



HAPPINESS AT WORK

How Choice, Flexibility, and Control in Office
Design Builds Happiness in the Workplace



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LEARNING OBJECTIVE S

- 01 How the Science + Psychology of Happiness Impacts the Workplace
- 02 Today's Best Practices for Workspace Design
- 03 Choice + Control in the Workplace
- 04 Designing an Environment for Happiness

HOW THE SCIENCE + PSYCHOLOGY OF HAPPINESS AFFECTS THE WORKPLACE

We all share one common denominator when it comes to work.

We want to enjoy the work we do every day and be happy while we do it.





WHAT DOES
HAPPY MEAN
IN A
WORKPLACE
CONTEXT?



20%

HAPPY EMPLOYEES ARE
UP TO 20% MORE
PRODUCTIVE THAN
UNHAPPY EMPLOYEES[†]

[†] *Social Market Foundation*

[†] *The Four Keys to Happiness at Work*

Why is happiness in the workplace important?

- Less turnover[†]
- Lower healthcare costs[†]
- Fewer mistakes and accidents[†]



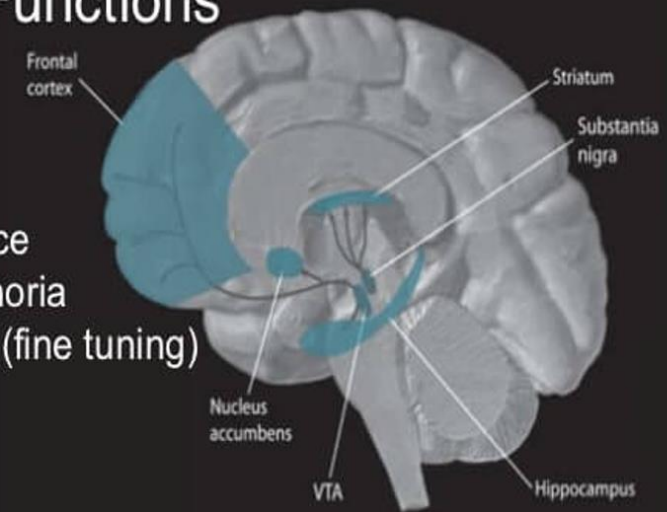
[†] *The Four Keys to Happiness at Work*

What can immediately impact happiness for employees in the workplace?

- Employee recognition and rewards
- Flexible schedule
- Personalized products and space

Dopamine Functions

- Reward/salience
- Pleasure, euphoria
- Motor function (fine tuning)
- Compulsion
- Preservation



What can immediately affect happiness for employees in the workplace?

- No micromanagement
- Allow employees to self-manage
- Decision latitude[†]



[†] *The Neuroscience in Building High Performance Trust Cultures*

What's "Happy"?

People who are happier at work share these characteristics[†]:

- Authentic
- Committed and driven to work
- Willing to contribute beyond their job descriptions
- Likely to find more meaning in their work



[†] *The Four Keys to Happiness at Work*

EMPLOYEES
WILL GO
ABOVE AND
BEYOND IF...





...THEY HAVE THE TOOLS
TO BE SUCCESSFUL IN
THEIR JOB.

25%

DO NOT HAVE THE TOOLS.

Providing resources employees need to be successful results in greater job
satisfaction[†]



...THEY ARE HAPPY WITH
THEIR PHYSICAL
WORKSPACE.

30%

THE PHYSICAL WORKSPACE
MAKES UP 30% OF THE
EMPLOYEE EXPERIENCE.[†]

[†] *How the Physical Workspace Impacts The Employee Experience*

THE TRADITIONAL OFFICE IS DISAPPEARING

Innovative design trends[†]

Employee experience centers[†]

Technology = virtual working[†]

Attract and retain employees[†]



[†] *The Office Space Isn't Dead, It's Making A Comeback*

TODAY'S BEST PRACTICES FOR WORKSPACE DESIGN

TODAY'S SUCCESSFUL OFFICE DESIGN FOCUS

- Recognize employee preference
- Provide tools and design to maximize performance



Social distancing remains a design consideration.





Remote or onsite workers?

It's not an either/or for a
productive environment.

Four key needs of employee
workspace:

Focus

Collaboration

Learning

Socializing



DESIGN FOR FLEXIBILITY

The most forward-thinking organizations have a common workspace design concept:

They provide multiple means of getting work done that cater to any preference versus assigning and dictating one style of physical space.[†]



[†]How the Physical Workspace Impacts The Employee Experience

BEST DESIGN PRACTICES SUPPORT:

- Stylish, adaptable furniture[†]
- Control of workspace temperature[†]
- Optimal and natural lighting[†]
- A connection to the outdoors[†]



[†]How the Physical Workspace Impacts The Employee Experience

CHOICE + CONTROL IN THE WORKPLACE

CHOICE + CONTROL LEADS TO:

- Sense of empowerment[†]
- Needs/wants/opinions respected[†]
- Value and respect are foundations of a happy work environment[†]



[†]*What Makes Employees Feel Happiest at Work (It Isn't Salary)*

FOCUSING ON CHOICE + CONTROL

With the right alignment of tools and technology, choice allows workers to optimize their own job performance, leaving them more satisfied, motivated, and creative.



† *The overlooked essentials of employee well-being*

† *What Makes Employees Feel Happiest at Work (It Isn't Salary)*



THE POWER OF CHOICE AND AUTONOMY DRIVE

- Happiness
- Motivation
- Better performance

[†] *Employees Perform Better When They Can Control Their Space*

CHOICE IS THE KEY TO EMPLOYEE EXPERIENCE

Example Facebook



The formula for a happy workplace:

CHOICE + CONTROL =
HAPPINESS IN
THE WORKPLACE

$$\begin{aligned} \text{Happiness}(t) = & \\ & w_0 + w_1 \sum_{j=1}^t \gamma^{t-j} CR_j + \\ & w_2 \sum_{j=1}^t \gamma^{t-j} EV_j + \\ & w_3 \sum_{j=1}^t \gamma^{t-j} RPE_j \end{aligned}$$

DESIGNING AN ENVIRONMENT FOR HAPPINESS

FLEXIBILITY IS #1

- Height-adjustable desks
- Monitor arms



ADDITIONAL HAPPY ELEMENTS

- Subtle, neutral tones
- Biophilic concepts and natural accessibility
- Available “retreat” spaces



HYBRID WORKPLACE

Adjustable-height desks and tables give employees the comfort and control of sitting or standing while working.

Devices for computer monitors that can be raised, lowered, tilted, and adjusted based on employee height and working preference.



41% +

24%
BACK PAIN + NECK PAIN DUE TO
INADEQUATE HOME OFFICE
TOOLS.

HYBRID WORKPLACE

Employers are seeing the need to support at-home work environments.



HOME WORKSPACE + OSHA

Discussions are taking place about the possibility of OSHA standards extending to the home when employees are asked to work from home for months at a time.



[†] *What Employers Need to Provide When Employees Work From Home*

[†] *Home-Based Worksites*

OPTIMAL WORK FROM HOME OFFICE

- Hybrid solutions: home or office
- Commercial-grade quality furnishings
- Designed to return to work



HAPPINESS AT WORK: TAKEAWAYS

CONCLUSION

- The psychology of how happy workplaces are more productive workspaces
- Successful office design recognizes employee preference
- Employee choice and control is the foundation for a happy work environment
- Flexibility is critical to designing a comfortable, happy workspace

























QUESTIONS?

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