Designers Guide It all begins with day one...

First Impression

- Like any first impression, the first moments of the day can set the tone
- Employees should be greeted upon arrival and helped to feel at home in the new office environment
- Someone should escort the new employee to his/her office and give an overview of the upcoming day



Welcome!

Welcome Pack

- Help the employee feel informed and welcomed by providing a comprehensive welcome pack on their desk
- Provide helpful company information, useful supplies and fun gifts!

Welcome!

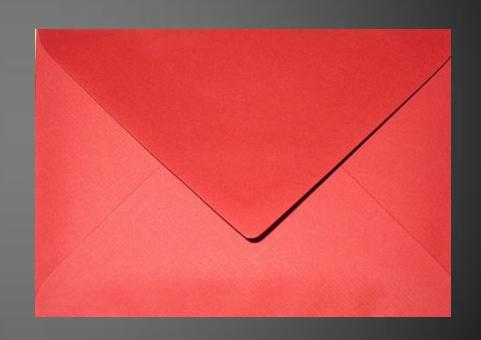
Welcome Pack: Schedule

Provide a
 comprehensive agenda
 outlining the day to
 relieve ambiguity and
 and set expectations

		Welcome!
		September 30, 2012
8:00 AM	:00	
	:15	
	:30	Breakfast
	:45	
9:00 AM	:00	Meeting with Calvin (your peer mentor)
	:15	
	:30	
	:45	
10:00 AM	:00	Orientation
	:15	
	:45	
11:00 AM	:00	
	:15	
	:30	First meet & greet
	:45	
12:00 PM	:00	Lunch with the team
	:15	
	:45	
1:00 PM	:00	
	:15	
	:30	Time with IT geek squad
	:45	
2:00 PM	:00	
	:15	Goal setting meeting with Annie (your manager)
	:45	doar setting meeting with Anime (rour manager)
3:00 PM	:00	
	:15	Improv!
	:30	
	:45	
4:00 PM	:00	Surprise birthday party for Jen
	:30	
	:45	Interior design time
5:00 PM	:00	
	:15	
	:30	CEO end of quarter wrap-up
	:45	01 m) - 16 1 m
6:00 PM	:00	(You'll have to wait and find out!)
	:30	Optional team happy hour
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Welcome Pack: Welcome Letter

- Greet new employees with a friendly letter expressing excitement!
- Help employees bond with their new team and start to identify immediately with the company culture
- Make it personal and specific
- Remind employees why they chose to work with you and why you chose to work with them



Welcome Pack: DH Toolkit

- Offer new employees a quick reminder of how to design their own happiness in your company
- Summarize core company values and happiness tips in a DH Toolkit
- Whether it is asking for feedback or expressing appreciation – highlight happiness success factors upfront!



APPRECIATION

we all want to feel appreciated

Two types of happiness

Expressions of gratitude help us feel motivated and empowered. We rarely take advantage of opportunities to express thanks despite the positive benefits it has on our outlook.

3. CUT

The language of thanks

We speak many languages of appreciation. Small tokens, meaningful conversations and public recognition can all be used to communicate gratitude.

Recognition is contagious

When we are noticed we tend to notice others. Taking a moment to express appreciate helps others realize what they are grateful for.

TRY THIS

Ask yourself: How can you express gratitude more? Try to recognize someone at work a daily basis for doing something you are thankful for.

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MONEY AIN'T A

our personal meaning of happiness impacts our choices

Employees are driven by more than money
While financial incentives can be quite strong, people
want to feel they are working for more that just dollar
bills.

The biggest reason for switching jobs is dissatisfaction in one's job function, not low salary.

Ensure employees are working on projects they like and understand. Ask employees what they are passionate about and what their goals are for their job. Then to ensure they achieve them.

Employees want to know their job matters. Show employees how their work is contributing to a larger goal and affecting the bottom line. Ensure they are recognized and feel appreciated for their

contributions.

TRY THIS

Ask employees to prioritize the projects they would like to work at the beginning of each quarter. Work hard to ensure each employee gets to contribute in some way to one of the project he or she wants.

04

DESIGNING HAPPINESS TOOLKIT

3. CUT



ENABLE CONNECTION

we are happy when we are around the people we love

Connecting with people drives happiness

We find joy when we're with the people we love – and we find joy sharing those moments with others.

Work and Family?

There's an inherent tension: we don't suggest bringing families into the work place, and we want to build happiness and productivity in the work place, but we also recognize that time with family and friends makes people the happiest. So, we need to bring some of the elements of the former to the latter. That way, the halo effect of familial happy can influence our employees.

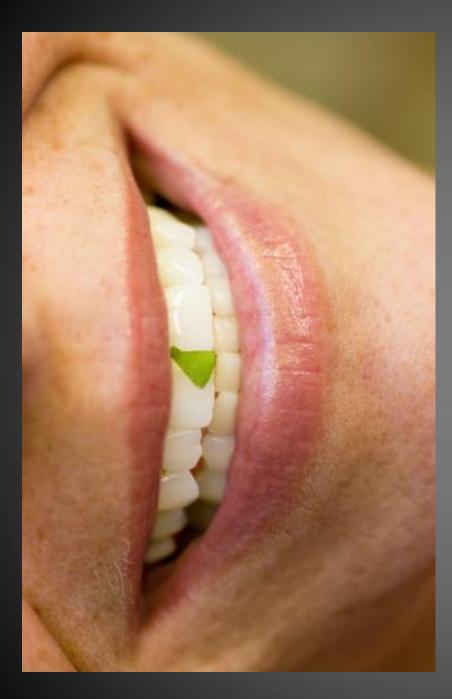
Remember what matters most

Make sure your employees know that you know that their whole lives are important to the success of the company. Encourage group hikes or walks to enable connection among employees and general whole-life health.

TRY THIS

Encourage family photos in break rooms and on desks. Host events meant for friends and families of your employees to get to know each other.

3. CUT



FEEDBACK IS A GIFT

There is something to learn from every experience and from every person.

Understand and then be understood

Feedback is based on each individual's perception. All point of views are valuable. Understand where people are coming from, withhold judgment, and then proceed to explaining your intention or perspective.

Feedback is a way of helping others

Life is a learning experience and should be treated as such. We need to help each other and, in turn, should ask to be helped ourselves. We need other people to help us become better.

Rewarding improvement

Individual recognition will go a long way. Rather than writing that email that will inevitably find it's way to the trashcan, try hand writing a short note or card. A funny toy or simple souvenirs.

TRY THIS

Share a few ambiguous maxims with your co-workers. Then, have everyone take turns sharing how they interpret it and why. How are your interpretations different? Why do you think that is?

3. CUT



Minimize Frustration

find ways to make things go smoother

Frustration kills happiness

When asked what makes them unhappy, DMV customers often gave examples of time consuming or dysfunctional processes that cause unnecessary waste of their time.

3. CUT

What can be done

Though it is not possible to achieve perfection and eliminate all frustration, with more careful planning, most causes of frustration can be avoided. Regular customer satisfaction surveys and other forms of feedback can all help us find potential areas of improvement.

Eliminate Entitlement

Recognize the fact that no matter how well-planned a process is, there is always a chance that something could go wrong. Keeping the customers' expectations reasonably low results in more happiness than does promising them perfection.

TRY THIS

Surprise your customers with unexpected gifts of various forms. Something as simple as a word of recognition works wonders.



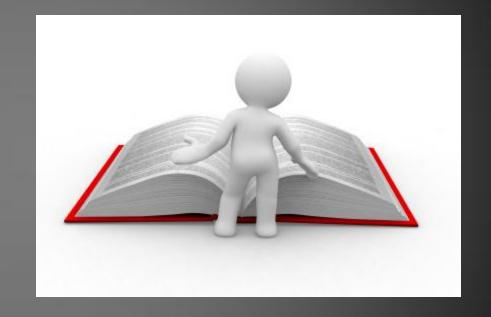
Welcome Pack: IT/HR on-boarding

- Provide as much logistical information as feasible
- Anticipate key IT/HR questions and offer solutions
- Take the burden off the employee to navigate setting up the basics



Welcome Pack: Quirky Company Intel

- Think through terminology or acronyms that might be unique and unknown to new employees – offer a cheat sheet to help get them up to speed!
- Create a game to help new employees learn the lingo and also relieve the stress associated with feeling lost or left out



Welcome Pack: Contact Information

- Help employees find their team and important contacts by providing a map and list of contact information
- We often take for granted knowing how to get around an office or how to find the right people – for someone new however this can be very daunting





Welcome Pack: Workflow Snapshot

- Provide a summary of current projects and company information
- Help a new employee feel included by informing them of the current state of the company and top of mind projects



Welcome Pack: FAQs

- No one likes asking silly questions!
- Take the burden off new employees by offering answers to (even the most basic) frequently asked questions
- Keep a running log of questions asked to improve the document with each new hire!



Welcome Pack: Company Yearbook

- Keep a company year book that can be distributed to new employees
- The Yearbook can include photos and funny facts about each employee
- This book will help new employees learn names while also finding fun ways to engage in conversation



Welcome Pack: Supplies

 Arm your employee with ample supplies and the knowledge of where to find more



Welcome Pack: Gifts!!!

- Increase new employee excitement by offering fun company schwag
- Bags, shirts, hats and gadgets with company logos are all fun to receive and fun to give!



The Day Begins...

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	:45	ene orden rei mrahah
	:00	(You'll have to wait and find out!)
	:15	and the state of t
	:30	Optional team happy hour

Breakfast

- Have a common area for employees to gather informally in the morning for breakfast
- Take the stress out of the morning routine by offering healthy and convenient options
- Invite your new employee to join the team in the kitchen for a cup of coffee to start the day off!











Peer Meeting

- Set up a peer buddy system so that every new employee has a buddy
- Set aside time early in the day for this introduction so that employees start the day off with a friend and are able to ask anything not covered in the FAQ guide before meeting with more senior team members



Orientation: Culture Kick-off

- Start new employee
 orientation with a reminder
 of what the company is all
 about
- Have a manager reintroduce the cornerstones of the company's culture to set the tone
- Highlight unique policies, personal anecdotes, holiday traditions or quirky norms to help illustrate



Orientation: Logistics and Benefits

 Bring in department specialists to do a comprehensive review of necessary on-boarding logistics including IT, operations and HR

 Review information included in Welcome Pack and allow time for questions



Office Meet & Greets

- Set up <u>informal meet and</u>
 greets where new employees
 can learn about their fellow
 coworkers on a personal and
 professional basis
- This can help new employees make friendships with established professionals early and alleviate that overwhelming feeling when all the faces in the office seem new and unfamiliar



Office Meet & Greets

- Set up these meet and greets for the new hire
- Ensure the meet and greets are with individuals who will be helpful to the new hire in his or her future job responsibilities and/or would be of interest to the new hire



Lunchtime!

- Take the new hire out to lunch and make him or her feel welcome and at ease
- It is important to have some casual, bonding time with your team on the first day of work... and what better way to do this than over food?



Lunchtime!

 Introduce the new employee to all the lunch options in the neighborhood...what's good, what's bad, what's cheap, & what's quick



IT Help

- Set up one-on-one time between the new employee and an IT professional to help she or he connect to the printers and communal drives, set up his or her email and download the right software
- This will help expedite the IT process and reduce IT frustration



Time with Manager

- Carve out time with for the new hire to meet with his or her manager
- New employees need to feel they have the guidance, support and leadership of their manager not only when they first start but throughout their time with the company



Time with Manager

- Provide discussion topics for the new hire to discuss with his manager. These could include:
 - Roles and responsibilities
 - Goals for the quarter & year
 - Career path
 - Expectations for manager/employee relationship



Intro to Educational Offerings

- Inform employees of all of the corporation's educational offerings and encourage them to sign up for classes
- It is important that companies offer classes and other opportunities to employees augment their learning and professional capabilities.



Intro to Educational Offerings

Vary the classes
 available. Options
 include online excel
 classes, improv classes
 to improve public
 speaking, managerial
 training, or interactive
 case studies.



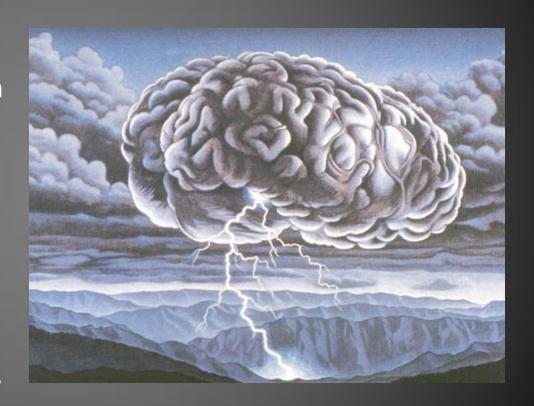
The First Meeting

- Ensure the first
 meeting that the new
 hire is invited to sets
 a tone for how all
 meetings should be
 fun
- The meeting should not only be timeefficient and actionable but also fun, valuable and open to all voices in the room



The First Meeting

- Consider conducting a brainstorm in the first meeting. Brainstorms can bring up the energy level in a meeting room
- Brainstorms could be held as roundtable discussions, free flow of ideas, or a conversation sparked by some inspirational materials like videos, pictures or other information. Regardless, it is important that the company stresses that "no idea is a bad idea"



Celebration Time!

- Celebrate both
 professional and
 personal
 accomplishments in the office
- Individuals spend the majority of their waking hours at work, and as such, companies should recognize special milestones in their employees' lives, even if unrelated to work



Celebration Time!

- Host parties with food, beverages, and music for occasions such as birthdays, baby showers and <u>first days</u> <u>of employment</u>
- Make it even more special by either creating invitations and increasing anticipation for both guests and honoree or by making it a surprise party and catching the honoree off guard



Make Your Space Your Own

 Encourage new employees to decorate and personalize their work space in a way that makes them happiest



Make Your Space Your Own

- Give new hires a stipend to spend on their cube for items like lamps, funky supplies, vases etc.
- Surprise employees
 with free schwag like a
 picture frame or a
 plant to get them
 started



CEO Quarterly

- Conduct quarterly or monthly all-hands-on CEO presentations
- Transparency and communication are essential for keeping employees happy within a company, and having a visible and open CEO is one way to achieve this



CEO Quarterly

Ensure the CEO utilizes this platform to give honest insight into the company, recognize individual achievements and announce and welcome new hires into the company to ensure they feel appreciated and valued.



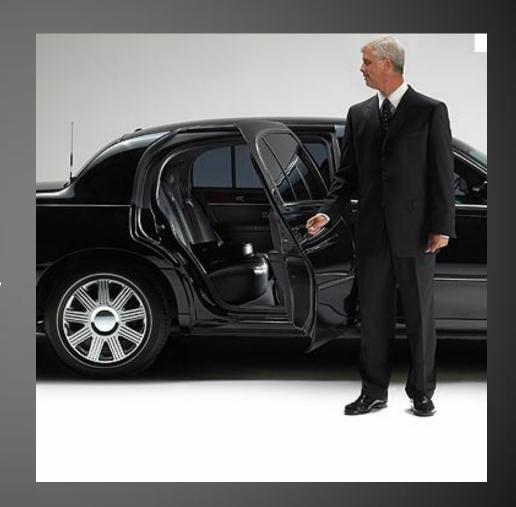
End of day surprise

- Give the new hire a special surprise at the end of the day
- Whether it be flowers, balloons, or a welcome card signed by the team, a gesture like this at the end of the first day can get the new employee excited for what is to come



Transportation Home

- Remember a work day doesn't end until an employee walks through the door of his or her home!
- Ensure the new hire's work day ends on a happy note by assisting in their transportation
- Either pay for a car service home or provide them with a valet service or special parking spot if they drove themselves



Ready for Day Two...

- A happy and stress-free first day can alleviate any new hire's concerns
- By ensuring a new employee understands his or her responsibilities, is properly set up in a space, and has the opportunity to bond with and contribute to the team day one, the company is setting up the new hire to succeed on day two and beyond



...And Beyond

- Invite new employees to the team by asking for ways to iterate and improve
- Each new idea will ensure that the on-boarding process continues to welcome your company's most important asset – your people!

