

# WORK HAPPY

## THE FUTURE OF WORK

FINDING YOUR NEW WORKSPACE  
HOW TO WORK LIKE A BOSS (FROM HOME)  
HOW HAPPY ARE YOUR TEAM?  
BOOK & PODCAST RECOMMENDATIONS

### PLUS

WHAT MAKES YOU HAPPY AT WORK?  
INTERVIEWS WITH PEOPLE LEADERS

MARCH 2021



# A NOTE FROM THE FOUNDERS

## Work happiness: what does it really mean?

Before this all started, we knew it was about more than just a salary and job stability – that things like physical environment, the people you work with, and career development all played a role. But now, after a huge shift in our working patterns, we're still figuring out exactly what work happiness means for our team and members. We think that workspaces will become somewhere where teams can go to be together, collaborate, and enjoy work!

In this issue of Work Happy magazine, we're looking to the future - exploring the best and worst bits of remote working, plus how to keep your team happy and engaged, wherever they are.

We also take a look at the future of the office, and how you can approach finding your new workspace.

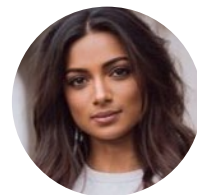
We hope you enjoy it!

David and Elliot  
Co-Founders, Work.Life



# FINDING YOUR NEW WORKSPACE

## IN 5 SIMPLE STEPS



**ANIKA COUTINHO**  
BUSINESS DEVELOPMENT  
MANAGER

Times are changing – teams are no longer going to go into an office every day to sit and do paperwork or reply to emails. Instead, employees will want to go into work to have in-person meetings, to collaborate on projects, brainstorm ideas, and socialise with their teammates. Many businesses have given up their large, traditional HQ office in search of pastures new.

They are now looking for a more collaborative workspace, with benefits, amenities, and working environments that create happiness and productivity. The workspace environment is going to change completely, and the way businesses utilise space is going to change too.

As you start your search for a new workspace, there's a few things you need to consider:

### 1. BUDGET

The first step to finding your new workspace is determining budget, so start by figuring out how much you are willing to spend per head. Your budget for workspace might be lower than it was a year ago. Then, do your research on the most cost-effective options.

Are you planning to offer flexible

working hours or working from home? If so, you could be suited to hot desking, or a part-time office space. A good way to cut costs is to look into agile working – do you actually need a desk for every employee, or could you just take desks for 40-50% of your team, then organise team rotation so not everyone is in the office at the same time? When searching for a new workspace, read the small print on any extra amenities you may be able to access. Meeting room credits, access to other locations, free coffee and snacks can save a lot of money in the long run (and keep your team happy!)

### 2. FLEXIBILITY

Flexibility is going to be key, so when you're searching for your perfect workspace, make sure you know how often you want to use the space. There are now so many options out there, from pay-as-you-go hot desking for teams (the ultimate flexible option), to part-time office space, where two or more businesses can share a private office. If you're unsure, you can speak to the experts: workspace operators will be able to advise you on the best way your team can use space.

### 3. DESIGN

Next up, the fun bit – workspace design! Remember, you'll want to create a workspace your team want to come to, so think about how your team works, and what they need space for. Do they require meeting space to collaborate and brainstorm, space to take conference calls, or should you prioritise social areas?

Your space needs to align with your team's working style. Prioritise natural materials, bright spaces and ambient temperatures – workspace design has a huge impact on concentration, productivity and happiness levels (and often, employees don't have the same luxury environment at home!)

### 4. COMMUNITY

You know how the age-old saying goes: you can't choose your family, but you can choose your... coworkers?

If you're looking to make business connections or build your client base, it's worth thinking about how your chosen workspace can help you build your professional network. Plus, think about the social benefits for your team. Especially when

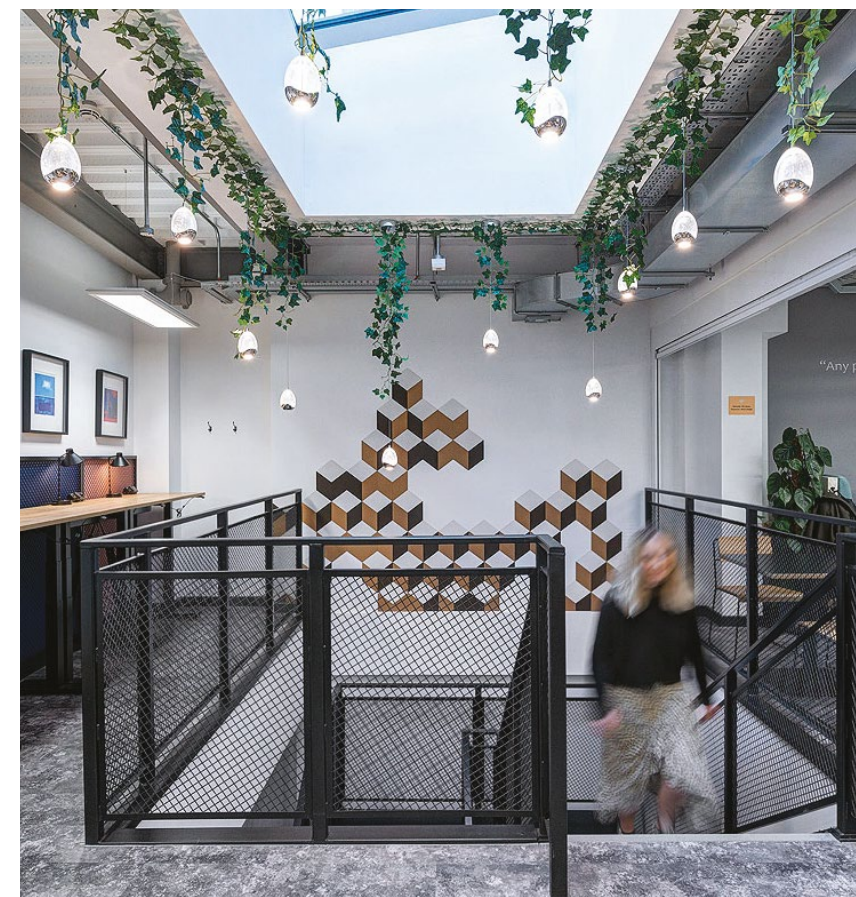
you're bringing your team back into the office, it's good to make sure that your team are bonding with their colleagues. Did you know that close work friendships have been proven to boost employee satisfaction by 50%!?

### 5. PERSONALITY

Ask yourself: how do you want your team to feel when they arrive at work in the morning? Every workspace comes with its own unique vibe and it's important to make sure yours is right for you and your team. Find out what you can do to make the office your own: whether that's adding your own branding, logo on the door, or completely refitting the space. You want to make sure your space reflects your culture in some way.

If you're searching for your new office, Work.Life can help you work out what you need!

[BOOK A CONSULTATION](#)



# HOW TO WORK LIKE A BOSS FROM 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.





# KEEPING YOUR REMOTE TEAM HAPPY



**ROCHELLE BRAY**  
PEOPLE MANAGER

Engaging a team spread across many different sites and cities was always a challenge, but doing so for an entirely remote team is another thing altogether!

During the pandemic, I've trialled lots of different ways to engage the Work.Life team remotely, so I wanted to share them!

MY 10 TOP TIPS TO ENGAGE YOUR REMOTE TEAM

1. REGULAR EMPLOYEE CHECK-INS

It's been a tough year for everyone – but each person has a completely different experience. As a people leader, it's your responsibility to make sure everyone feels supported, has everything they need to do their job well, and that they are faring OK. Regular virtual check-ins do wonders. I have 1:1 check-ins with every team member at least once per quarter.

2. VIRTUAL TEAM BUILDING

Now I'm not saying you should do this weekly (probably not even monthly – we've all had enough of Zoom calls as it is!), but a fun team event, bi-monthly or quarterly is a great way to bring everyone together outside of work. At Work.Life, we hosted a quiz where different members of the team organised questions on a different topic. We've also done team pizza making, naan kits, and burger kits!

3. RECOGNITION

When the team aren't all in-person, it can be easy to overlook individual and team achievements. Make sure you shout about every achievement, big or small – on the weekly team call, in an email, or at the end of the quarter. This will help to ensure your employees feel valued.

4. SACRED TIME

We've found working from home has meant more video meetings, calls and messages – and that can be draining. So, we've put in place 30 minutes of 'sacred time' every lunchtime, where no meetings are held or Slacks are sent. Post-1pm every Friday, we also encourage no meetings, to help the team wrap up their work before the weekend.

5. EMPLOYEE WELLBEING WEEKS

Something that's key is making sure your team still feel valued, even when working remotely. We trialled an 'employee wellbeing' 2 weeks, where we put on a range of sessions including mental health coaching, stress management workshops, and a cook-a-long session.

6. PERKS

We've always prided ourselves on our immense perks at Work.Life – and we wanted to make sure we didn't lose these while working remotely. Where possible, we've kept our perks consistent – like a

monthly wellness budget, and 'Team Joy', to spend time with your teammates. Though not everything is possible, we've found inventive ways to spend time with each other virtually, such as ordering breakfast or lunch to eat together on a video call.

7. SUPPORT SYSTEM

If an employee has a problem, do they know who to call? If they need a piece of equipment to do their job properly remotely, is it clear how to submit a request? Make sure everyone knows who to speak to in each scenario: their line manager, HR, IT, or someone else? This will help to make sure the team feel supported while working remotely.

8. WALKING MEETINGS

During the colder months especially, it can be easy to spend the whole day inside. We've encouraged our team where possible to take a meeting on the move and take some time away from their screens!

This is vital to reduce fatigue, burn out and brain fog.

9. STRONG COMMUNICATION

Everything changes when you're working remotely – including the way you communicate with employees. Make sure you have worked out the best way to communicate everything from promotions and reviews, to company news. We have a weekly team newsletter, and an all-hands meeting every 3 weeks.

10. FEEDBACK

You may think you're doing a good job of engaging your employees, but maybe there's things you could be doing better. Get regular feedback from your team about things they would appreciate. We put out regular engagement surveys, and I also gather feedback during my 1:1s with each member of the team.

## THE IMPORTANCE OF EMPLOYEE HAPPINESS

Coming out of a global pandemic, businesses are going to be more focused than ever on employee wellbeing and team happiness. There's plenty that people leaders can be doing, both remotely and in person, to ensure their team are engaged and happy.

Especially as the future of work is looking more flexible than ever, it falls to business leaders and HR teams to ensure employee engagement remains top of their priorities.



# 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 team members do this unprompted

**2** Do your team make an effort to communicate with each other?

- a. None of the team do this
- b. Some team members do this
- c. All team members do this

**3** Do your team members express interest in learning & development?

- a. None of the team do this
- b. Some team members do this
- c. All team members do this

**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 team members do this

**5** Do you welcome feedback from 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 regularly complain about work?

- a. Yes, the majority of team members regularly complain about work
- b. No, most team members seem to be happy
- c. No, the majority of the team regularly express they are happy at work

**7** Do you regularly organise social events (either in-person or virtual)?

- 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 your team who employees know they can go to with an issue?

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

**12** Are you transparent about changes that are happening in the business?

- a. No, we tend not to speak to the team about changes
- b. Sometimes, depending on what it is
- c. Yes, we keep the whole team in the loop about all major changes

**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 improve in 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.



**WORK HAPPIER**

WORK HAPPIER

**WORK HAPPIER**

WORK HAPPIER

**WORK HAPPIER**

WORK HAPPIER

**WORK HAPPIER**

WORK HAPPIER

**WORK HAPPIER**

WORK HAPPIER

**WORK HAPPIER**

WORK HAPPIER

**WORK HAPPIER**

WORK HAPPIER

# WORK HAPPIER

## WHAT MAKES YOU HAPPY AT WORK?

Through the pandemic, we spoke to inspiring people leaders about how they've managed their teams remotely.

**We asked them: what makes you happy at work?**



**DAVID MCKAY**  
**Head of Culture at innocent drinks**

Ooh, big question with lots of answers. The thing I love (which innocent gives me) is being in a fast-paced and challenging environment that has purpose, whilst having fun along the way.



**LEYLA OMAR**  
**Director of Diversity & Inclusion at Brainlabs**

The most rewarding element of my D&I role is when I manage to make a tangible improvement to someone's life. Don't get me wrong, it's also exciting when we roll out new company initiatives or reach big milestones, but the true sense of fulfilment is usually on a more personal level, rather than professional.

All it takes is one kind message or reports of a happier employee to give me that magical glowy feeling that I'm making some small amount of difference. As the old cliché goes: we should all try to leave this world a little better than we found it.



**CHANCE MARSHALL**  
**Founding Partner at Self Space**

I've spent so much time focusing on the things that I think will make me happy (this normally looks like achieving all of the things on my to-do list), that I've often forgotten all of the other things that matter. So what makes me happy (or find more meaning) in my work is paying attention to the important things outside of work too.



**JANE BRIGHT**  
**Director of People and Talent at Bloom & Wild**

New challenges and learning and the people I get to work with everyday!



**OLIVER BEACH**  
**General Manager at Jolt**

Leadership, I think. When you have a team, you no longer work for yourself, you work for your team! I know how hard they work and I know how much pressure we're all under to deliver, especially with what's going on in the world. So genuinely, what makes me happiest is when my team is happiest.



**MATT PHELAN**  
**Founder & Head of Global Happiness at The Happiness Index**

Freedom. :)

READ THE FULL INTERVIEWS WITH THESE LEADERS AT [WORK.LIFE/BLOG](https://www.work.life/blog)



**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”

“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  
EMPATHY MAP**

**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



**ALICE LYONS**  
Founder & Director of Dark Coffee

Work.Life coworking spaces are filled with people and companies doing great things. In this issue, we talk to Alice Lyons, Founder & Director of Dark Coffee and Work.Life Manchester member, about the business, what makes her happy and her favourite thing about Work.Life.

Dark Coffee

**Tell us a little about Dark Coffee...**

We're a wellbeing agency that helps SMEs create badass mental health cultures! We specialise in opening brave, curious and energising conversations that give people the confidence to support themselves and others. Some of our core services include group coaching programs, wellbeing panel discussions and events, peer support sessions for wellbeing champions and 1:1 coaching for business leaders. Oh, and we have the Dark Coffee Podcast!

**What's your role within the company and what does that involve?**

I'm the Founder and Director but as a small company, that encompasses many aspects of the business! One minute I'll be delivering a webinar on self-care and boundary-setting... the next I'll be filming some videos for our social media.

**What makes you happy in your job?**

I love helping people so as long as I'm doing that, I'm having a

good day. I love getting to know other providers in the mental health space and meeting cool people in the wider business community, so I jump on any networking opportunity I can fit into my diary!

**What's your favourite thing about working from a Work.Life space?**

I'm torn between the dogs and the snacks! I love the community, Work.Life feels small enough to be friendly but big enough that you can hide in a corner if you need to meet a deadline. I love the friendly feel of the place, especially if I've been working at home a lot.

**What do you miss about the space when you're not there?**

I miss the incidental conversations you have in the kitchen. Sometimes, you just need to have a quick chat with someone to get past a problem that's keeping you stuck. When you're working from home, it can feel a bit forced or formal to message someone, whereas solutions seem to hit you in the face when you're coworking!

“

**WORK.LIFE FEELS  
SMALL ENOUGH TO  
BE FRIENDLY BUT  
BIG ENOUGH THAT  
YOU CAN HIDE IN  
A CORNER IF YOU  
NEED TO MEET A  
DEADLINE**

[READ MORE ABOUT DARK COFFEE](#)



BOOK RECOMMENDATIONS

SOME OF THE WORK.LIFE TEAM'S FAVOURITE LOCKDOWN READS

WHAT A TIME TO BE ALONE  
CHIDERA EGGERUE

A self-help book with a difference! Eggerue explains why being alone is not just okay, it can be incredibly beneficial to help you realise your self-worth.

SOLVE FOR HAPPY  
MO GAWDAT

Mo questions the fundamental aspects of our existence, and lays out the process for lifelong happiness!

CAN'T HURT ME  
DAVID GOGGINS

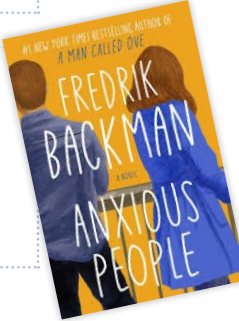
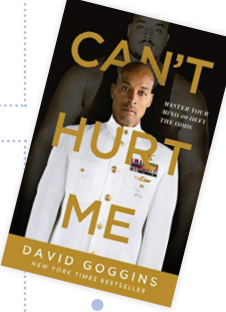
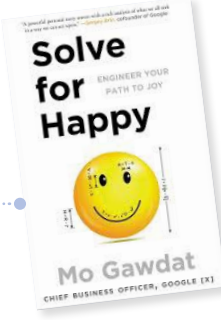
In this inspiring book, retired U.S. Navy Seal David Goggins shares how self-discipline, mental toughness and hard work enabled him to become a record-breaking athlete.

SO YOU WANT TO TALK ABOUT RACE  
IJEOMA OLUO

Oluo offers a modern take on the racial landscape in America and addresses pressing issues like white privilege, police brutality, and micro-aggressions.

ANXIOUS PEOPLE  
FREDRIK BACKMAN

This thought-provoking fiction book is about the enduring power of friendship and hope! One to read for a pick-me-up.



PODCAST RECOMMENDATIONS

WHAT WE'VE BEEN LISTENING TO IN OUR DOWNTIME



THE HIGH PERFORMANCE PODCAST

A glimpse into the lives of high-performing people who have excelled in their field. Each episode features a different "high-achiever", who shares their tips and tricks.  
Best to listen to... while you're getting ready for work



DEEP ROOTS

This podcast from ex-rugby player Damian Browne uncovers Browne's journey to self realisation through extreme adventures and expeditions.  
Best to listen to... on your daily walk



WORK HAPPY

We couldn't forget our very own podcast, could we?! Through lockdown, we've been loving listening to Work Happy, where entrepreneurs share their tips on engaging their teams and building happy businesses.  
Best to listen to... on your lunch break



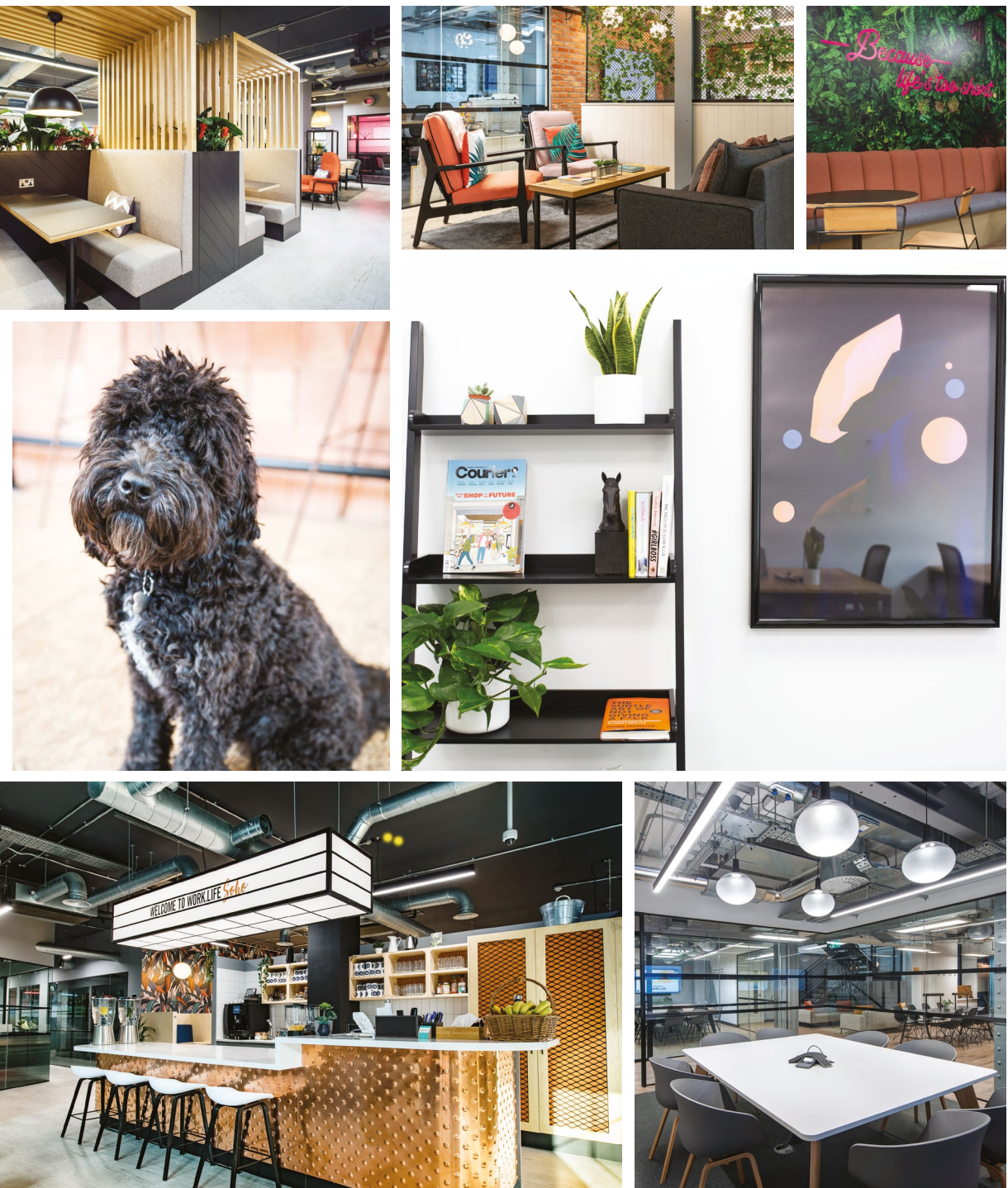
THE HAPPINESS LAB

From Dr Laurie Santos, this podcast examines the latest scientific research on happiness. Santos provides practical takeaways to help you feel more happy in life.  
Best to listen to... when you're feeling down



THE FREECO PODCAST

An accessible guide to mental health and mindfulness, delivered through short, to-the-point episodes, from experienced fitness coach Will Brown.  
Best to listen to... before bed



# PRIVATE OFFICES HOT DESKING HAPPINESS



FIND OUT MORE  
OR VISIT **WORK.LIFE**





WORK•LIFE