We help people and organizations thrive by cultivating the competitive advantage of happiness.
“Facility management responsibilities include a diverse field of skills that asks a lot of those who work in it. The professional, interpersonal, and even emotional demands that FMs face every day are significant, and they can seem to come from all directions.”

Tiffany Bloodworth Rivers on October 3, 201
Read more at https://www.iofficecorp.com/blog/top-10-skills-every-facilities-manager-needs#7IBMdIIxjuWjkZjT.99
5 Challenges Facing FM’s:

1. Controlling costs
2. Coordinating teams
3. Handling failures
4. Maintaining aging equipment & facilities
5. Managing time
Happiness is no longer some frivolous concept, as evidence mounts that it has a powerful impact on everything from physical health to employee productivity.
You cannot pour from an empty cup.
The Elephant: Stress & Burnout

83% of US workers 

300B lost productivity in US 

1M workers are absent every day due to stress 

65% report higher stress levels than 5 years ago

2/3 of full-time workers experience burnout on the job

3X more likely to quit if burned out

1 in 5 highly-engaged employees are simultaneously burned out

46% greater healthcare spend among stressed employees

I. The American Institute of Stress  
II. Korn Ferry  
III. Gallup  
IV. Yale University, the University of Leipzig, and the WHU-Otto Beisheim School of Management  
V. Everest College Health Advocates
Has your level of stress increased, decreased, or stayed the same over the course of your career in FM, on the average? R=525

- Increased: 54%
- Decreased: 16%
- Stayed the same: 30%

What are the primary causes for your job-related stress? R=523

- Not enough time in a day to get it all done: 59%
- Lack of budget resources: 50%
- Demands of the job changing too quickly to keep up: 35%
- Condition of buildings (e.g., unreliable building systems): 34%
- Dealing with the occupants: 32%
- Lack of work/life balance: 31%
- Unreasonable expectations from the larger organization: 24%
- Lack of visibility/thankless job: 24%
- Unreasonable expectations from FM management: 18%

Source: Building Operating Management survey
Burnout Defined

Physical, emotional, and mental exhaustion, caused by long-term involvement in emotionally-demanding situations.

Warning Signs

- **Exhaustion**: Emotional exhaustion, depleted, loss of energy
- **Cynicism**: Negative attitude toward clients & colleagues, irritability, withdrawal from people & activities
- **Inefficacy**: Diminished personal accomplishment, perceived decline in competence or productivity, expending energy without results

Maslach Burnout Inventory: Maslach, Christina; Jackson, Susan E.; Leiter, P. Michael; Schaufeli, Wilmar B., 1996.
Impact of Stress & Burnout

ORGANIZATIONAL
- Engagement
- Turnover
- Productivity
- Workforce Morale

PROFESSIONAL
- Work Relationships
- Respect & Trust
- Decision-making
- Innovation

PERSONAL
- Relationship with self & loved ones
- Physical, mental & behavioral health
46% of HR leaders say employee burnout is responsible for up to half of their annual workforce turnover.

2017 Employee Engagement Study by Kronos Incorporated and Future Workplace®
Positive psychological well-being and resilience are qualities and enablers that foster in all forms of change.
WELCOME TO
The Happiness Practice™

Happiness 101
The Happiness Practice™ (THP)
Measurable Wellbeing and Performance Realized.

The only workplace wellbeing and performance solution proven to measurably:

- improve emotional, behavioral and physical health
- increase happiness
- improve human and business performance (including KPI’s)
The Happiness Practice

One Solution. Measurable Systemic Impact.

The Happiness Practice™

Wellbeing: Physical, Behavioral & Emotional

- Resilience
- Innovation
- Safety
- Sustainability
- Teamwork & Collaboration
- Customer Satisfaction
- Attraction
- Engagement
- Productivity
- Retention
- Talent Optimization
The Happiness Practice

Return On Happiness™

THP Byproducts

Individual Satisfaction

1

INNOVATION: Able to generate excitement, energy and inspiration to create solutions to old and new problems

Individual Shifts

2

RESILIENCY: Able to fearlessly stretch into unknown territory and to recover from setbacks

Departmental Results

3

SUSTAINABILITY: Able to give and receive in order to thrive individually and organizationally

Organizational Impact

4
The Happiness Practice

Personal Snapshot

Personal Happiness Practice Snapshot™

John Doe  Midpoint THP™

Burnout

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Baseline</th>
<th>Mid</th>
<th>Post</th>
<th>Delta</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Feeling tired and drained most of the time</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>-2</td>
</tr>
<tr>
<td>2. Loved one immunity, feeling sick a lot</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>-2</td>
</tr>
<tr>
<td>3. Frequent headaches, back pain, muscle aches</td>
<td>5</td>
<td>4</td>
<td>1</td>
<td>-4</td>
</tr>
<tr>
<td>4. Change in appetite or sleep habits</td>
<td>5</td>
<td>2</td>
<td>-3</td>
<td>-3</td>
</tr>
<tr>
<td>Emotional</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Sense of failure and self-doubt</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>-2</td>
</tr>
<tr>
<td>6. Feeling helpless, trapped and defeated</td>
<td>4</td>
<td>5</td>
<td>1</td>
<td>-3</td>
</tr>
<tr>
<td>7. Detachment, feeling alone in the world</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>-1</td>
</tr>
<tr>
<td>8. Loss of motivation</td>
<td>4</td>
<td>2</td>
<td>-2</td>
<td>-2</td>
</tr>
<tr>
<td>9. Increasingly cynical and negative outlook</td>
<td>4</td>
<td>1</td>
<td>3</td>
<td>-1</td>
</tr>
<tr>
<td>10. Decreased satisfaction and sense of accomplishment</td>
<td>4</td>
<td>3</td>
<td>-1</td>
<td>-1</td>
</tr>
<tr>
<td>Behavioral</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Withdrawing from responsibilities</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>-2</td>
</tr>
<tr>
<td>12. Isolating yourself from others</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>-2</td>
</tr>
<tr>
<td>13. Procrastinating, taking longer to get things done</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>-2</td>
</tr>
<tr>
<td>14. Using food, drugs or alcohol to cope</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>-3</td>
</tr>
<tr>
<td>15. Taking out your frustrations on others</td>
<td>4</td>
<td>3</td>
<td>-1</td>
<td>-1</td>
</tr>
<tr>
<td>16. Skipping work or coming in late and leaving early</td>
<td>3</td>
<td>1</td>
<td>-2</td>
<td>-2</td>
</tr>
<tr>
<td>Totals</td>
<td>4.13</td>
<td>2.75</td>
<td>N/A</td>
<td>-1.38</td>
</tr>
</tbody>
</table>

Improvement: -33.3%

Happiness

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Baseline</th>
<th>Mid</th>
<th>Post</th>
<th>Delta</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. What is your level of serenity in your life?</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2. What is your level of excitement in your life?</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>3. What is your overall level of happiness (serenity &amp; excitement)?</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>4. Your ability to see opportunities, even if they appear as problems?</td>
<td>5</td>
<td>5</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>5. Your energy and inspiration to put toward creating and implementing new solutions?</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>6. Your focus on creating what works instead of defending right and wrong?</td>
<td>1</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>7. Your ability to step out of your comfort zone in order to grow?</td>
<td>4</td>
<td>5</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>8. Your ability to recover from setbacks, learn from them &amp; put them into perspective?</td>
<td>3</td>
<td>5</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>9. Your willingness to try again?</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Sustainability</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Your ability to value yourself enough to ask for help and receive it when needed?</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>11. Your ability to value others enough to offer help freely when needed?</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>12. Your commitment to thriving as opposed to merely surviving?</td>
<td>4</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Totals</td>
<td>2.58</td>
<td>3.83</td>
<td>1.25</td>
<td></td>
</tr>
</tbody>
</table>

Improvement: 48.4%
Burnout **DOWN 24%**

Happiness **UP 17%**

Innovation **UP 11%**

Resiliency **UP 6%**

Sustainability **UP 10%**

Engagement **UP 13%**

**Business Results:**
- Revenue 3.5% above plan
- Net Income 21x above plan
- Internal Operation Expense 5% below plan
THP improved business results:
- Participants handled more business with less internal expense
- Business volume and quality of delivery increased simultaneously
- Revenue and Net Income were better than plan (3.5% and 21x, respectively), and internal operation costs were below plan (5%) for the 1st 5 months of the year

THP improved quality of client delivery:
- 2% increase in Client-On-Time Rate while average turn-around times shortened an average of 5 days
- 5% increase in Response Center Shifts translate to higher quality of service when shifts were filled quickly with known resources

THP improved employee engagement:
- The 13% increase in engagement was substantiated by the 86% score of the recently administered Best-of-the-Best survey of which the national average was 40-50%
- Engagement was a direct reflection of Participant’s levels of reduced stress, increased happiness, and their commitment to R3c’s mission

THP improved culture:
- Positive impact on Participants’ individual behavior and their response to stressors
- Collaboration among peers increased
- Participants appreciated that the organization valued them enough to offer THP

Sixty-six of R3c’s employees (80%) engaged in THP between October 2018 – June 2019.
Myllymäki Primary School
Finland

Burnout **DOWN 15.7%**

Happiness **UP 10.4%**

Innovation **UP 21.3%**

Resiliency **UP 18%**

Sustainability **UP 8.2%**

Behavior **UP 8.4%**
Happiness is your innate ability to locate and cultivate serenity and excitement about your life regardless of outside forces.

The Happiness Practice™
## Signs & Symptoms of Burnout

| Physical | 1. Feeling tired and drained most of the time  
2. Lowered immunity, feeling sick a lot  
3. Frequent headaches, back pain, muscle aches  
4. Change in appetite or sleep habits |
|---|---|
| Emotional | 5. Sense of failure and self-doubt  
6. Feeling helpless, trapped and defeated  
7. Detachment, feeling alone in the world  
8. Loss of motivation  
9. Increasingly cynical and negative outlook  
10. Decreased satisfaction and sense of accomplishment |
| Behavioral | 11. Withdrawing from responsibilities  
12. Isolating yourself from others  
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14. Using food, drugs, or alcohol to cope  
15. Taking out your frustration on others  
16. Skipping work or coming in late and leaving early |

The 5 Principles of Happiness™
Be simultaneously aware of what you’re doing and how you’re feeling.
Honor Feelings

Use your internal guidance system to make requests and decisions that amplify happiness - not drama.
PRINCIPLE 3

Release Control to be Empowered

Do your very best and let go of the need to control the beliefs and behaviors of others.
PRINCIPLE 4

Co-Create What Works

Ask yourself “What works now?” to release the way things should be and explore how they could be.
PRINCIPLE 5

Learn Life Lessons

Weed destructive beliefs from your happiness garden so they do not cast shadows on the joy you wish to cultivate.
Explore:

- Which would have the biggest personal impact?
- What shifts are likely?
- Which would have the biggest organizational impact?
- What shifts are likely?
By cultivating a new way of being, you naturally cultivate a new way of doing.

- Experience Happiness
Notice…

• When you’re placing happiness outside of yourself

• When you’re giving people or outside forces too much power over your wellbeing

• Ways in which "inside-out" happiness could change your life for the better

THP Assessment:
personal.thppulse.com
Thank you!

Follow: @happychannelnow

E-mail: Team@experiencehappiness.biz

Visit: www.experiencehappiness.biz