

Employee Moral: What Makes Us Happy at Work?

Carolyn Taylor-Christensen
carolyntaylor@utah.gov 801-468-0061

Alexander Kjerulf: Happy Hour is 9 to 5 Ken Blanchard: Gung Ho

1. Work itself

- Squirrels = “worthwhile work”. “People have to understand how what they do contributes to the well-being of humankind—makes a difference in their own patch of forest.”
- The real secret is discovering what you do naturally and then figuring out how to benefit the organization with those things you do best. Types and needs
 - a. Hardworker (horse)-doesn't mind the tough jobs, keeps deadlines & meets goals, has great follow-through---needs clear directions & leave them alone, give big projects with lots of details, let them fix their own mistakes
 - b. Motivated (rabbit)-likes to work under pressure, makes quick decisions & gets right to work, always ready to help---give them directions and cheer them on, don't worry that they are scattered they will get it done, recognize their accomplishments
 - c. Dedicated (turtle)-can't work under pressure, loves organization/detail, very dependable---give them small/manageable jobs, give them time to think before they act/answer a questions, remind them of deadlines
 - Loving the work that you do can make you happy

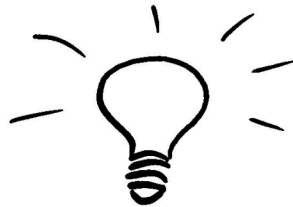
2. It ain't about what you *got*, it's about what *you do*

- You may *have* a great boss, a great team, fun tasks and a lot of fun. But it's what *you've done* that makes it so. And it's what you *do today* that will keep it so
- Beaver = willing to work very hard for as long as it takes to make sure the job gets done
- Employee moral is EVERYONE'S responsibility-if you want to be happy at work it's ultimately up to you
- Make a pig commitment

3. Relationships

- This is by far the most important aspect because it's what sustains us over time.
- We do not turn to others to create this atmosphere, we all cheer and we all take the lead.
- Geese=everyone takes turns being the leader and everyone takes turns cheering each other on

- “Blessed is the leader who seeks the best for those he serves”
- “ Leadership is an action, not a position”
- “Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”
- “Teamwork divides the task and doubles the success.”
- “No one can whistle a symphony alone. It takes an orchestra to play it.”
- Notice that it’s not the organization that is positive, learning, open, participative, meaningful or loving—it’s you -it’s us.



Learn

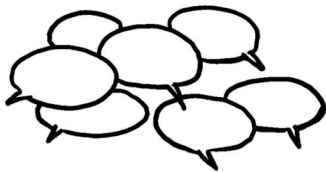


Be positive



Be open

The Six Actions
That Make Us
Happy At Work



Participate



Love



Find Meaning

Happy action #1: Be positive

Positive people and positive workplaces choose to focus on possibilities, solutions, advantages and fun. It's not that they ignore problems, disadvantages and threats—far from it—it's just that they have found that being positive makes you both happier and more efficient.

- a. Praise
 - b. Laugh
 - c. Make a “You wouldn't believe it!”
 - d. Do a reframe to turn a negative situation into a positive one
 - e. Have a “Zany Award” that is passed around the team when something crazy happens.
 - f. Relax and find the
- Being positive allows us to create productive relationships with others.

Happy Action #2: Learn

We're either growing or we're shrinking; there's no in-between. There are many ways to learn in the workplace. You can be learning professionally and getting better at your job, or you can be learning about yourself, the people around you, and the workplace.

- a. Take a course in something job related or totally unrelated
 - b. Learn something new about a co-worker every day,
 - c. participate in meetings,
 - d. teach,
 - e. swap jobs,
 - f. try something new and don't be afraid to fail.
- Willingness to learn and be open to new ideas shows our commitment to our relationship to others.

Happy Action #3: Be open

We're much more likely to be happy at work if we can be ourselves and behave openly. Conversely, having to always hide our real thoughts and emotions will make us unhappy at work.

- Healthy communication includes:
 - a. talking to the person who can do something about it-not gossiping to others
 - b. talking to the person at the right time-not when you are very upset or pressed for time
 - c. be willing to be part of the solution-not just pointing the finger and saying “fix it”
 - d. stick to the issue at hand-don't dig up old stuff
 - e. don't just complain-also appreciate what's good/right

- f. be willing to listen calmly when someone wants to openly communicate with you
- Allowing for healthy open communication validates our relationship with others

Happy Action #4: Participate

Psychological studies show again and again that a fundamental basis for our happiness is the ability to control our own environment. When we are involved in the decisions that matter to us, when we can participate actively in creating our future, when we feel active rather than passive, we are much happier.

- I'm sure you have many good ideas. Do you contribute them? If all you are doing is following, it will wear you out!
- Authentic participation is key to feeling like you are in a reciprocal relationship with those you work with!

Happy Action #5: Find meaning

To anyone who still think that happy employees don't work hard—you've got it exactly backwards. Most people are happy only when they do purposeful work and get great results.

- To discover meaning in your job, if it's not already clear to you, ask yourself:
 - a. Who am I making happy in the company?
 - b. Who am I making happy outside the company through my work?
 - c. Who is the company making happy? How am I contributing to this?
- It's important to make results visible so that you can see what you've achieved. Here are some ways to do it:
 - a. Keep a to-do list so that you can tick off completed tasks and see how much work you've done every day or every week.
 - b. Print out a list of finished tasks and hang it up. The list showcases everyone's progress and accomplishments.
 - c. Write results on a whiteboard for everyone to see.
 - d. Publish statistics on the company intranet.
- Finding meaning in what you do every day will help you appreciate the common goal that you and your co-workers are working toward and it will enable you to support yourself and others through your relationships

Healthy Action #6: Love

When asked what employees valued most in a company the responses are things like friendly co-workers, a supportive boss, a team that accepts me for who I am ... simple signs that people cared about each other

- It's not like there's only so much happiness at work to go around, and if others have too much, there won't be enough for you. No, the very best way to make yourself happy at work is to make others happy because:
 - a. Making others happy at work is a pleasure in itself.
 - b. Happiness is contagious, so more happy people around you means more happiness for you.
 - c. If you make others happy at work, there's a good chance they'll want to make you happy in return.
- Ways to do this include:
 - a. random acts of workplace kindness
 - b. saying good morning and goodbye
 - c. taking a genuine interest in other people's lives
 - d. be willing to help out
 - e. take time to socialize
 - f. make love the foundation of your work

“The most powerful force in business isn't greed, fear, or even the raw energy of unbridled competition. The most powerful force in business is love. It's what will help your company grow and become stronger. It's what will propel your career forward. It's what will give you a sense of meaning and satisfaction in your work, which will help you do your best work.”

—Tim Sanders,

- If you love the people that you are working with you will create genuine relationships that will infuse everything you do with meaning and purpose and make you and those you are around really happy at work

So to wrap things up, here are the ingredients to increase employee moral and make us happy at work:

Realize we do valuable, worthwhile work

Understand that workplace happiness begins with me

Foster relationships that are genuine, committed, validated, reciprocal, supportive, and productive