

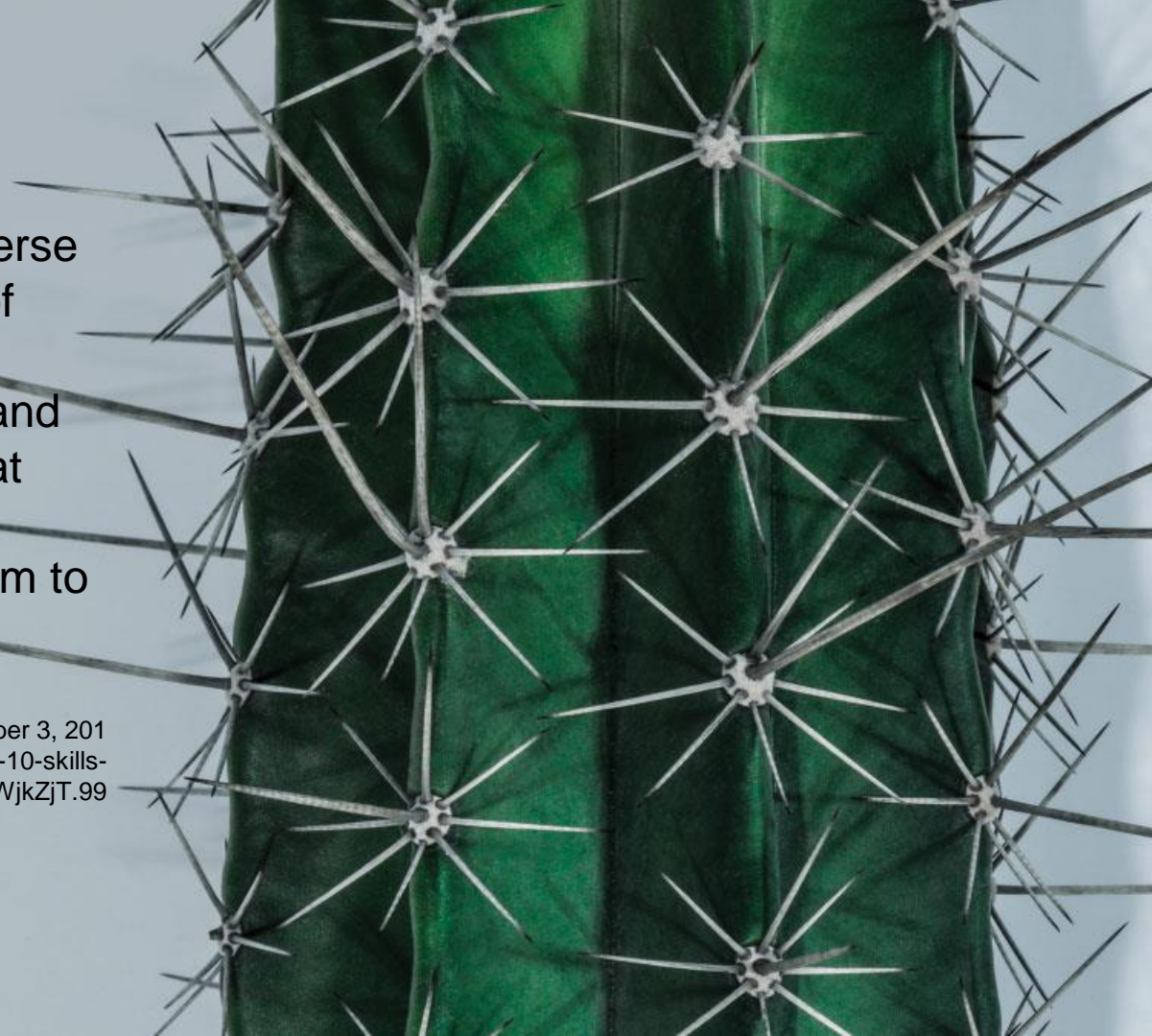


We help people and organizations thrive by cultivating the competitive advantage of happiness.

“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#7IBMdlxjuWjkZjT.99>



5 Challenges Facing FM's:

1. Controlling costs
2. Coordinating teams
3. Handling failures
4. Maintaining aging equipment & facilities
5. Managing time

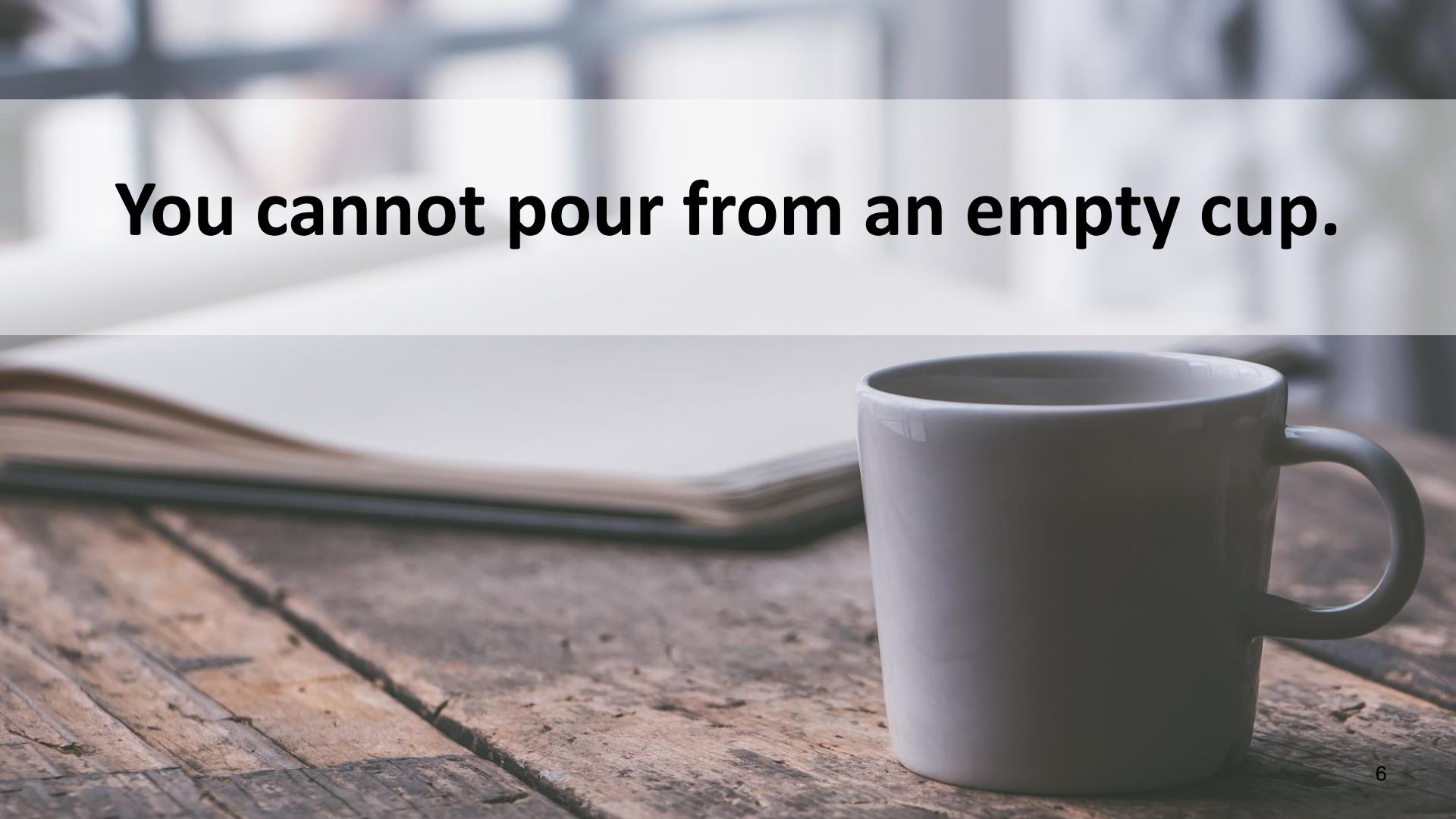


Happiness Drives Wellbeing & Performance



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 Enemy: Stress & Burnout

83%

of US workers ^I

300B

lost productivity in US ^I

1 M

workers are absent
every day due to stress ^I

65%

report higher stress
levels than 5 years ago ^{II}

2/3

of full-time workers
experience burnout on
the job ^{III}

3X

more likely to quit if
burned out ^{III}

1 in 5

highly-engaged employees are
simultaneously burned out ^{IV}

46%

greater healthcare spend
among stressed employees ^V

^I The American Institute of Stress

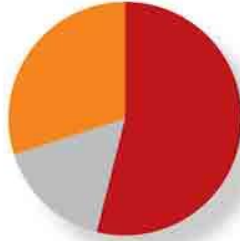
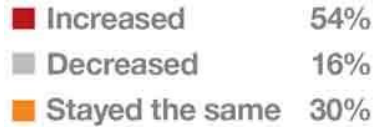
^{II} Korn Ferry

^{III} Gallup

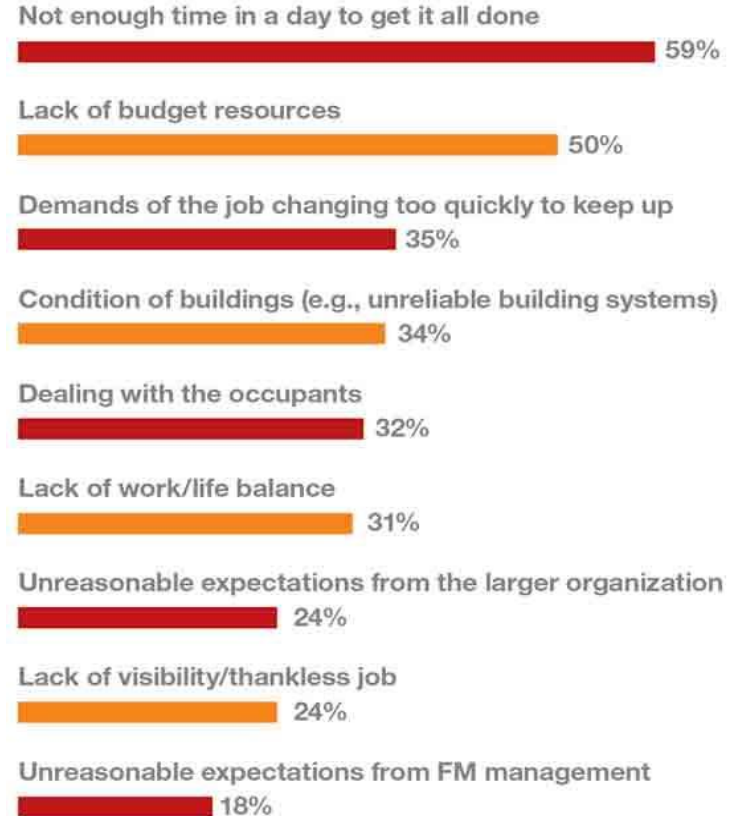
^{IV} Yale University, the University of Leipzig, and the WHU-Otto Beisheim School of Management

^V Everest College Health Advocate

Has your level of stress increased, decreased, or stayed the same over the course of your career in FM, on the average? R=525



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



Source: Building Operating Management survey

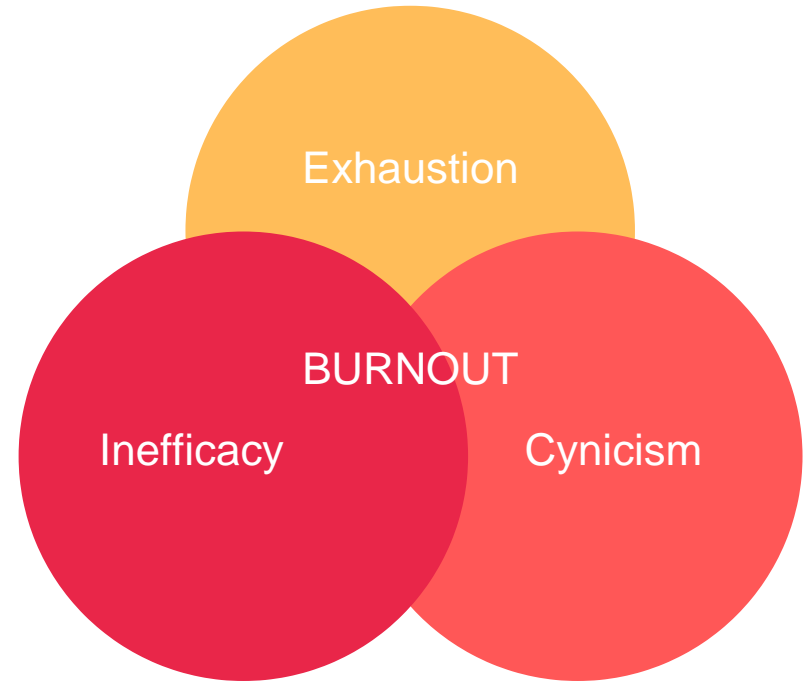
Burnout Defined



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



Impact of Stress & Burnout



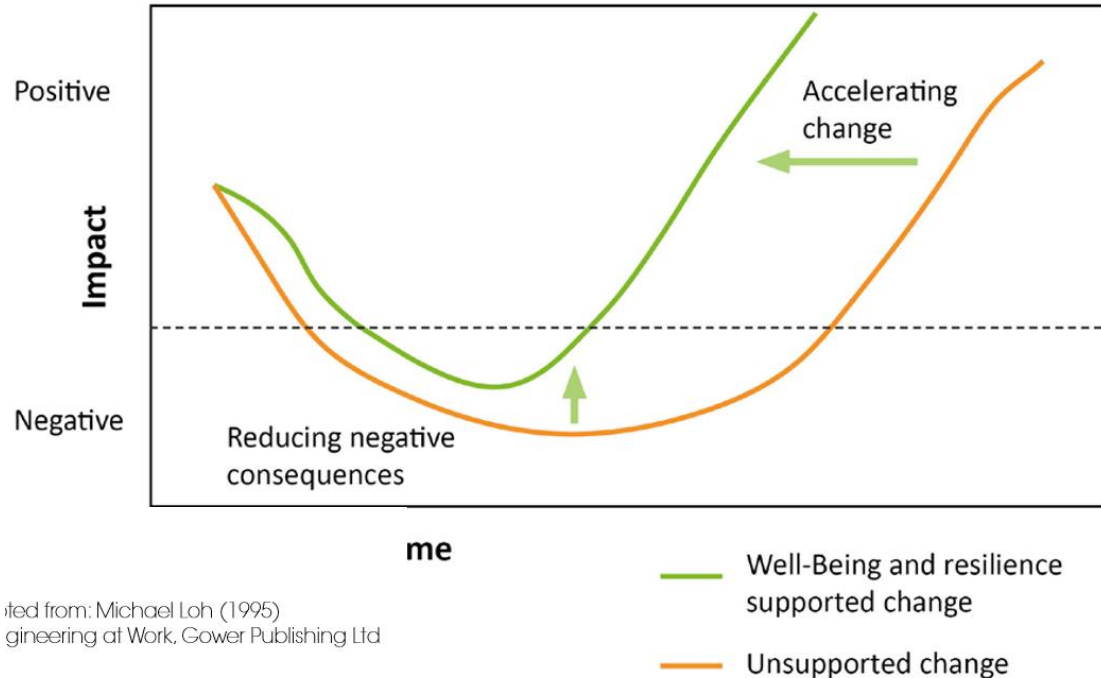
Burnout Drives Turnover



“

46% of HR leaders say employee burnout is responsible for up to half of their annual workforce turnover.

Happiness: A Change Management Strategy



Adapted from: Michael Loh (1995)
Engineering at Work, Gower Publishing Ltd

“

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.

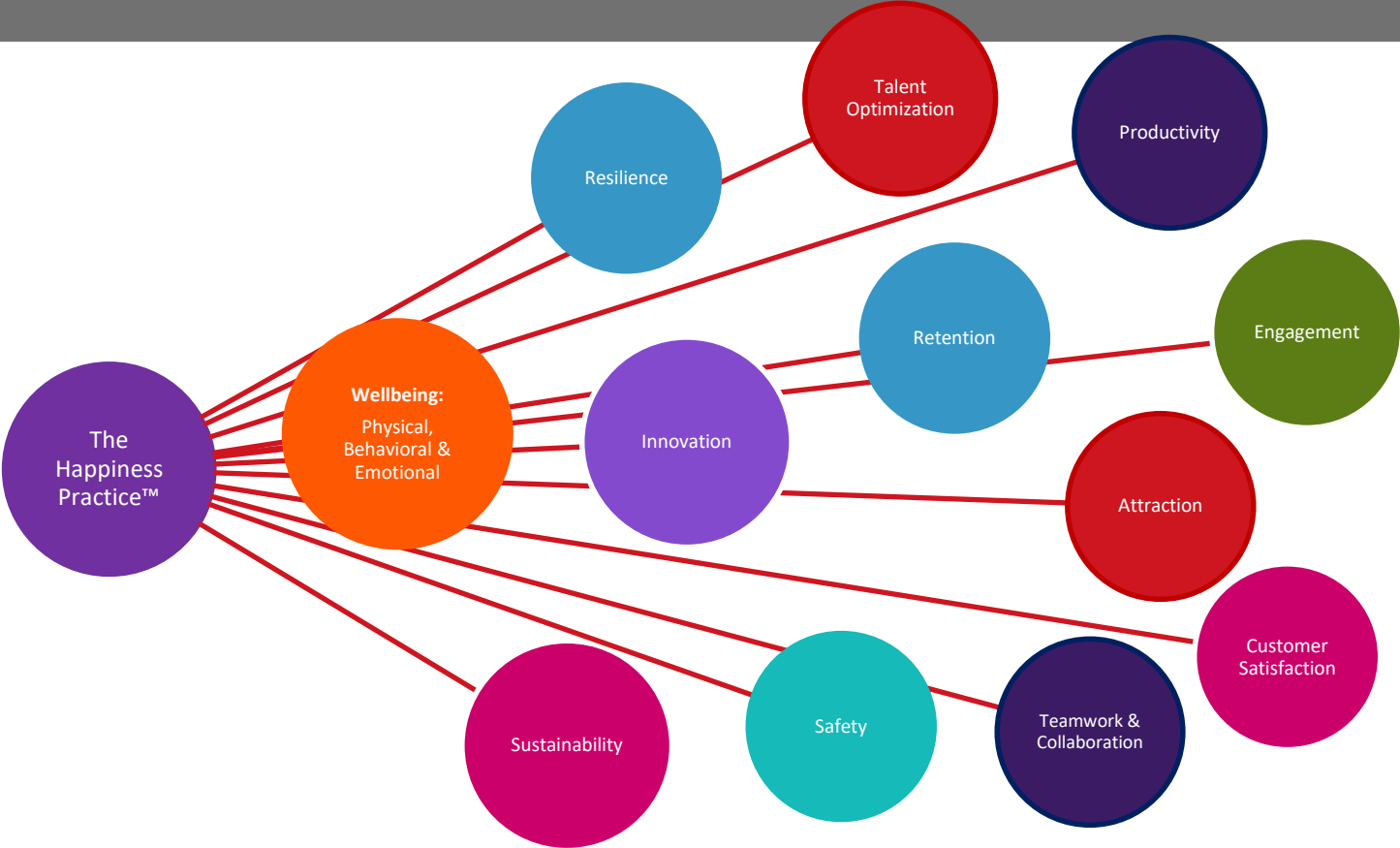


The only workplace wellbeing and performance solution proven to measurably:

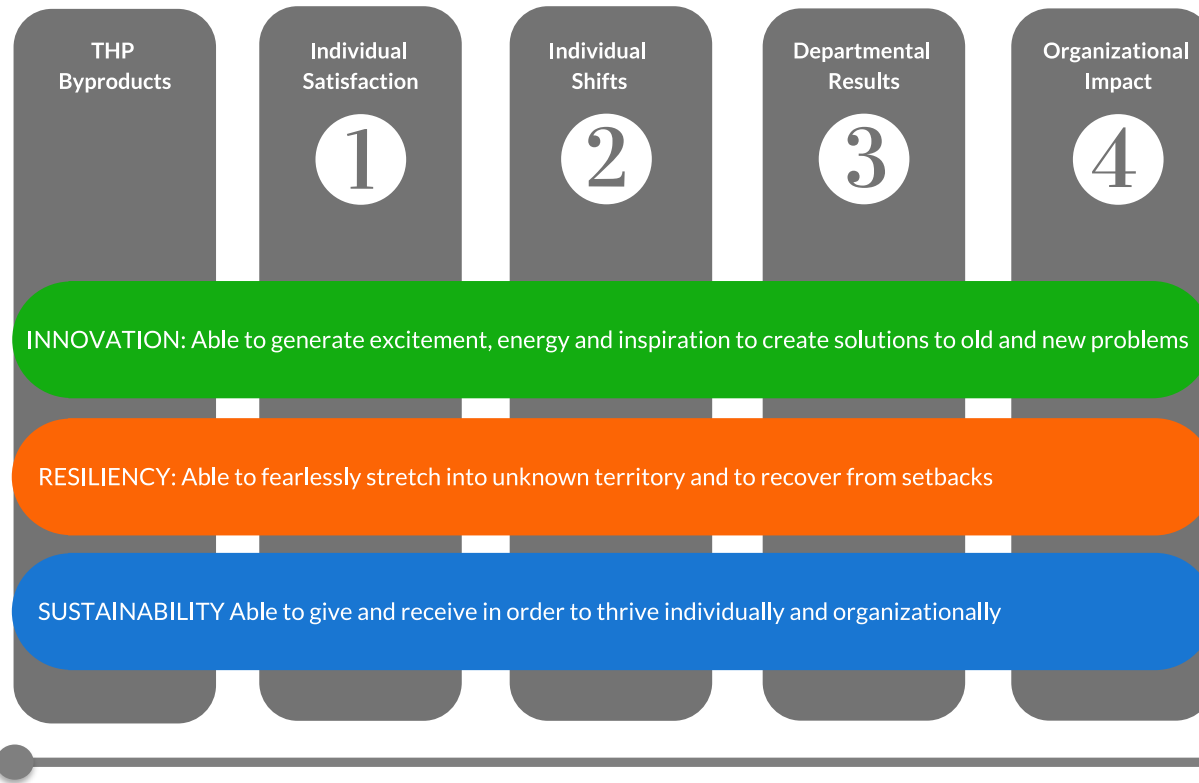
- improve emotional, behavioral and physical health
- increase happiness
- improve human and business performance (including KPI's)

The Happiness Practice

One Solution. Measurable Systemic Impact.



Return On Happiness™



The Happiness Practice

Personal Snapshot

Personal Happiness Practice Snapshot™

John Doe | Midpoint THP™

Burnout

Snapshot



Detailed Answers (1 = Low, 3 = Average, 5 = High)

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

Personal Happiness Practice Snapshot™

John Doe | Midpoint THP™

Happiness

Snapshot



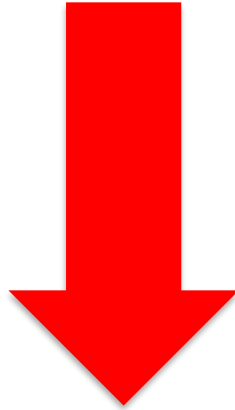
Detailed Answers (1 = Low, 3 = Average, 5 = High)

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

R3 CONTINUUM

Custom behavioral health solutions for workplace well-being.

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



R3 Continuum: Return On Happiness™ (ROH) Results

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:

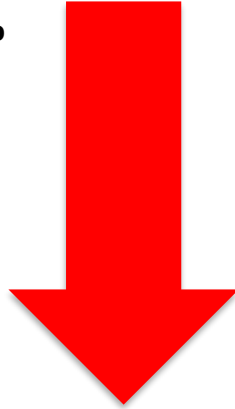
- Positive impact on Participants' individual behavior and their response to stressors
- Collaboration among peers increased
- Participants appreciated that the organization valued them enough to offer THP

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%**



The Happiness Practice




Happiness = Inverse of Burnout

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
		13. Procrastinating, taking longer to get things done
		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™

PRINCIPLE 1

Be Conscious

Be simultaneously aware of
what you're doing and how
you're feeling.



PRINCIPLE 2

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.

The Happiness Practice

The 5 Principles of Happiness



Explore:

- Which would have the biggest personal impact?
- What shifts are likely?
- Which would have the biggest organizational impact?
- What shifts are likely?

A tall, white lighthouse stands on a dark, grassy hill at night. The lighthouse is illuminated from within, and its powerful beam of light shines upwards, creating a bright, starburst effect against the dark, deep blue sky. The beam of light is the central focus of the image. At the base of the lighthouse, there is a small, white, two-story building with a dark roof and a chimney. The building is also illuminated from within, and its light is visible through the windows. The overall scene is serene and inspiring, with the lighthouse symbolizing guidance and enlightenment.

By cultivating a new way of being,
you naturally cultivate a new way of doing.

- Experience Happiness

The Happiness Practice

Your 30-Day Practice

Happiness is your innate ability to locate and cultivate serenity and excitement about your life regardless of outside forces.

The Happiness Practice™



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!

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E-mail:

Team@experiencehappiness.biz

Visit:

www.experiencehappiness.biz

