

A group of people's hands are stacked in a circle, symbolizing unity and teamwork. The background is a blurred image of people smiling and looking at each other, creating a positive and collaborative atmosphere. The text is overlaid on this image in a clean, white, sans-serif font.

# Third Wave: The Future of Work, Engagement, Well-Being & Happiness

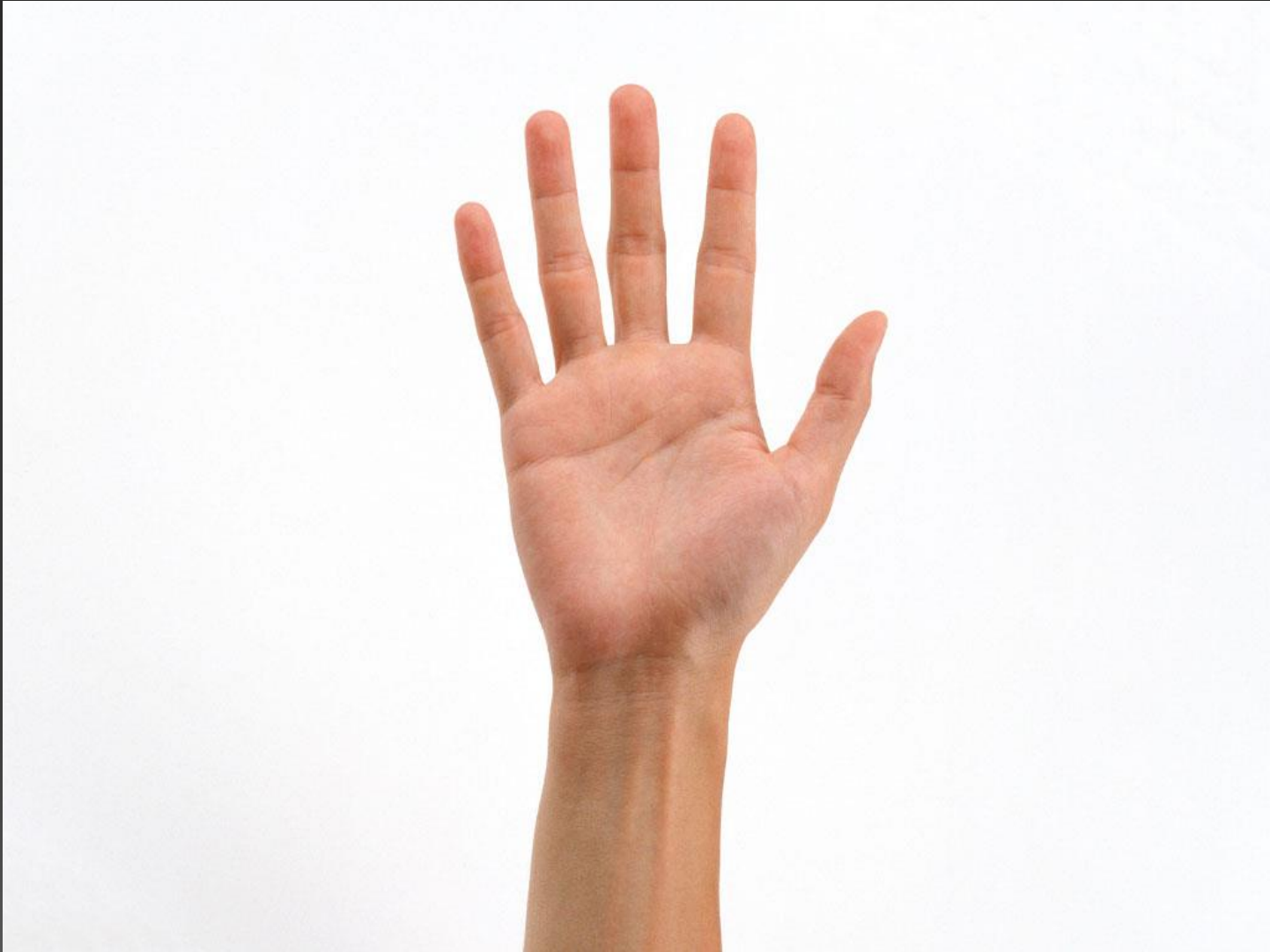
Devin C. Hughes

**Author, International Speaker & Positive Psychology Researcher**

## About Devin C. Hughes

- Leading expert on link between engagement & performance
- Author
- Lectured in more than 15 countries
- Lives in San Diego, CA



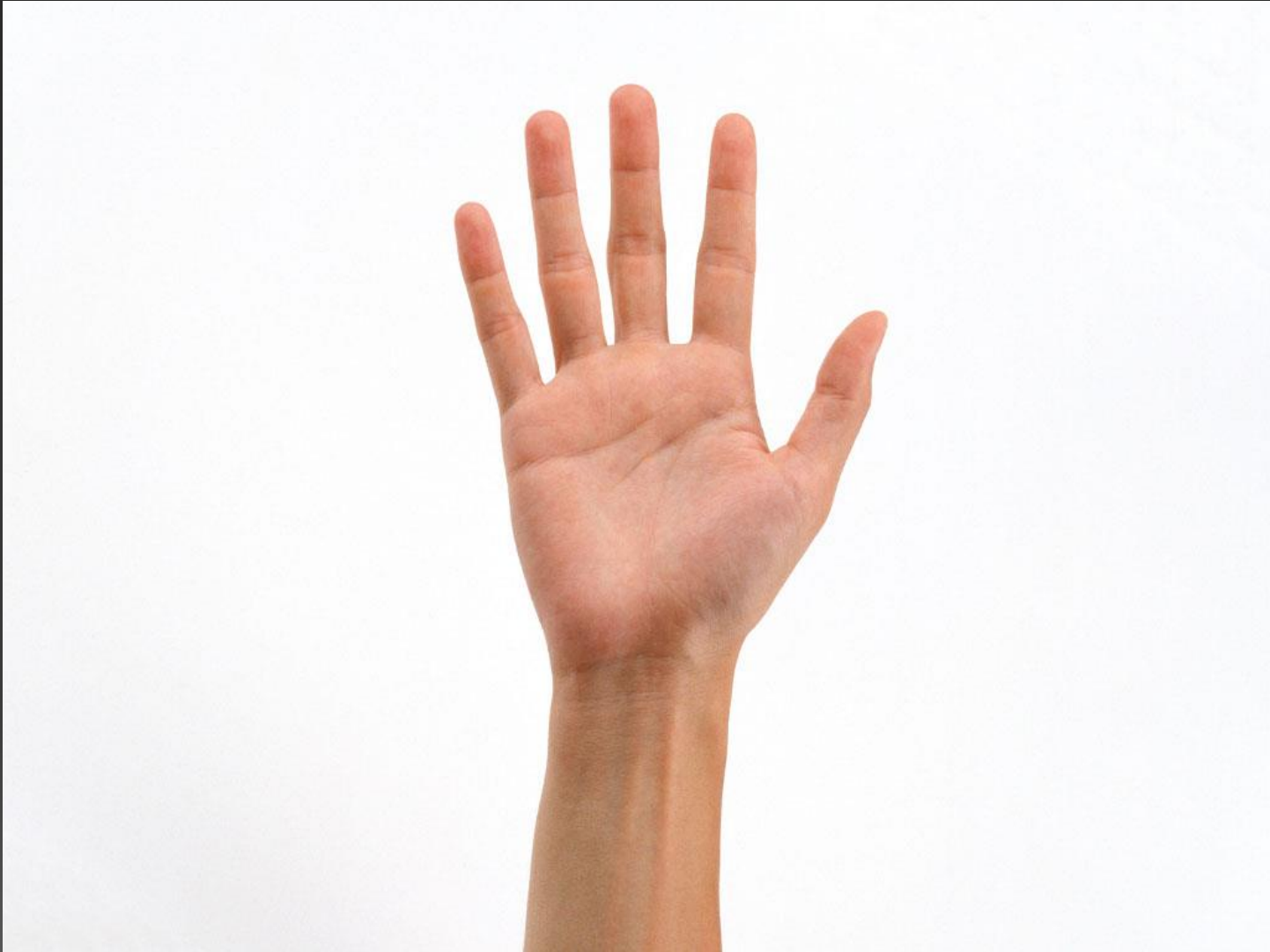


Do you think **happiness** should be a key component of your organizational strategy?

 Yes

 No

*(Please type your responses in the chat box)*



Does your leadership team see **happiness** as a key component of your organizational strategy?

Yes

No

*(Please type your responses in the chat box)*

# Deloitte Says...

- Employee engagement and culture are currently the number-1 challenge around the world.
- An overwhelming 87 percent of respondents believe the issue is “important”.
- Culture has been shown to impact the success of recruitment and retention, mergers and acquisitions, organizational change, and innovation.

# Three Types of Employees



## **Engaged**

employees work with passion and feel a profound connection to their company. They drive innovation and move the organisation forward



## **Not Engaged**

employees are essentially "checked out". They're sleepwalking through their workday, putting time - but not energy or passion - into their work.



## **Actively Disengaged**

employees aren't just unhappy at work; they're busy acting out their unhappiness. Every day, these workers undermine what their engaged coworkers accomplish



# Gallup

Engaged

34%

Not Engaged

53%

Actively Not Engaged

13%

Gallup estimates in **the U.S. Actively Not Engaged Employees** cost **\$450B to \$550B/ year.**

Turnover

Absenteeism

Lost Productivity

# Why are employees **so disengaged at work?**

*Disconnected from:*



- organisation
- job



*(Please type your responses in the chatbox)*

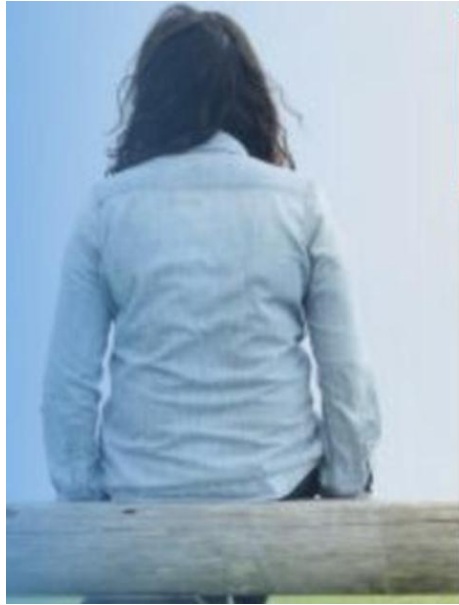
Get Out!!

- 65% of Americans say getting rid of their boss would make them happier than a salary increase.



# Since the 2016 U.S. Presidential election...

- 1 in 4 employees have experienced **diminished productivity and more stress**
- 87% of employees are **distracted**, reading political social-media posts during the day
- Nearly 50% of employees saw a **political conversation turn into an argument**
- 24% of tech workers reported having **felt discriminated against** at their current companies due to their race, gender, age, religion or sexual orientation



## LONELINESS IN AMERICA

**46%**

**SOMETIMES OR  
ALWAYS FEEL ALONE**

- GEN Z (adults ages 18-22) is the loneliest generation

SOURCE: SIGNA



Former surgeon general sounds the alarm on the loneliness epidemic

The  
Atlantic

# How to Hire Fake Friends and Family

In Japan, you can pay an actor to impersonate your relative, spouse, coworker, or any kind of acquaintance.

ROC MORIN | NOV 7, 2017 | HEALTH



TEXT SIZE



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Money may not be able to buy love, but here in Japan, it can certainly buy the appearance of love—and appearance, as the dapper Ishii Yuichi insists, is everything. As a man whose business involves becoming other people, Yuichi would know. The handsome and charming 36-year-old is on call to be your best friend, your husband, your father, or even a mourner at your funeral.

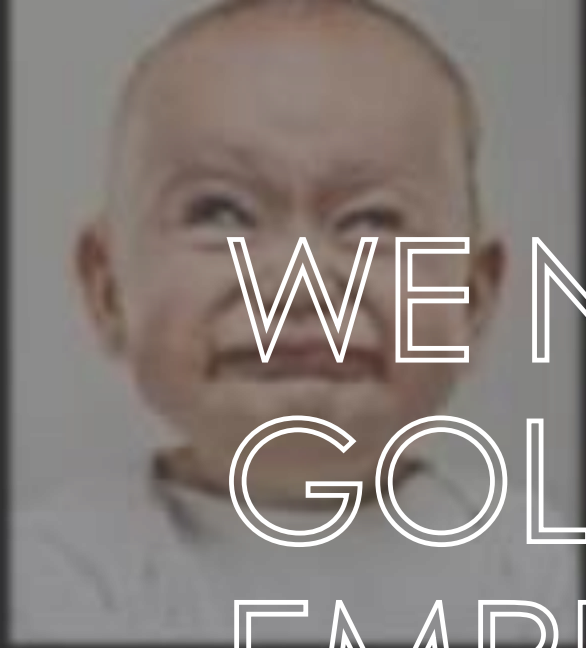
His 8-year-old company, [Family Romance](#), provides professional actors to fill any role in the personal lives of clients. With a burgeoning staff of 800 or so actors, ranging from infants to the elderly, the organization prides itself on being able to provide a surrogate for almost any conceivable situation.

## 2013 survey of 2,000 Americans...

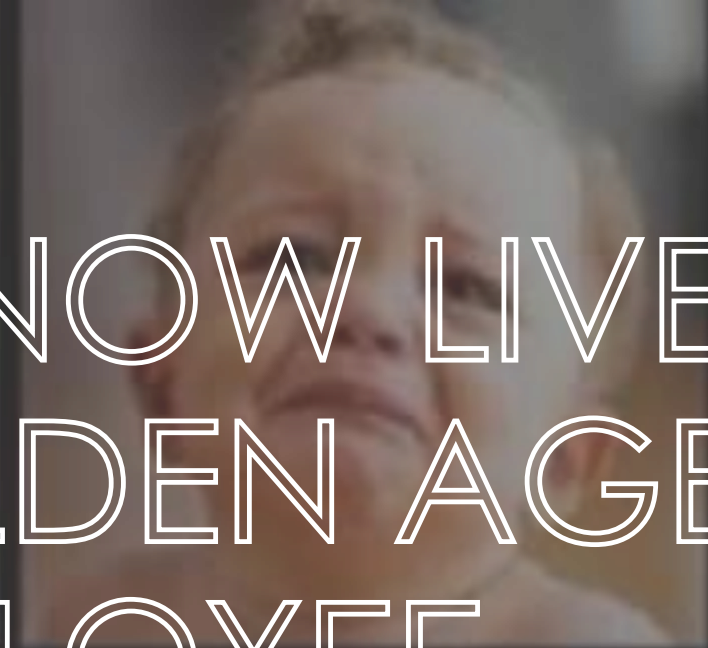
- Found that people are less likely to feel gratitude about work than anyplace else.
- In fact, respondents tended to **rank their jobs as dead last** when asked to list the things they were grateful for.



WE NOW LIVE IN THE  
GOLDEN AGE OF  
EMPLOYEE  
DISENGAGEMENT



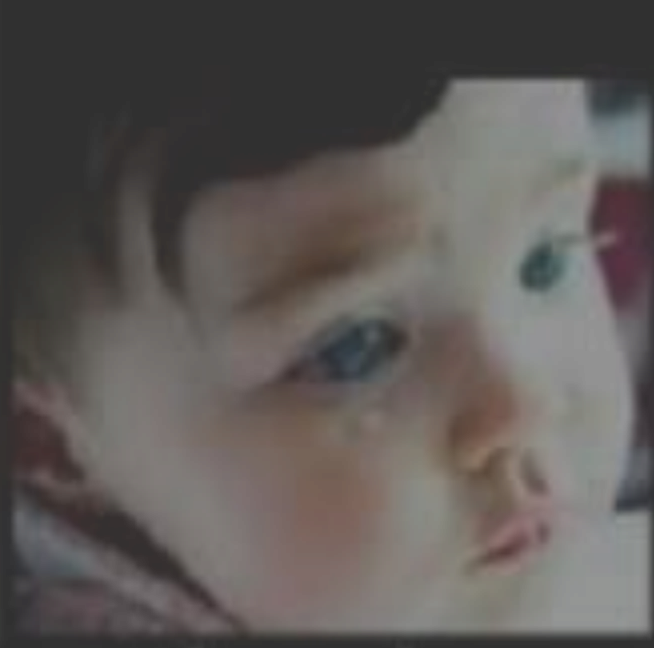
Monday



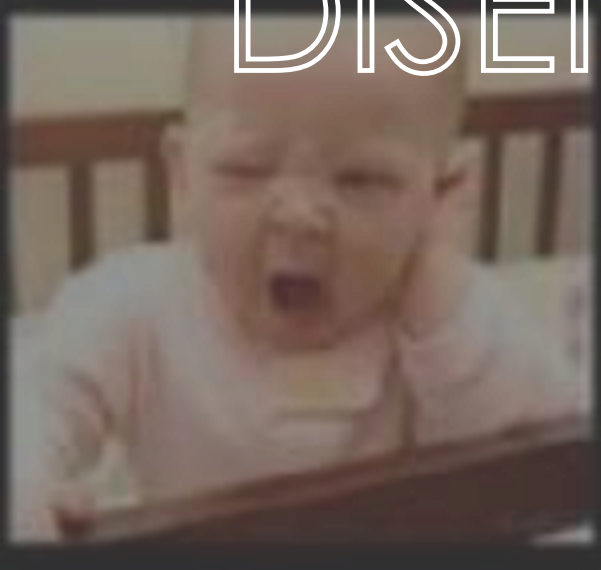
Tuesday



Wednesday



Thursday

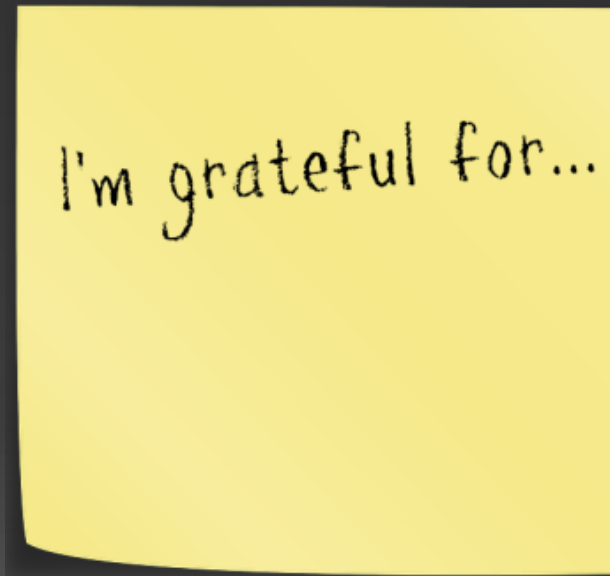


Su



# 2 Minute Check-in

- What are you grateful for at work right now?



*(Please type your responses in the chatbox)*

GREAT  
WORK → BIG  
SUCCESS → BE  
HAPPY

GREAT  
WORK



BIG  
SUCCESS



BE  
HAPPY

BE  
HAPPY



GREAT  
WORK



BIG  
SUCCESS

# Destination Addiction

a preoccupation with the idea that happiness is in the next place, the next job and with the next partner. Until you give up the idea that happiness is somewhere else, it will never be where you are.

# Symptoms of destination addiction

- Person believes that they will be happier than they are now as soon as something happens or someone comes into their life
- They don't stop to appreciate what they have already achieved because their happiness lies in the future and not the present moment
- They overthink and over-analyzing everything because everything has an implication on future outcomes

How would work be different if people were truly making **Well-Being & Inclusion** a priority @ work?



*(Please type your responses in the chatbox)*

# Benefits of Well-Being

In research published in HBR  
people...

were **31%**  
more  
productive

Were **6**  
times more  
engaged

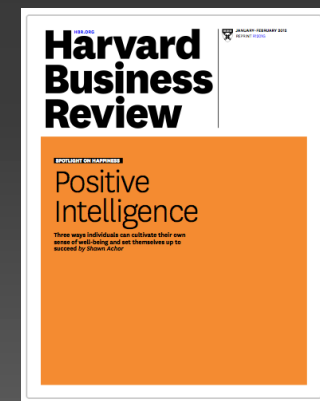
Achieved  
**56%** Greater  
Sales

Reported  
**23%** fewer  
fatigue  
symptoms

were **40%**  
more likely to  
receive a  
promotion

Were **3**  
times more  
creative

Were **39%**  
more likely  
to live to  
age 94



(Achor, HBR, 2012)



# What is Positive Psychology?

Research evidence about:

- What works in human life
- What makes people happier
- What gives their lives a sense of satisfaction and meaning
- What helps them function better
- Also called “Subjective Well-Being”



# Three Findings

- Extensive research shows that happy brains outperform negative and neutral. **Happiness is an Advantage.**
- Our happiness (mindset) is largely influenced by our own intentions coupled with learning and experience. **Happiness is a Choice.**
- Happiness can be trained. **Happiness Spreads.**

# Defining Well Being

*“The Joy We Feel Striving to Reach Our Potential”*

**(Eudaimonia)**

Happiness = Human flourishing

**Positive**

**Emotional**

**States**

What are some of the **most significant challenges** you've seen in attempting to create a **more inclusive and happy environment in your organization?**

*(Please type your responses in the chat box)*

ROUTINE

vs.

RITUAL



**Ritual**

# The Benefits of Workplace Rituals



## Rituals Shape the Culture



Habits are something that we do without thinking. Rituals, on the contrary, involve our full attention and emotions—they turn ordinary tasks into something meaningful.



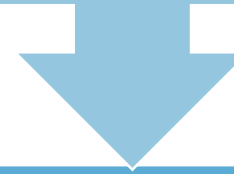
Toxic cultures encourage unhealthy behaviors and practices. Ritual design sessions help people see culture through the lens of rituals—to overcome toxicity; they must instill new healthy practices.



Intentionality is the antidote to *culture by accident*. Rituals that are not purposefully crafted can harm your team.

# Rituals Turn People into Change Agents

The act of facilitating a ritual design session is an open invitation—anyone can contribute to the craft. It empowers everyone to speak up, be creative, and build the culture.



Being part of a ritual design creates a sense of completion. Rather than expecting senior management to create the culture, everyone—no matter the level or background—has a saying on the values and behaviors they want to practice.



In my experience, it unleashes people's curiosity. Once they get used to the method, everyone wants to start creating their own ritual toolkit.



# Rituals drive teams into action

Well-designed rituals create an emotional connection with work—they turn tasks into something more meaningful. Rituals bring together purpose, autonomy, and mastery—Dan Pink.

Rituals have a compelling narrative: the beginning, middle, and end. They are well-crafted stories that move people forward. Powerful rituals are both simple and easy practices, but hold deep significance and emotional value.

# The Power of Rituals @ Work



Intention



Ritual



Impact



Productivity



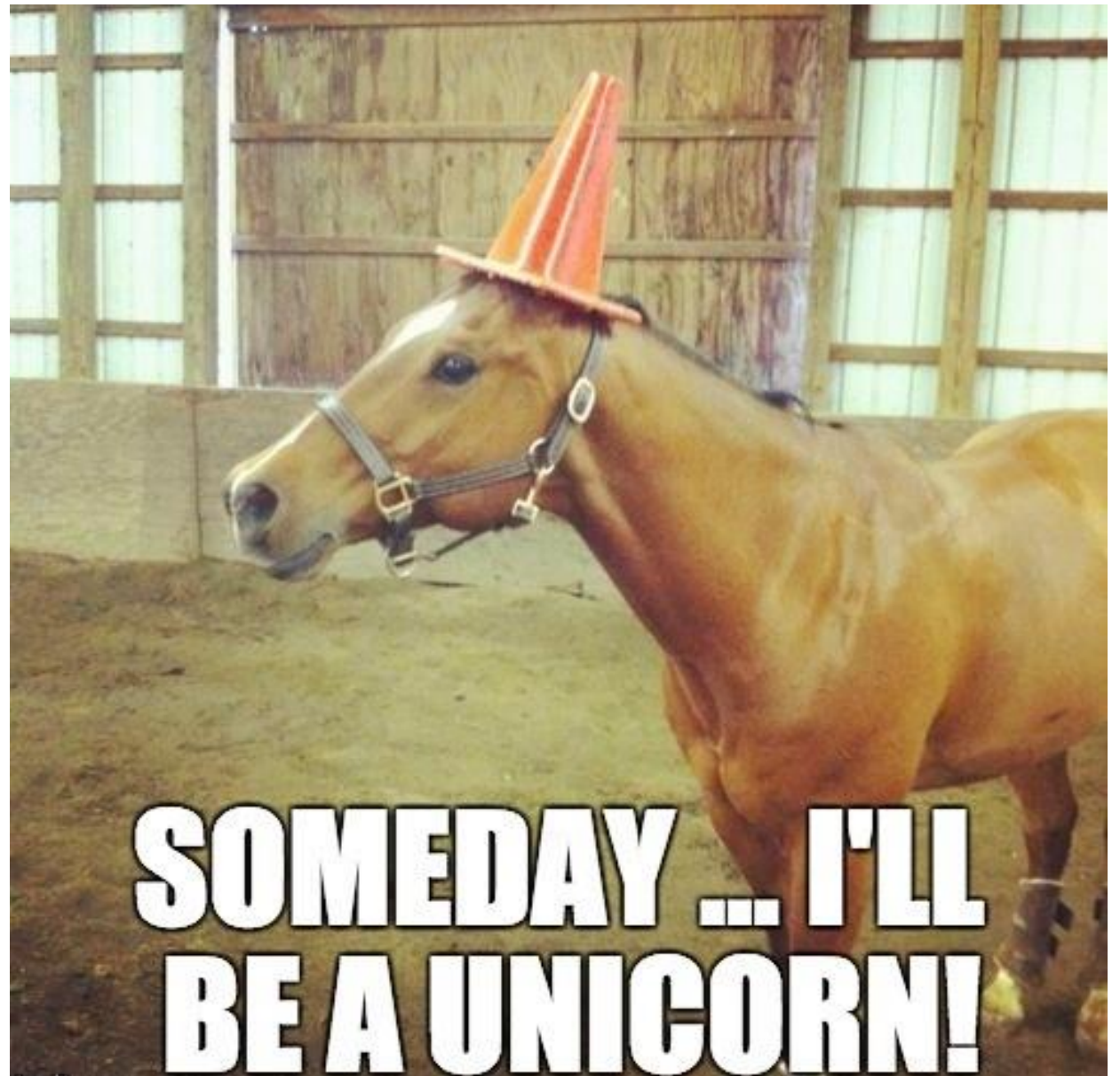
# Employee Appreciation



Collaboration

# Feedback

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# Well-Being

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INTENTION



RITUAL



IMPACT



# Productivity



Intention: Give employees more autonomy to maximize individual/team output



Ritual: No Meeting Mondays



Impact: Employees believe in your ethos (learn, stretch and grow) during their time with US.

# Appreciation

Intention: Recognize & Acknowledge both individuals and teams

Ritual: Once a month, team convenes to share progress (wins) (venue changes)

Impact: Employees feel appreciated while also creating meaning and connection

# Collaboration

Intention: Make it easier for people to engage, share ideas etc..



Ritual: No email Wednesday



Impact: Authentic relationships develop

# Feedback



Intention: Make it easier for employees to give and receive



Ritual: Feedback Fridays  
(meet one-on-one out of office)



Impact: Creates sense of connection, belonging

# Well-Being



Intention: Make well-being an expected work practice



Ritual: Morning Huddle – create time for team to share gratitude



Impact: People feel better and more connected



- **What are the key ideas you'll apply from today's webcast?**

*(Please type your responses in the chatbox)*

# Devin C. Hughes



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