

ISSUE 1
MARCH 2020



WORK HAPPY

THE SECRET TO A BETTER WORKPLACE

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PLUS

INTERVIEW WITH SELF SPACE
FOUNDER JODIE CARISS





A NOTE FROM THE FOUNDERS

Hi there,

Thanks for dropping in.

Here at Work.Life, we believe that our business' success is hinged on our team's happiness. We know that happy employees are more engaged, productive and committed to their work's mission. That's why we create a personal workspace experience, designed to increase happiness at work for everyone in our coworking spaces.

We're very excited to share our first edition of the Work Happy magazine, where we aim to share all our knowledge on why we believe work happiness is important, the factors that influence it, and how you can impact this.

In this edition, you'll get a glimpse into our personal journey trying to understand work happiness for our team and our members. You'll also find out how your workspace impacts work happiness, and how to find the right space for your team; as well as recommendations to engage and motivate your team, and real stories from real people.

We hope you enjoy it.



David and Elliot
Co-Founders, Work.Life

FINDING YOUR WORKSPACE

Whether you're a small team looking to locate your first HQ, or a medium-sized business in need of a larger workspace, finding the ideal work-home can be a huge, and often daunting, task.

At Work.Life, we know the importance of a great workspace for team morale, employee engagement, and company revenue.

To help you start your search for the perfect coworking space, here's the key things you need to consider.

BUDGET

Aside from calculating your spend per head, it's worth thinking about the behaviours of your team.

Do you offer flexible working hours or working from home? If so, you could be suited to hot desking, or a smaller space.

If you require your team to be in work during set hours, a private office in a coworking space might work better for you. You still get access to all the benefits of hotdesking, but will have desks for each of your employees. If you're growing fast, it might be worth budgeting

for a few extra desks to make sure you have enough space.

When searching for the perfect workspace, read the small print on any extra amenities you may be able to gain access to.

Meeting room credits, access to other locations, free coffee and snacks and so on can save a lot of money in the long run (and keep a smile on your team's faces!)

DESIGN

How do your team work? Do they need space to lay out project plans? Do they need areas to make confidential calls? Your space needs to align with your working style.

It's in our nature to crave natural air, light, and materials, and artificial versions can play havoc with our concentration, productivity and happiness levels. Prioritise natural materials, bright spaces and ambient temperatures when checking out spaces.

Hopefully you'll be surprised and inspired by the creative use of space by the experts.

COMMUNITY

You can't choose your family but you can choose your fellow coworkers.

Are you looking to make business connections or build your client base? You never know, you might be sharing a toaster with somebody who requires your skills.

Even if you don't need to make professional connections, think about the social benefits for your team. With social events regularly held at coworking spaces, you can be sure that your team are bonding with their colleagues.

Close work friendships have been proven to boost employee satisfaction by 50%!

EVENTS

Can you attend and host events in your workspace? These often help to implement fresh ways of thinking and working.

Find out what you'll have access to; interacting with like-minded individuals can be a powerful thing for your creativity.

PERSONALITY

How do you want your team to feel when they arrive at work in the morning? Every coworking space comes with its own vibe and it's important to ask what the membership teams think makes their space, their space.

You know your business, clients and team and you know what kind of environment they need to feel supported and inspired to perform at their best.

*If you're searching for your perfect coworking office space, why not check out one of the Work.Life spaces?
Or if you're a team of 30+, get in touch to find out more about Yours.
- the managed office solution.*



HOW TO WORK LIKE A BOSS (AT HOME)

Working from home: it means 30 more minutes in bed, no packed commuter trains, and donning pyjama bottoms for the whole day. Right?

If you want to get sh*t done, working from home also requires a clear routine and a fair amount of self-discipline.

To help you make the most of your work from home days, we've laid out our tips to maximise productivity.

Start early

When you're working in an office, the morning commute is your time to wake up. Add a stop by the coffee machine and a chat to your colleague; and by the time you hit the desk, you're ready to work.

But the transition from the comfort of your bed to the light of your laptop screen isn't quite so smooth. When you're working from home, get up as close to normal time as you can muster; it's better to be up and have time to wake up completely before you get started.

Get ready for work

It can be oh-so-tempting to stay in your PJs and leave your hair unwashed, but it won't help your productivity levels. Stick to your usual morning routine: shower, brush your teeth, make coffee, and put on normal clothes (tracksuit bottoms are permitted). You make a mental association between work and home, so if you're wearing 'work clothes' during work hours, it'll help you be more productive.

Make a schedule (and stick to it)

Establishing a routine is one of the most important parts of making work from home successful. With devices around you 24/7, it can be tricky to strike the perfect balance between work and life. Sometimes, this can mean that you end up working much longer hours than you would do in the office.

On the other hand, without the things that break up your day in the office - meetings, chats with colleagues, lunchbreaks and so on - staying focused can be a challenge. At home, your colleagues aren't there to keep you motivated, and your day runs the risk of blending into one. That's why it's important to make a schedule at the start of every day, and set reminders to tell you when you need to move on to a new task.

Choose your workspace

Step away from the sofa. Just because you're working from home, doesn't mean you shouldn't have a dedicated workspace. Generally speaking, the bed, sofa or beanbag aren't conducive to a productive day - you associate these places with leisure time.

Dedicate a specific place in your house to work. Ideally, it'll be a desk or a table with a comfortable chair, plenty of natural light, and enough space to lay out your materials. Make sure you have working WiFi, and all the software you need - plus plenty of snacks and coffee, ideally.



Take breaks (lots of them)

How often do you work for eight hours straight in the office? With coffee breaks, catch-ups, and lunchtime walks, it's probably not that often. And that's a good thing!

Taking regular breaks in the office can help you stay productive and split up your day - using these breaks to speak to your colleagues can help to improve communication.

So why skip these breaks when you're at home? Try setting an alarm for 15, 30 or 60 minutes, and use this time to call a friend or family member, go for a walk, or practice a fitness video indoors. Stepping away from your desk is key; this will help you stay positive and productive throughout the day.

Move your phone

Unless it's essential to have your phone close by, don't have it at your workspace when you're trying to concentrate. Social media apps will only serve to distract you - and realistically, the only people you need to speak to should be available via email or video call.

The same goes for distracting websites; try to stay away from them during work hours, and save them for afterwards.

Communicate face-to-face

There are definite perks of working from home: comfort, familiarity, ease. But working in the same place you sleep comes with its downsides; the number one being isolation.

If you're used to going into an office every day, the loneliness of working from home can come as a surprise. It's important to communicate with colleagues as you would in the office; luckily, with modern video conferencing tools and chat software, it's fairly easy to do.

If you're working from home for a long period of time, make sure you interact with your colleagues (and ideally with other people, too). Arranging regular catch-ups with your team or work friends can help to keep everyone feeling positive, productive and connected.



THE HAPPY REPORT



90,000

At Work.Life, we believe in the power of happy workplaces. Aside from the clear correlation between engaged workers and a great bottom line, your office is the place that you and your employees spend more time than anywhere else (90,000 hours in the average lifetime!)



1.7M

Because of this, the working world as we know it is changing; the lines between work and life are blurring, and employees are increasingly looking for more flexibility. So much so that freelancing is growing in popularity; the number of registered self-employed workers has increased by 1.7 million since 2001.



200+

To understand the value of happiness at work, we surveyed 200+ of our members and team leaders, to find out what drives them when looking for new roles and workspace. We asked how they measure their work happiness and the bearing that a team's happiness has on their employers.

WHAT WE FOUND

71%

Of our team members surveyed, 71% said that the most important consideration for choosing a new role is the opportunity for growth.

52%

52% of team members said that they choose their next role based on how much a company cares about its people.

72%

When it comes to staff retention, a happy culture and workplace will help you keep your top employees. 72% of team members told us that they're more likely to stay at a company longer if they feel cared for.

EMPLOYERS VS EMPLOYEES

Interestingly, there is a slight disconnect in what employees want, and what employers think they want.



74% of our surveyed team members feel that they are more efficient and productive when they're happy at work. They rated a list of factors which affected their work happiness.

THE TOP FIVE CAME OUT AS FOLLOWS:



Mental and physical health came out on top, beating out location and financial incentives, as the biggest contributors to work happiness.

EMPLOYERS

OUR TEAM LEADERS RATED THINGS A LITTLE DIFFERENTLY

83% would choose their workspace based on its **location**. and **52%** based on the ready-made **community**.

76%

76% of team leaders strongly agreed that happy teams are more productive and efficient.

72%

72% agree that a happy team means they'll retain great staff.

Everyone surveyed wanted to offer more perks to their team but cost and time resources were the top two factors working against them.

PERKBOX

Employee benefit company, Perkbox, has found that employees rate having access to clubs and activities that they can enjoy with their workmates (like book, knitting and sports clubs) higher than more traditional perks like free drinks on Thursdays. Employees said they felt these types of activities give them the opportunity to learn new skills and could improve the way their teams work together.

72%

of our members agreed that happy employees build a better company culture. Finding what makes your people happy will boost productivity, performance, health, job longevity, motivation and confidence. Create a happier workplace and a happy bottom line will follow.



ROCHELLE BRAY
TEAM ENGAGEMENT
OFFICER AT WORK.LIFE

Employee happiness is proven to be worthwhile. So much so, that companies are now hiring their very own 'Chief Happiness Officer'. But it hasn't been without controversy. While some view it as a sign that employee satisfaction is actually being valued in the workplace, some are much more skeptical.

As Team Engagement Officer at Work.Life, I'm a firm believer in the value of happiness at work - and wanted to delve into this controversial job title further.

So what's the purpose of the Happiness Officer? And could hiring your own 'CHO' benefit your business?

Essentially, a Happiness Officer is an HR professional who focuses on making sure employees are happy, motivated and engaged. Their role will often include introducing engagement initiatives, playing a part in recruitment and onboarding, and planning employee progression.

THE RISE OF THE HAPPINESS OFFICER

KEY HAPPINESS OFFICER DUTIES INCLUDE:

- 01 Making sure employees feel valued at work
- 02 Creating a positive and stimulating work environment
- 03 Ensuring that employees' thoughts and opinions are heard
- 04 Supporting growth and career progression
- 05 Resolving conflicts between employees
- 06 Developing employee benefits programmes
- 07 Encouraging collaboration between teams
- 08 Researching new ways to increase engagement
- 09 Boosting productivity
- 10 Making sure achievements are recognised



SO, WHY HIRE A HAPPINESS OFFICER?

Happiness at work has become an important topic of conversation in business; in recent years, it's been explicitly linked to productivity, staff retention and company revenue.

That's why businesses across the board are demonstrating their interest in employee engagement by hiring a Happiness Officer.

Happiness Officers will ensure that wellbeing becomes an integral part of your company, showing employees that you care about their health and wellbeing through a top-down approach.

Happiness Officers have also been credited with improving internal communications; by breaking down barriers between company founders and junior hires.

And in an age where reputation can play a huge part in business success, a Happiness Officer can increase employee satisfaction, develop your employer brand and improve retention rates.

“BREAKING DOWN BARRIERS BETWEEN COMPANY FOUNDERS AND JUNIOR HIRES.”

THE RESULTS ARE IN

Many businesses who have hired a Happiness Officer have reported an increase in employee satisfaction, and a decrease in staff turnover.

In today's changing world of work, we are seeing a shift in human resources, and a clear movement towards employee happiness and engagement. Businesses across the board are starting to prioritise employee happiness; by employing dedicated Happiness Officers to focus on wellbeing, support and engagement - and are seeing tangible results.



HOW HAPPY ARE YOUR TEAM?

Answer A, B or C to the following questions, and find out how happy your team really are.

1 Do your team members actively contribute to meetings?

- a. No team members do this unprompted
- b. Some team members do this unprompted
- c. All my team members do this unprompted

2 Do your team enjoy spending time with each other, often socialising at lunch or after work?

- a. No team members do this
- b. Some team members do this
- c. All my team members do this

3 Do your team members use all of their training and development budget for the year?

- a. No, the majority of team members do not use their training budget
- b. Some team members use their training budget
- c. Yes, all team members use their training budget

4 Do your team members regularly express creativity in their work?

- a. No team members do this
- b. Some team members do this
- c. All my team members do this

5 Do you welcome feedback from your team members?

- a. No, we know that our processes work well
- b. Yes, we welcome feedback from employees
- c. Yes, we ask team members to provide regular feedback, positive or negative

6 Do your team members regularly complain about their journey to work?

- a. Yes, the majority of team members complain about their commute to work
- b. No, most team members seem to be happy with their commute
- c. No, the majority of team members have stated they are happy with their commute

7 Do you regularly organise social events for your team?

- a. We organise maximum one social event per year
- b. We organise bi-annual or quarterly social events
- c. We organise regular social events

8 Have you created a clear company-wide onboarding process for new team members?

- a. No, it is the responsibility of managers to onboard new team members
- b. Yes, we have a clear onboarding process for all new employees
- c. Yes, and we regularly review and update our onboarding process based on feedback

9 Do all team members have regular reviews and catch-ups with their manager?

- a. No, or not sure – this is up to managers to organise
- b. Yes, although feedback is not passed on to senior management
- c. Yes, we have a structured process in place for this

10 Do you regularly review the benefits and perks you offer employees?

- a. No, we are happy with our benefits package
- b. Yes, we review benefits and perks annually
- c. Yes, we regularly review our benefits and perks package based on employee feedback

11 Do you have a member of staff who employees know they can go to with an issue?

- a. No, we don't have a dedicated member of staff
- b. Yes, but this may not have been conveyed to all employees
- c. Yes, all team members know who this individual is

12 Do you have a lot of unexplained absence?

- a. Yes, we have a lot of unexplained absence
- b. No, there is not a lot of unexplained absence
- c. We have no unexplained absence

13 Do your team often seem tired or disengaged?

- a. Yes, we struggle with motivating employees
- b. Yes, my team will occasionally seem tired or disengaged
- c. No, my team never seem tired or disengaged

14 Do you have a way of tracking and measuring employee satisfaction?

- a. No, we don't currently have a system of measuring this
- b. No, although we are working on this
- c. Yes, we have a tried and tested way of measuring employee satisfaction

15 Do you often ask your team whether they are happy?

- a. No, we never do this
- b. Yes, we occasionally do this
- c. Yes, we do this on a regular basis

THE RESULTS

MOSTLY A'S YOU'RE NOT DOING ENOUGH

The bad news is that your team could probably be happier at work. But the good news is that there's a lot of scope for improvement. If you're serious about ensuring team engagement, start by getting feedback from employees; make sure you have a clear understanding of what makes them happy, and use this to review your current processes.

MOSTLY B'S THERE'S ROOM FOR IMPROVEMENT

The likelihood is that most of your team are satisfied in their work; but that doesn't mean that there isn't room for growth. If you already have clear channels of communication and feedback in place, make these more regular, and ensure that you are using their opinions to shape your strategy. For any questions where you answered A, focus on how you could improve in these particular areas.

MOSTLY C'S KEEP DOING WHAT YOU'RE DOING

If you answered mostly C's, congratulations; chances are your team are happy, engaged and committed to your business. That doesn't mean that your employee engagement strategy is perfect; keep doing what you're doing - and for any questions you answered A or B, make sure you know how to grow these areas. If you want extra insight, create an anonymous employee satisfaction survey to confirm what you're doing right, and where you can improve.

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JODIE CARISS FROM SELF SPACE ON MENTAL HEALTH AT WORK

Jodie is the Founder and Creative Director of Self Space and Cariss Creative. She is a therapist with over 15 years experience in the field, and a Tavistock trained Executive Coach. We spoke to Jodie about how businesses can create an open, accepting environment to speak about mental health at work.

How well we are inevitably relates to how well our basic emotional and physical needs are being met.

The conversation around workplace happiness regularly presents opportunities to make physical changes to improve our wellbeing. Ergonomics, regular walking breaks and running clubs are part and parcel of most progressive workplaces, yet accessing tools to tackle poor mental health is, generally, harder.

Jodie Cariss launched Self Space in 2018 in response to what she saw as a growing need for “an improved type of mental health support [that’s] aspirational and contemporary”. Self Space believe in giving your mental health work, time and attention, “our position is to support people [...] before they reach crisis point. To educate people before they can’t get out of bed”.

The UK Mental Health Foundation estimated that for a company of 500 employees, an initial investment of £40,000 into promoting mental wellbeing will result in a net return of £347,722 in savings*. These savings come mainly from reduced presenteeism (lost productivity) and absenteeism.

We spoke to Jodie about the value of addressing potential mental health challenges in the workplace and being honest about how we’re feeling; “we’ve become accustomed to having to be okay.”

Stress in the workplace can have a huge effect on a person’s mental health. Jodie sees stress as a symptom of bad processing and management of what we’re doing, “stress is a choice... there are often conversations

to be had that will prevent it and therapy will help you with the more challenging things”.

Self Space offer corporate bundles of confidential therapy sessions and in the uptake of these, Jodie has seen a real willingness from corporates to change. However, employers aren’t always equipping their team with the mental tools to handle more difficult aspects of their work environments.

A readily available support system and a non-judgemental attitude goes a long way to showing accountability. “We don’t want to breed a culture of excuses but we need to support real dialogue around what people are feeling and what we can do to support people to reach their potential, and be productive and content at work”.

Jodie believes that taking responsibility for employee wellbeing means embedding the conversation in your work culture. She says to praise as well as evaluate, “remember they’re human”. Encourage reviews which aren’t only to discuss the meeting of targets or business challenges and, “talk about mental health in a positive conversation as opposed to it being associated with dysfunction”.

Jodie’s found that, “companies often mirror the dysfunction in families” and like in families, open communication and interdependence between staff breeds a collaborative and positive work culture.

A culture of caring is evident in the little things, “when people bring food to meetings and take time to check in on personal highlights”. It can be as easy as being more thoughtful day to day, “respect for others time, energy and boundaries are really important”.

Jodie also advises finding space for your team to take interest in each other beyond their roles. This means developing creativity in the way awards are offered, “avoid creating a drinking culture [...] this can slide out of control and become the only way they can relate to each other”.

When it comes to having confrontational conversations, Jodie explains that it’s important to be clear about expectations and to use productive language, “try to encourage staff to use ‘I’ rather than ‘you’ in difficult situations so that self reflection and ownership is born. It helps in the long run”. Self Space want to normalise talking about how you feel. Jodie’s vision is for a Self Space on every high street, “I want people to access therapy in the same way they go and have a hair cut, it’s not a big deal”.

***[mentalhealth.org.uk/statistics](https://www.mentalhealth.org.uk/statistics)**

“I WANT PEOPLE TO ACCESS THERAPY IN THE SAME WAY THEY GO AND HAVE A HAIR CUT, IT’S NOT A BIG DEAL.”

SAYS

- “What do you think?”
- “Yes, I can do it”
- “I may not make the deadline”
- “I understand your concerns”
- “I’m fine”
- “Which do you prefer?”

THINKS

- “Why is this so difficult?”
- “I have too much on”
- “I don’t feel connected with anyone here”
- “Nothing I create is good enough”
- “Am I wasting time?”
- “Do they think I’m useless?”
- “I cannot concentrate”
- “People think I’m strange”

MENTAL HEALTH

DOES

- Postpones big decisions
- Makes endless lists
- More research
- Makes comparisons
- Calls in sick
- Avoids social occasions
- Misses deadlines

FEELS

- Overwhelmed
- Spread thin
- Anxious
- Imposter syndrome
- Unsure who to trust
- Ungrateful
- Lesser than
- Misunderstood

WORK.LIFE MEMBER SPOTLIGHT

ROSE LUKAS

MANAGING DIRECTOR,
HANDS UP FOUNDATION

Work.Life coworking spaces are filled with people and companies doing great things. In this issue, we talk to Rose Lukas, Managing Director of Hands Up Foundation and Work.Life London Fields member, about the company's purpose, work happiness and her favourite thing about her job.



What is the purpose of the Hands Up Foundation?

The Hands Up Foundation is a young and innovative charity which raises money and awareness for aid projects supporting Syrian communities (both inside Syria and on its borders). We focus on funding the salaries of Syrian professionals (doctors and teachers), who provide vital health and education services to their local areas.

Nearly nine years of conflict in Syria has devastated the country and shattered the lives of millions. Syrians have lost their families, homes and jobs as well as basic services. Basic health and education services don't only provide doctors and schooling, they also promote stability, create livelihoods and foster hope.

And what is your role within the company? What does this involve?

I am the Managing Director, so run all of our work day to day. This includes everything

from managing our small team to fundraising (through events and campaigns) and identifying and monitoring the aid projects we fund on the ground in Syria and Lebanon.

What makes you happy in your job?

Seeing the results of our work and meeting the Syrians we are able to support. The doctors and teachers we work with are some of the most inspirational people I have ever met. They are brave, resilient and have a wonderful sense of humour, in spite of what they continue to live through. Other things that make me happy are laughter and chocolate in the office.

Finally, what is the best thing about coming to work each day?

Hands Up was started by three friends and I. Coming to work every day knowing exactly what we are doing and why makes it easy and fun, with the right level of challenge. The Work.Life team are also a joy to be around - which helps!

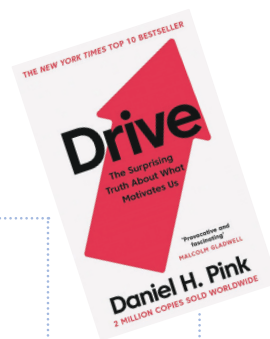
"THE DOCTORS AND TEACHERS WE WORK WITH ARE SOME OF THE MOST INSPIRATIONAL PEOPLE I HAVE EVER MET."

Find out more about Hands Up Foundation:
handsupfoundation.org

BOOK RECOMMENDATIONS

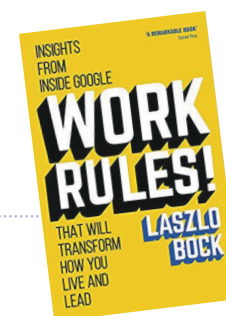
DRIVE: THE SURPRISING TRUTH ABOUT WHAT MOTIVATES US DANIEL H. PINK

Research in psychology shows that there is a significant discrepancy between what behavioral scientists know about how humans operate and what businesses do. This book will transform how you think about what drives high performance as Daniel explores the power of autonomy, mastery, and purpose, to help us work smarter and live better.



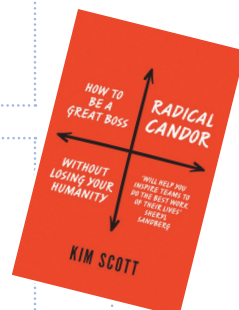
WORK RULES! BY LAZSLO BOCK

Written by the former SVP of People Operations at Google, this book is a manifesto on how to navigate the new world of work, attract the best talent and keep them prospering.



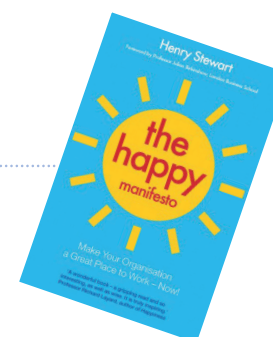
RADICAL CANDOR BY KIM SCOTT

This book is a management philosophy which teaches you how to find the sweet spot of great management and will provide you with the tools to create a culture of feedback, build a cohesive team and to love your work and the people you work with.



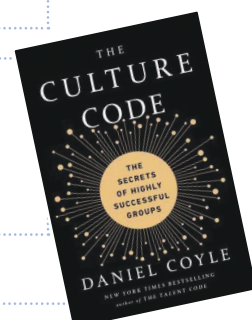
THE HAPPY MANIFESTO BY HENRY STEWART

A call to look at management from the perspective of the people who are managed. You'll learn what it means to have a happy workplace and how to transform productivity, loyalty and innovation within your organisation.



THE CULTURE CODE DANIEL COYLE

Daniel unlocks the secrets of highly successful groups and provides readers with a toolkit for building a cohesive, innovative culture.



PODCAST RECOMMENDATIONS



THE BROAD EXPERIENCE

The Broad Experience sparks candid conversations about women, their careers and success. They discuss the challenges everyone's thinking about, but not always talking about and will leave both men and women feeling more enlightened and empowered to take action.



THE ACCIDENTAL CREATIVE

The Accidental Creative highlights two interconnected aspects of success: creativity and productivity. Todd Henry interviews artists, authors and business leaders who offer tips on how to build useful practices that will help you thrive and stay healthy in life and work.

Episode recommendation: 'How do you define excellence?' A 7 minute episode about how misalignment of expectations affects teamwork and what you can do about it.



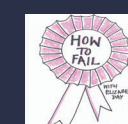
EAT SLEEP WORK REPEAT

An Apple #1 Business Podcast on happiness and work culture, this series has a focus on science and experts, over gurus and opinions. Bruce Daisley interviews psychologists, neuroscientists and workplace experts to understand how we can improve our jobs.



WORK HAPPY

Each week, journalist Angelica Malin chats with entrepreneurs on how to build a happy workplace culture and get the best from your team. The experts explore the landscape of workplace happiness and share tips on how to move, eat, sleep and work better.



HOW TO FAIL

How To Fail With Elizabeth Day is a podcast that celebrates the things that haven't gone right. Every week, a new interviewee explores what their failures have taught them about life and work and how to succeed and fail better.



PRIVATE OFFICES HOT DESKING HAPPINESS

FIND OUT MORE



OR VISIT **WORK.LIFE**





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