

by Chief Happiness Officer, **Alexander Kjerulf**



Workbook

**HAPPY HOUR
IS 9 TO 5**

*how to love your job, love your life
and kick butt at work.*

Contents

This document contains the exercises from the book *Happy Hour is 9 to 5- How to Love You Job, Love Your Life and Kick Butt at Work* by Alexander Kjerulf.

You can read the book completely free online at the book's website which can be found at www.positivesharing.com/happyhouris9to5

You can also buy the book on paper or as a pdf from the above link.

About the exercises

The first three exercises are for everyone – employees and managers alike. Exercises four through six are for managers.

Here are some tips for doing the exercises:

1. Take your time. Think about the answers.
2. Write down the answers. It's tempting to simply skim the questions and formulate the answers in your head, but that makes the exercises less effective. When you write down the answers you anchor the learning points more deeply in your mind
3. There are only right answers to these questions. Just be as honest and truthful as you can.
4. Do them when you're in the mood. Don't pressure yourself if you have other things on your mind.
5. Find a quiet place and time. Somewhere you won't be interrupted.
6. Don't do them all at once. Spread them out a little.
7. Do the exercises with a smile. They're not meant to be a chore – that won't make you happy at work.

Enjoy!

Alexander Kjerulf

Chief Happiness Officer

**There are more materials for the book at
www.positivesharing.com/happyhouris9to5**

Exercise 1: What makes you happy at work?

Think back to a situation where you were happy at work. It can be at your current job or at a previous job. It's important that you think back to a specific situation. Not just, "Man, working for Acme Inc. was great," but, say, "Man, that time at Acme two years ago where we completed the Hansen project and had a huge party—that was great." It doesn't have to be your best work experience ever—just a pretty good one.

Take your time and find a specific situation where you were happy at work. Write it down. Then find two more and write them down too.

Three great experiences at work:

1. _____
2. _____
3. _____

For each of the three good experiences you've remembered, write down your answers to each of the questions below. And to make it even more effective you can get together with a friend, and interview each other using the questions. The interviewer asks the questions and writes down the answers, then switch.

Ask these questions for each of your three happy work experiences and write down the answers:

Experience 1: _____

What happened? What were the circumstances? Who was involved? What did you do?

How was it? What did it feel like? Why was it a good experience?

What did it do to the quality of your work?

How were your relations with co-workers, customers, suppliers and/or others at work?

How did it affect you outside of work?

Write down at least five things that made this experience possible. Which people, values, practices, tools, etc., were involved and helped make this great experience happen?

Write down at least five things from this experience that would you like to have more of in the future to make you happier at work.

Experience 2: _____

What happened? What were the circumstances? Who was involved? What did you do?

How was it? What did it feel like? Why was it a good experience?

What did it do to the quality of your work?

How were your relations with co-workers, customers, suppliers and/or others at work?

How did it affect you outside of work?

Write down at least five things that made this experience possible. Which people, values, practices, tools, etc., were involved and helped make this great experience happen?

Write down at least five things from this experience that would you like to have more of in the future to make you happier at work.

Experience 3: _____

What happened? What were the circumstances? Who was involved? What did you do?

How was it? What did it feel like? Why was it a good experience?

What did it do to the quality of your work?

How were your relations with co-workers, customers, suppliers and/or others at work?

How did it affect you outside of work?

Write down at least five things that made this experience possible. Which people, values, practices, tools, etc., were involved and helped make this great experience happen?

Write down at least five things from this experience that would you like to have more of in the future to make you happier at work.

Exercise 2: Visualize your goal

In this exercise you will visualize what a working day is like when you're happy at work.

Imagine you're at Yay—you really, really love your job. It makes you grow, it lets you learn, it gives you victories and challenges in the right measure. You wake up in the morning totally fired up about work. You don't hit that snooze button on your alarm clock five times in a row because you're just too excited about the workday ahead of you.

You have a great boss and great co-workers. Your job is interesting and fun. Every morning you come in excited; every afternoon you leave proud. You make a difference working at something meaningful. You help people around you. You are appreciated both for what you do and for who you are. Your customers love you and rave about you.

Imagine feeling this amazingly good about your work. Really put yourself there, and feel what you would feel in this situation. Now answer the following questions, as if you're already totally happy at work.

When you get up in the morning, how do you feel? What emotions do you have?

What are you thinking on your way to work?

As you walk in the door at work, what feeling comes over you?

When you greet your co-workers, what does your voice sound like? What do their voices sound like?

What expressions are on their faces? On your face?

What does your workplace sound like? Which sounds dominate?

You run into a problem at work. How do you react?

You have a disagreement with a co-worker. How do you handle it?

Your boss drops by to greet you as you work. What does their voice sound like? What is the

expression on their face? How do you feel after your boss dropped by?

A co-worker asks for your help. How do you respond?

Your team does some amazingly great work. How do you feel? How do you celebrate it?

When you get home from work, how do you feel? How does your body feel?

What do you think about your next workday?

You can also download an mp3 file containing this exercise.

Exercise 3: Know your why

The next step is to ask yourself why your life at and outside of work will be better once you're happy at work. I'm sure that if you take a good look, it's clear that being happy at work will improve your life immensely. Knowing this will give you the motivation to take action.

To find your why, ask yourself the following questions and write down your answers:

If I was totally happy at work, what would be different about:

My working day

My relations with co-workers

My relations with customers

My productivity

My motivation

My relations with my manager

My relations with my employees (if you have any)

My career

My financial situation

My life outside of work

Stress and pressure

My health and wellness

My relations with family and friends

Take a look at your answers. How is life different when you're totally happy at work? A little better? A lot better?

What are the three most important differences and what does it mean to me?

Exercise 4: How happy are your people?

How happy is your organization, or your corner of it?

1. Make a list of all the people who report directly to you. If you can't make the list because you don't know all their names, that's a good place to start!
2. Next to each person, write how happy you think that person is at work: Argh, Meh or Yay.
3. Next to each number write what made you choose that score. What have you observed that person doing or saying, not doing or not saying, that led you to that particular score?

Here's an example of such a chart:

Name	Rating	Reasons for rating
Alice Smith	Yay	Always sounds positive at meetings, continually praises co-workers, greets everyone with a loud, cheerful "Good morning" every day.
Lisa Nilsson	Meh	Very quiet in meetings, never volunteers for anything, seems disengaged.
John Wallace	Argh	Looked sad at lunch last week, has called in sick often last three months.
Mia Jensen	?	Good question. Never complains but never looks particularly happy.

Now make your own chart:

Name	Rating	Reasons for rating
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Name

Rating

Reasons for rating

Exercise 5: Visualize your happy organization

Knowing your goal is a great help in achieving your goal. Not just knowing it mentally and rationally, but also visually and emotionally. What does your goal look like? What will it feel like, once you achieve it? This exercise will give you a very clear picture of just that. It mirrors the exercise in the last chapter where you learned what your personal work happiness would feel like.

Imagine that you've done it. You have made your department, team or organization totally happy. Everybody there is engaged and motivated. People love their jobs. They come in excited and leave proud. Meetings are fun and energizing. Creative ideas are thrown about constantly, and many of them are carried out.

While your people are definitely having a lot of fun, they're also doing amazing work. Customers rave about the service they get from your people, and productivity and quality have never been higher.

Try to really put yourself into that future. See what you would see, and feel what you would feel if you were really there. Then, look at the following questions and write down your answers:

You're at home early in the morning, just before you leave for work. How do you feel about the day ahead of you?

You walk in the door and meet some of your people. How do they greet you? How do you greet them?

You're in a meeting with some of your people. What do their voices sound like? What are they saying? What does your voice sound like?

A new employee is starting in your organization today. How do you receive them? What is their first impression of you? Of the workplace? Of the people working there?

One of your employees has done some spectacularly good work. What do you do? How does that employee receive it?

You need to give an employee some negative feedback. How do you do it? How does that employee receive it?

Your organization has done some great work. How do you celebrate? How does it make you feel? How do your people look and sound as you celebrate your results?

Your organization has failed to reach one of its goals. How do you react? How do your people react?

You walk through your organization and see your people working. How do they look? What expressions are on their faces? How do they sound? What sounds dominate the workplace?

You come home from work. Someone asks you how your day was. What do you say? How does your voice sound as you say it? How do you feel as you say it?

There's an mp3 for this exercise at the book's website.

Exercise 6: Create the business case for happiness at work

Take a minute to imagine, as in the previous exercise, that you've made your part of the organization happy at work. Your people come into work totally energized, happy and motivated. They're creative, feel appreciated, take good care of the customers, and help each other out whenever they get the chance. They communicate well, praise and appreciate each other, work well as a team, and find their work meaningful.

Once your organization, or your corner of it, is this happy, how will it change:

Area	Time savings Hours/month	Money savings Your currency
The way you spend your time in a typical week		
Productivity and efficiency		
Customer satisfaction and loyalty		
Employee turnover and recruitment costs		
Absenteeism		
Communication		
Quality and errors		
Sales		
Change initiatives		
Creativity and innovation		
The bottom line	0	\$0.00

In each area, try to be as specific as you can about the effects of making your organization happy. If there are cost or time savings involved, try to estimate them.

Take a look at your results and add up the savings in time and money—this will give you your business case for happiness. Now it's time to commit to happiness at work. Without this commitment, any action is likely to be hollow and ineffective.