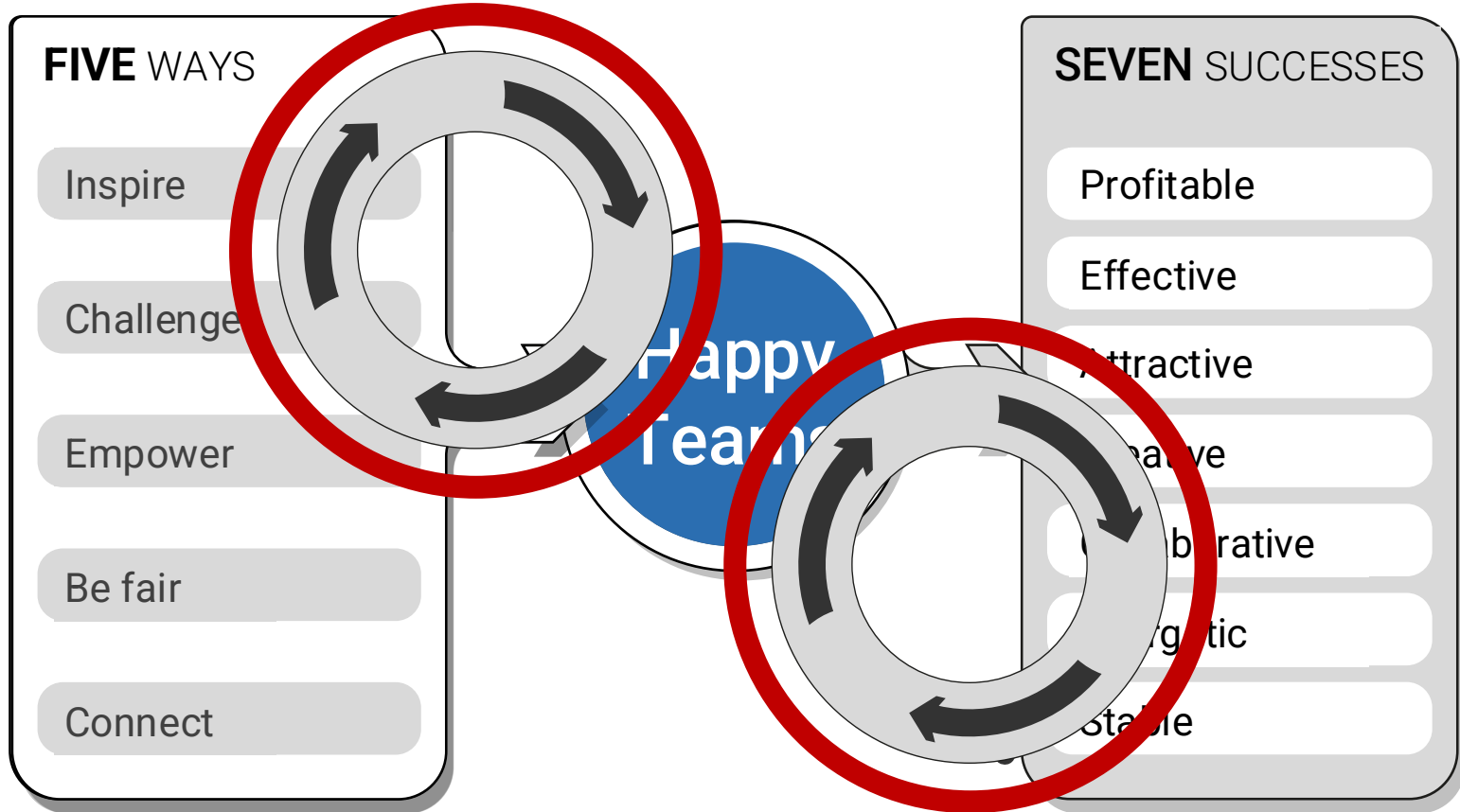


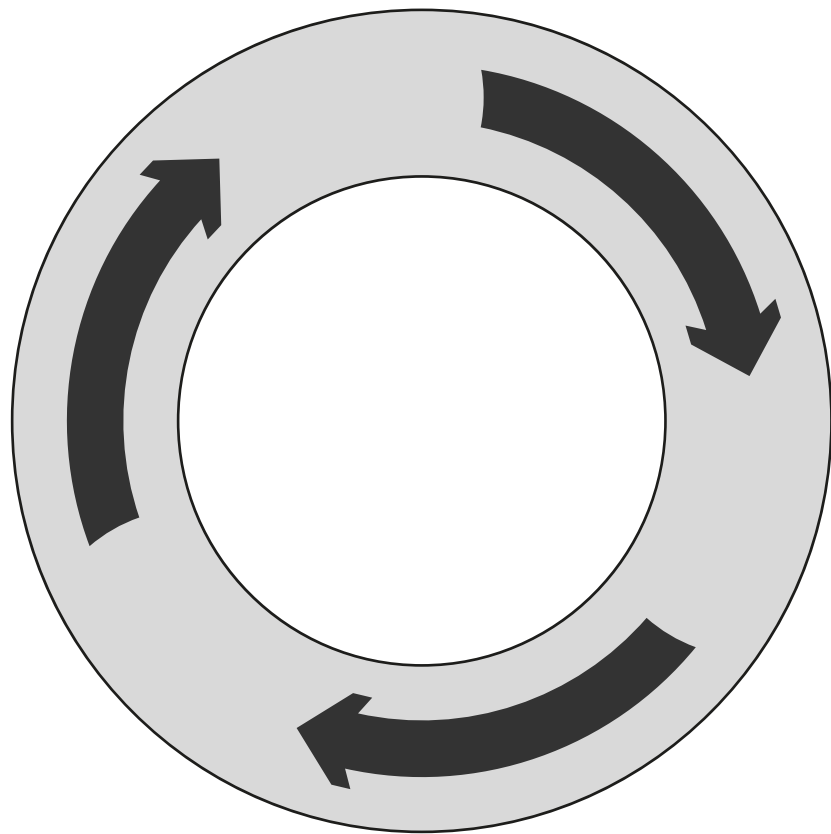
Happy
Teams

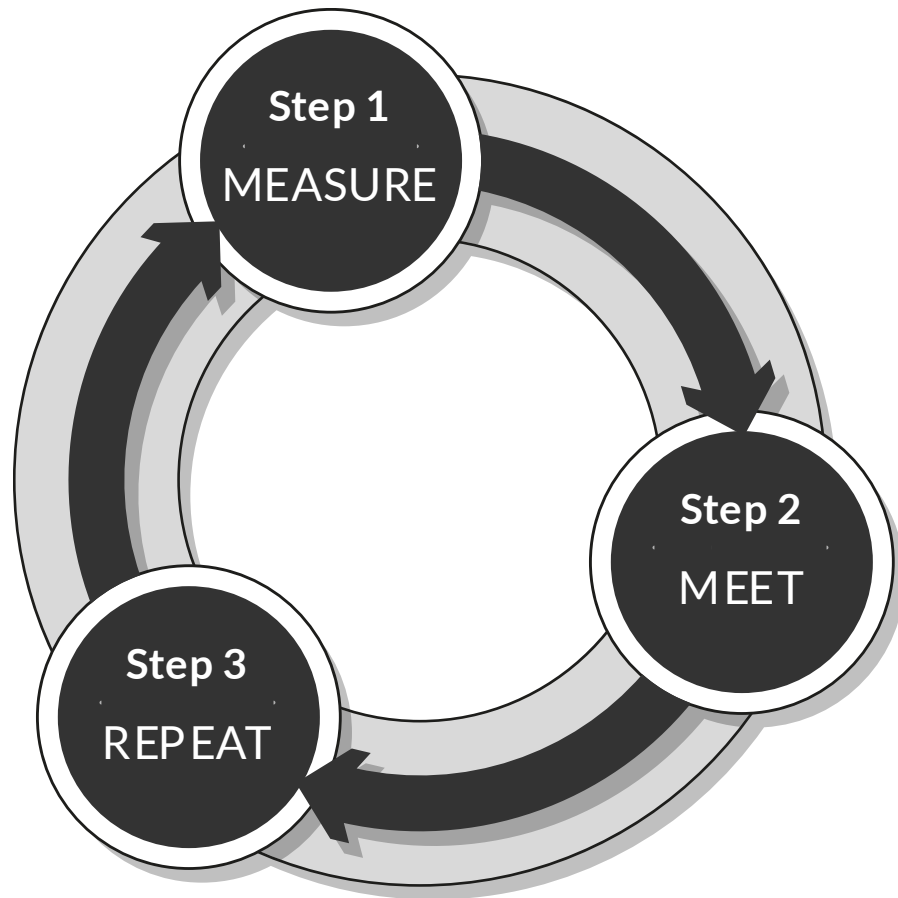












“I haven’t got
the time”

Every team leader ever
(6.4 – 11.6)

Time is
the currency
of relationships

Three Greek Gods of Time



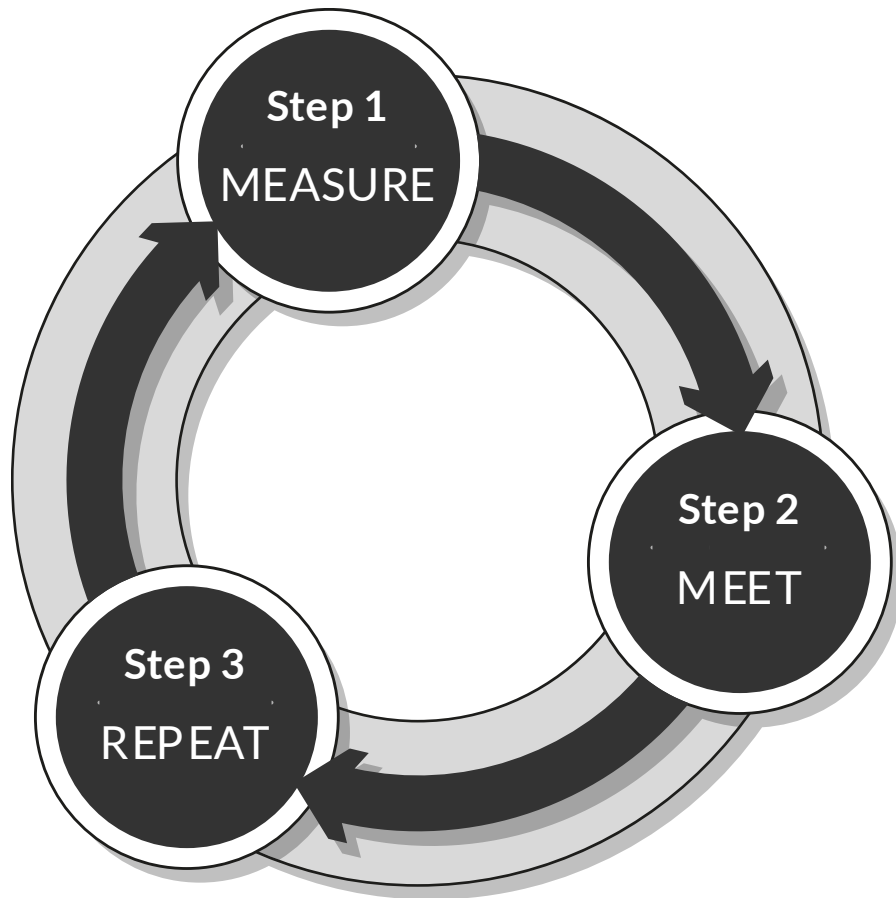
Chronos



Aion



Kairos



Weekly Practice

Three questions to ask your team every week

- What went well last week?
- Who do you want to thank?
- Are there any frustrations holding you back?

Quarterly Practice

Take care of team culture (The Five Ways)

- Schedule time to connect with each
- Reflect on HOW you work together
- Run experiments of doing things differently (repeat)

“OK” employees are:

2x more likely to quit (next quarter)

3x more likely to get burnout

4x more likely to miss their targets

In a world that is increasingly
complex and uncertain

Can you afford to ignore happiness?

Nic + Marks

STATISTICIAN + SPEAKER + AUTHOR