



happiness **lab**

# Technology For A More Human Workplace.

An offer from us, to you.

For years we've all been asking whether our people are engaged. Are they satisfied? Are they happy?

Right now, perhaps we should be asking different questions.

How are our people doing? How are they coping?

Work-related stress has been increasingly significant for all companies for some time... and is affecting more individuals and companies each year. Now we're all dealing with something exponentially more challenging in all aspects of our lives.

It's not about *making* people happier... it's about knowing what's really happening for our people and there has never been a more important time than now.

We've been tracking how people feel at work for the past three years and what we've observed as this COVID-19 crisis deepens is evidence of the scale of challenges people are facing. Alongside expressions of fears and uncertainty, is the natural and wonderful way people support each other through difficult times - even when we're all experiencing them together.

These are trying and uncertain moments for all of us.

happiness lab

We're very proud of what we do at Happiness Lab and know we have a positive part to play in helping companies and the people working in them to come through this difficult period in the best possible shape.

We've set aside our usual pricing structure to offer companies free use of a limited version of Happiness Lab to help through this initial period of uncertainty, social distancing and all that comes with C-19 epidemic.

The limited version includes our two primary features - the daily check-in routine alongside the Happiness Wall to give you reliable insights about how people are feeling, what's going on for them and a safe social space to keep your team together - and a host of other features too

# Other important features included in this offer

## Daily check-in routine

Our daily check-in asks "how do you feel today?" and encourages awareness alongside providing critical insights about wellbeing, sentiment and day-to-day experience

## Happiness Wall

Provides an ongoing narrative of people's experiences, their highs and lows, successes and concerns. Also encourages connection and interaction in a host of ways.

## My Tracker

A personal log of ratings and comments for each employee. This aides reflection and recall as well as providing an accurate ongoing tracking mechanism for individuals.

## My Reflections

An entirely private journalling tool for anyone using reflective practise. An editable file for tracking experiences that matter along with your rating on that day. The benefits of reflective practice are well proven.

## Dashboard Suite

Happiness data, Happiness Wall in summary form in our suite of dashboards that share just the right information across your business

## Permission controls

We'll provide a set of predetermined permissions based upon what works elsewhere that gives the right amount of transparency without compromising safety or becoming distracting

## Controllable Schedules

Determine when you send the daily nudge to your people based upon your normal working patterns. We have a range of preconfigured schedules or create your own.

## Configurable Structure

Mirror your organisational structure with our easily configurable team structure that shows your business as you've designed it and see it reflected in happiness terms.

## Add Your Own Logo

Add your company logo to make Happiness Lab feel a little more like your company.

## Native Apps and Mobile

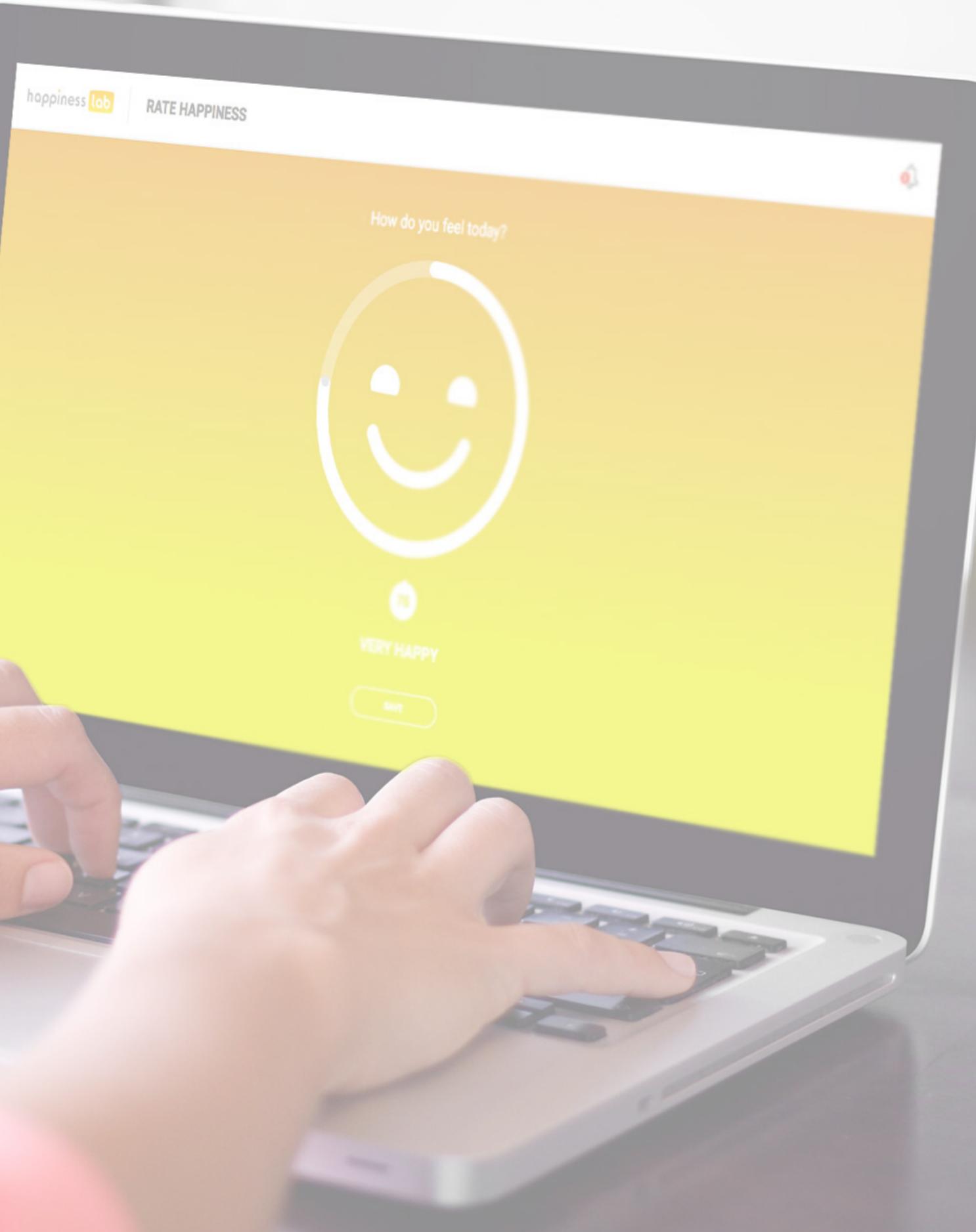
Our native Apps for iOS and Android devices along with a fully mobile responsive design mean you can reach your people even if they aren't regularly using computers or email

## Adjustable Demographics

We'll provide a standard set of demographic filters which can be adjusted to suit your population. This maximises your understanding of the factors influencing wellbeing, happiness and experience in your company.

## Resource Toolkit

An ever evolving library of resources shares ideas and thought leadership on happiness at work and culture, along with specific guides for using Happiness Lab in your business



# How Happiness Lab works and how we can help right now.

## Happiness Lab works on a simple daily check-in routine

Each day we invite everyone to rate how they're feeling and to capture a brief narrative about their day.

This establishes a rich picture of how people in your company are feeling, what they're experiencing, and offers a true reflection of your organisational culture in the current context - in-the-moment, in real-time, over time, and through time.

This daily check-in routine supports individual well-being as well as offering a safeguarding mechanism for the company - things that are often invisible (signs of stress, people struggling, undesirable behaviours, effect of events) become visible, enabling action and support from colleagues and management alike.

With more employees being forced to work in ways that they're not used to, with uncertainty surrounding all aspects of our lives and concerns for our loved ones, having a mechanism to see how people are coping might never be so important.

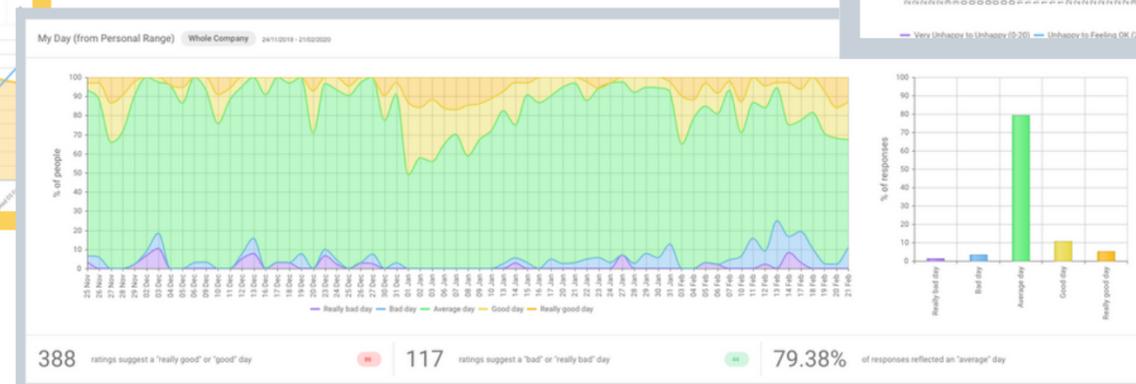
# Ongoing, live data about how people are feeling will help you see how this crisis affects your people at all levels over time. Our summary dashboards provide critical information as it happens.

Reporting suite offers a host of features for analysing and comparing populations across your workforce

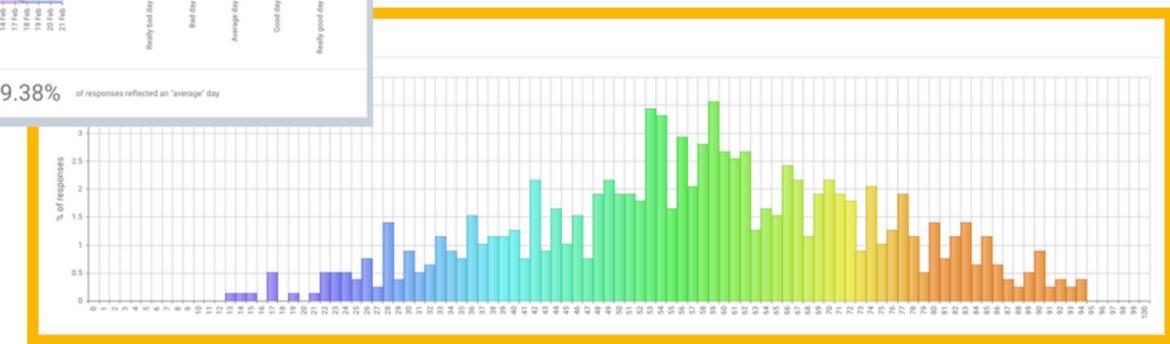


Average happiness of each team in your business reflecting your organisational structure - 1/7/30/90 day view - always live.

**My Day** shows ratings relative to individual's personally set high and low points (personal range) providing ongoing means for flagging those struggling most



**Rating Spread** over any time period offering another lens on day-to-day experience underlying the average



Compare happiness day to day, week on week, month on month. Average happiness rating alongside corresponding previous period

In the first week of this crisis in the UK we've seen happiness levels drop by an average of 25%, along with the number of people reporting good or very good days decline dramatically.

Whilst there is nothing surprising about this, the trajectory from here is critical.

**Happiness Lab can help you keep track of how your people fare during the difficult period ahead.**

# The Happiness Wall is an anonymous, interactive, safe space where employees share what's going on for them.

A safe space that gives employees a platform to share their thoughts, feelings and experiences. It establishes shared awareness of personal context and supports connection and relatedness. Most importantly it's a place where colleagues regularly show each-other that they care.

## Maintain team connection

Sharing difficult experiences and receiving support, care and assurance from our colleagues the effect can be a wonderful reminder that we matter and in the process reaffirm our connection with colleagues.

## Looking out for each-other

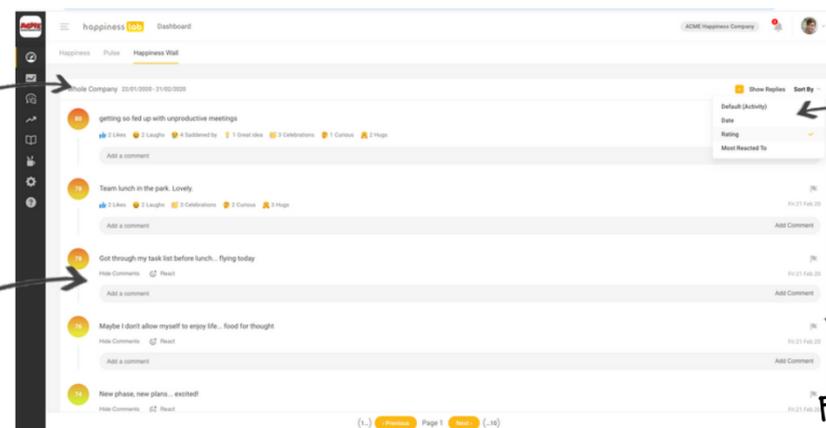
Allow your people to guide the action. Anyone can highlight the things they're concerned about, the subjects that should be focused on and the things others need to be aware of.

## The power of the collective

Transparency means anyone can see the comments shared on the Happiness Wall increasing the number of people able to see the things that need attention - concerns, issues, opportunities, and successes

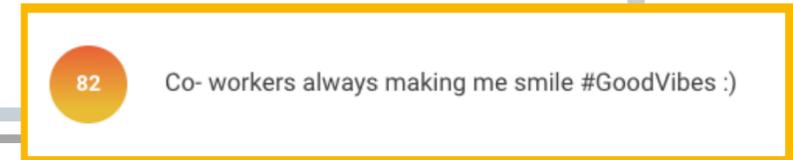
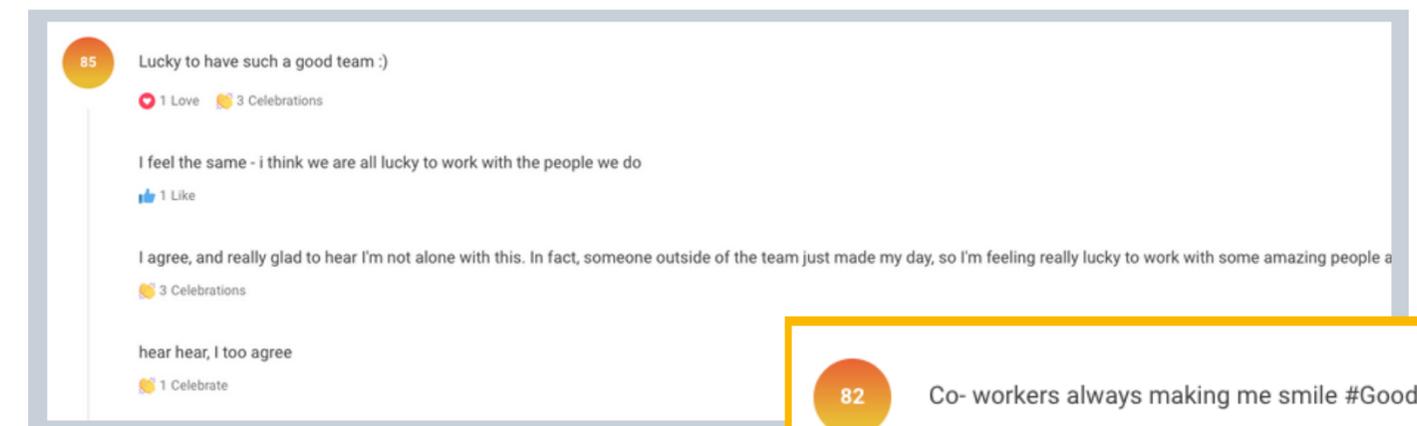
Anonymous Ratings and Comments displayed in real-time

Fully interactive and safe space - React or Reply to comments anonymously



Change the order, sort or search

Flags allow your team to highlight things they're concerned about... what they think should be shared or worked on



It's an ongoing narrative of people's experiences, their challenges and successes, and alongside keeping people connected, provides valuable insight to leaders that you won't find anywhere else.



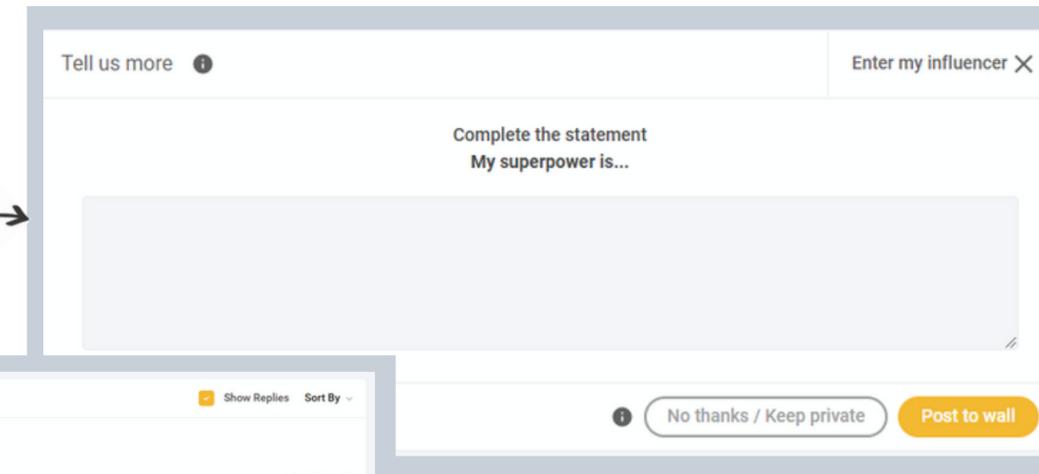
We've never seen the Happiness Wall looking the way it does everywhere right now... and we all know why. In response to these unprecedented circumstances, we've made a few changes (possibly temporarily) to our core daily check-in routine designed to spread a little happiness whilst ensuring you still see the information you need. These changes will further enhance connection and reduce the risk of "The Wall" become demoralising in itself.

After every few ratings, we replace our "what's influencing your rating" question, with "complete the following statement"...

Each has its basis in positive psychology and should benefit individual and collective alike, as well as introducing a little fun and encouraging connection.

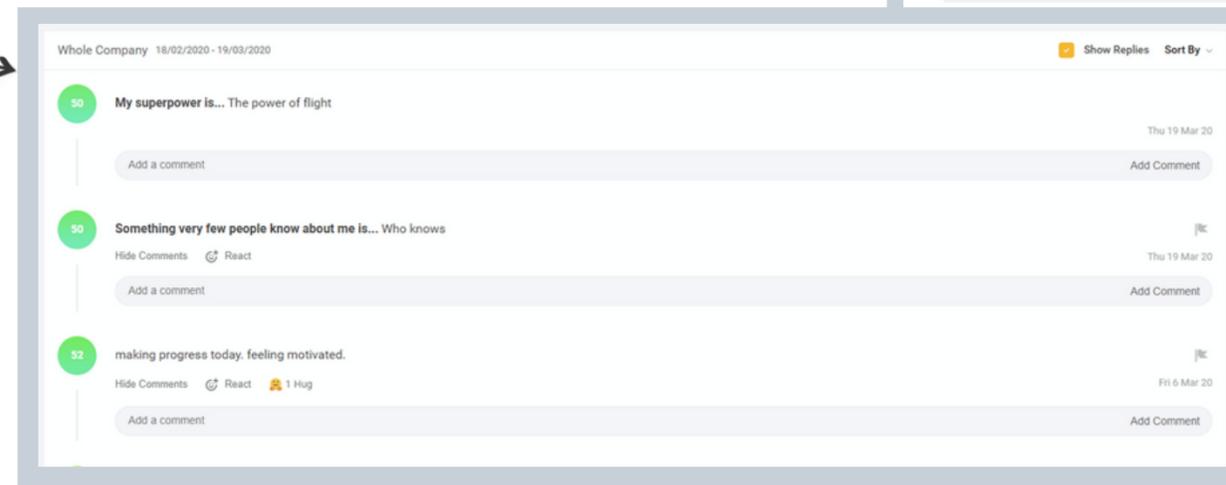
Click here to revert to the normal process of capturing what's influencing your day

The statements will be generated at random and will appear like this...



Share or keep private as always

They'll appear on the Happiness Wall alongside the regular comments...



... and all the usual interaction (reply/comment and reactions) will be available and will work as normal.

...and we've changed our key messaging too

***"Please check-in as often as you can.  
It's never mattered more!"***

# Other important things...

**Intuitive, accessible, and quick...** it's really simple to use, takes only 30 seconds per day, works on any device, and comes with a companion App to extend your reach.

**Responsibly transparent...** making these insights open and available to your employees fosters trust and responsibility. You control what people can access, what they can see, and what they can do.

**Everything in real-time...** whether you're looking for a snapshot view or to explore the experiences of a specific population, our suite of dashboards and reports puts this data in your hands in an instant.

**No integration required...** everything happens on our platform. Once employees click links in our email request or sign-in to Happiness Lab nothing is happening on your servers.

**We hold no customer or critical operational data about your firm...** beyond name and email address, every piece of information about your employees is determined by you and can be accessed by them at any time.

**Safe, secure and anonymous...** when it comes to data and privacy we take our responsibilities seriously. Happiness Lab is totally secure, private and anonymous.

**Speed to service...** beyond your own decision-making and necessary communication to staff we require limited information to get started and can get most organisations live on the platform within a working day.

**If you don't currently have mechanisms  
to be sure how your people are doing,  
please take up our offer.**

**It has never been so important.**

If you'd like to see it in action you can book a demo directly on our website:  
<https://happineslab.co/book-a-demo>

Or contact us to arrange a virtual meeting to find out more:

[info@happineslab.com](mailto:info@happineslab.com)

0800 050 2244

+44 (0)1285 860359