

Applying the Science of Happiness to Enhance Efficiency of Teams

WA State 2023 Lean Conference:
Transforming Ideas Into Action

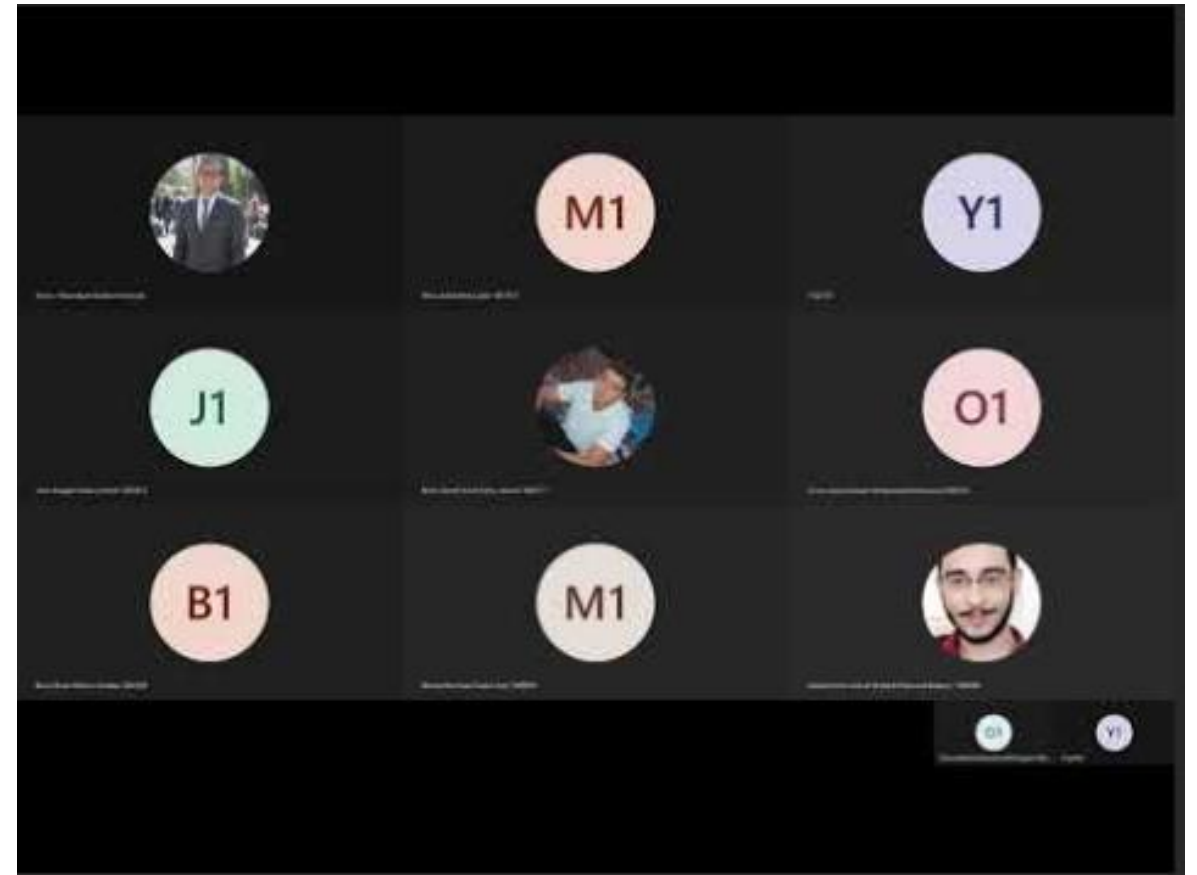
Jason D. Feldman
Michelle Yingyi Zou

Agenda

1. What makes an effective team
2. Science-based study on team wellbeing
3. Practice some techniques (The HOW)
4. Fun Audience Participation & Discussion.

A real story:

Why a result-driven team had a low employee satisfaction score?



Video conference without camera on, only see icons of participants



If you are working in an effective team, how will you feel when you come to work in the morning?

Please share your thoughts in the chat.

Having a sense of belonging and relationship with their colleague impact employee engagement and satisfaction.

Q5: My manager, or someone at work, seems to care about me as a person.

Q6: There is someone at work who encourages my development.

Q7: At work, my opinions seem to count.

Q8: The mission or purpose of my company makes me feel my job is important.

Q9: My coworkers are committed to doing quality work.

Q10: I have a best friend at work.

Gallup's Q12 Employee Engagement Survey

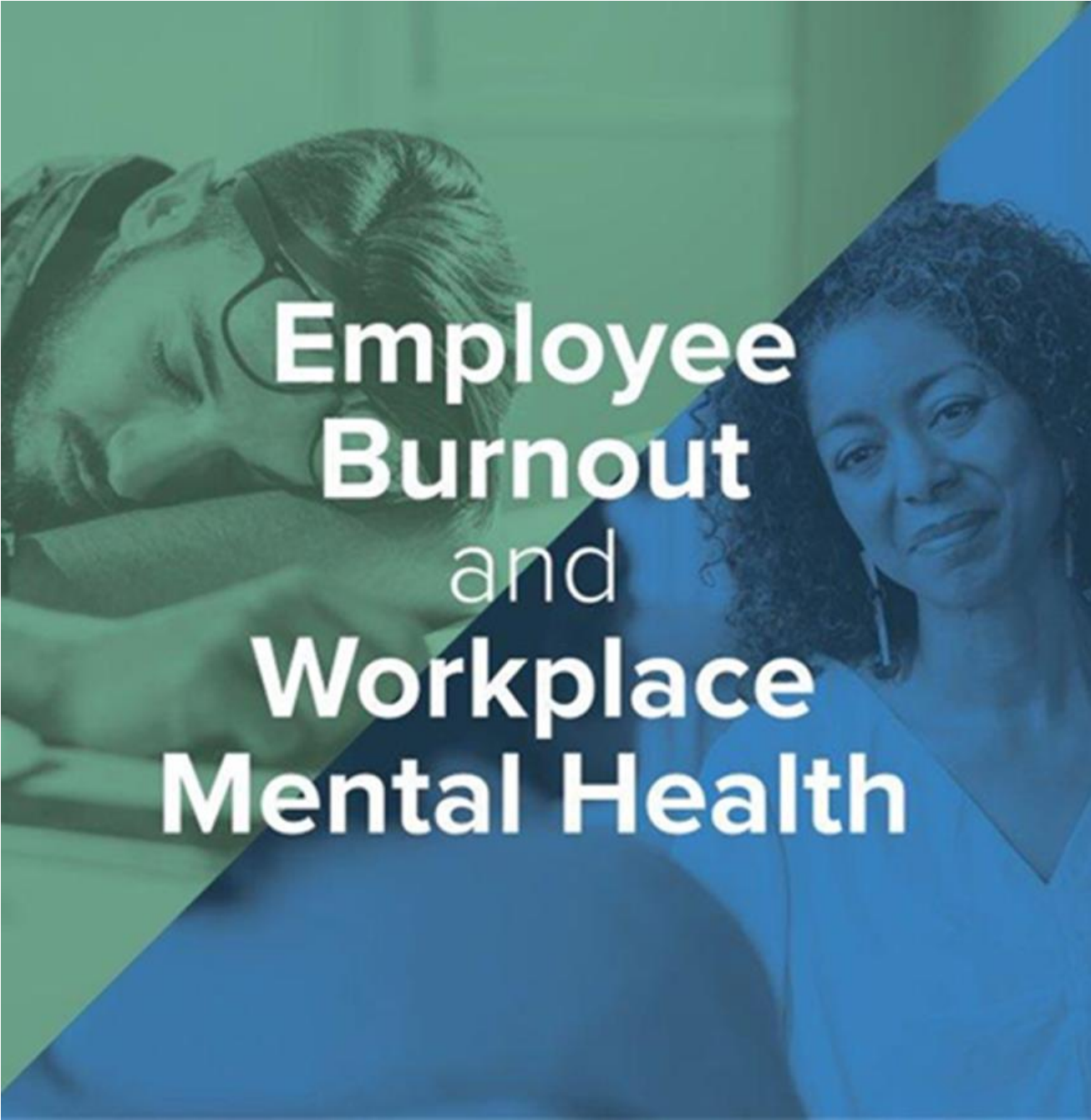


Employee happiness & wellbeing intersect w/ WA Dept. of Health's 5 current Strategic Priorities:

- **Health & Wellness**
- Health Systems & Workforce Transformation
 - Environmental Health
- Emergency Response & Resiliency
 - Global Health

Employee happiness & wellbeing has been defined as a TOP strategic post-pandemic corporate agenda priority

All things are one and all things are related.
Joseph Campbell



Employee Burnout and Workplace Mental Health

Back to Michelle's story:

Team relationship building starts with the leader leading with empathy and authenticity.



Video conference with camera on to show participants faces

How can we create
a **positive working environment**
and **increase employee wellbeing**
which will lead to
higher engagement
and better performance?

How can we create a positive working environment and increase employee wellbeing which will lead to higher engagement and better performance?

Science-based techniques to develop effective teams

- Focusing on relationships and emotional wellbeing of employees
- As a result, enhancing inclusion and belongings for diverse workforce

A new field of study

Certificate Training Programs:



Fla. Int'l Uni. "Chief Happiness Officer"
→ World Happiness Summit (WOHASU)

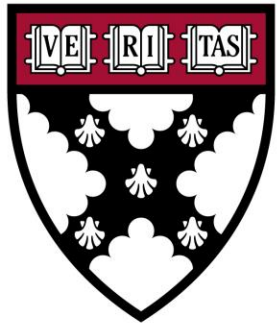
World's first
Master of Arts
in Happiness Studies



Courses in Happiness at:



A new field of study



Harvard
Business
School

◀ Mail 4:51 PM

Harvard Wants M.B.A.s to Learn How to Be Happy at Work

To lead a happy team, you have to learn to be happy yourself, according to a Harvard Business School course that's been popular in the pandemic

By [Lindsay Ellis](#)

Feb. 14, 2022 6:00 am ET

➞ SHARE

▶ Listen to article (6 minutes)

A hot course at Harvard Business School promises to teach future leaders an elusive skill—[managing happiness](#). One of the toughest parts is just getting a spot in the class.

As business schools train the corporate chieftains of tomorrow, skills like emotional

The HOW -- some techniques:

1. Caring about individual team members instead of only focusing on tasks
2. Leading with empathy and authenticity
3. Expressing gratitude and appreciation to increase relational and emotional wellbeing



Activity

Think about your coworkers,
type in the chat a hobby or
something they are passionate
about without listing people's
name.

Reflect: *How much do you really
know about them?*



Coworkers cheer and laugh together

1. Caring about individual team members

Cultivate REAL relationship

- Curiosity: ask questions, get to know each other as a real person
- Sharing: share your own personal life, be open to learning from one another (consider having kind curiosity towards ourselves).

2. Leading with empathy and authenticity



Brené Brown, Professor at Univ. of Houston

“To be authentic, we must cultivate the courage to be imperfect — and vulnerable. We have to believe that we are fundamentally worthy of love and acceptance, just as we are. I’ve learned that there is no better way to invite more grace, gratitude and joy into our lives than by mindfully practicing authenticity.”

--Brené Brown

How to be authentic and vulnerable

Reflect: What are personal values or interests you might share with team members for them to see you more fully and feel encouraged to share about themselves?

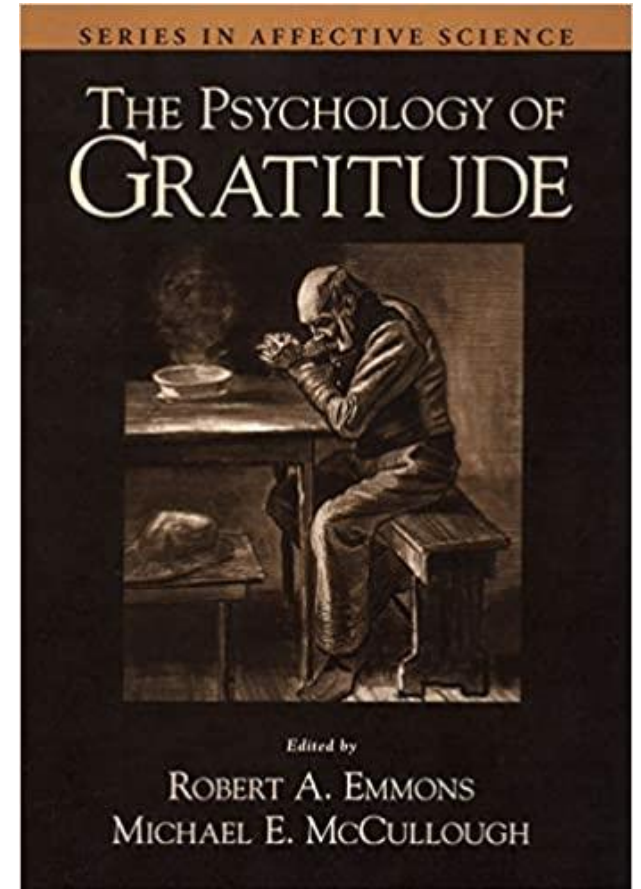
3. Express gratitude and appreciation



Dr. Robert Emmons
University of California at Davis



Dr. Michael McCullough
University of Miami



The Psychology of Gratitude book
by Robert Emmons and Michael McCullough

Daily exercise:
Five things grateful

Benefits:

- ✓ Happier
- ✓ More optimistic
- ✓ More likely to achieve goals
- ✓ More generous towards others (kinder)
- ✓ Physically healthier



Graph with a heart-shape sign

Appreciate

VERB

- to be grateful for something
- to grow in value

When you appreciate the good,
the good appreciates.



Activity

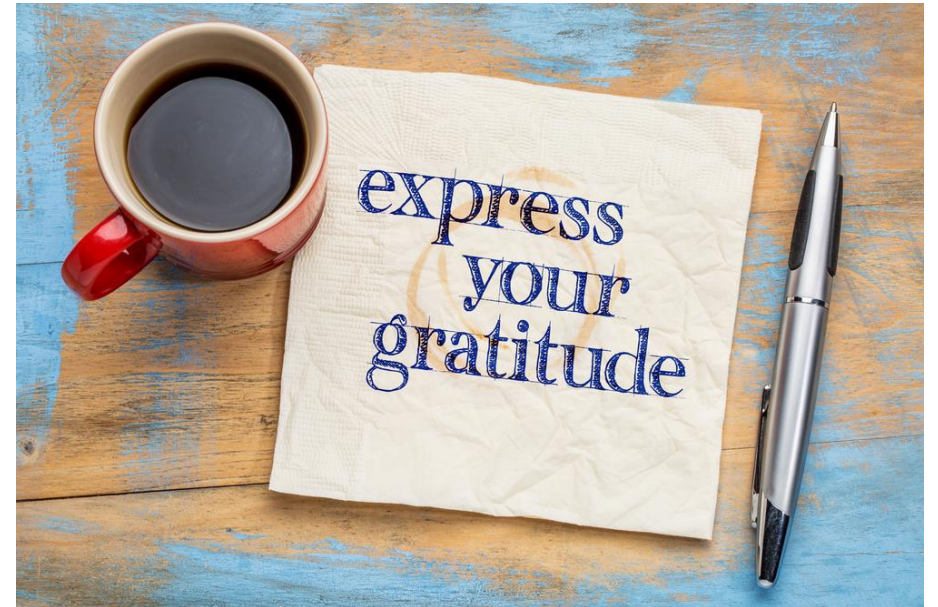
Write down 5 things
you are grateful from
yesterday.

Share in the chat:
*How does that make
you feel?*



More ways to express appreciation and gratitude

- Focus on the positive in daily life
- Express your appreciation often
- Express in weekly meetings
- Gratitude letter
 - Write a gratitude letter to your team member
 - Read the letter to this person



Graph of "express your gratitude"

THE SPIRE MODEL



(S) Curiosity,
purposeful connection, sense of
meaning

(P) Movement/stimulation,
comradery, chemical bond

(I) Inspiration, **engagement**,
enlightenment

(R) Social entanglement, friends,
family (key predictor of longevity)

(E) Balance, grounded, adjusted.

By Dr. Tal Ben-Shahar, Co-founder of Happiness Studies Academy

Source: Happiness Studies Academy

Summary

How can we create a positive working environment and increase employee wellbeing which will lead to higher engagement and better performance?

Science-based techniques to develop effective teams

➤ Focusing on relationships and emotional wellbeing of employees

1. Caring about individual team members instead of only focusing on tasks
2. Leading with empathy and authenticity
3. Expressing gratitude and appreciation to increase relational and emotional wellbeing

Thank you!!!

**Fellow
Happiness
Journeyers**

***Work
Best Friend***

***Tal Ben-
Shahar
(HSA)***

***Kim
Concepcion
(WA DOH)***

***Joanne Lee
(WA DES)***

***Results WA 2023
Conference
organizers***

***Cheri
Levenson***

You Rock

***Professional
coaches &
therapists***

***Authentic,
caring
leaders***

***Angi Miller
(WA DOH)***

***...Teachers
& Students***

