

This one's for you, people leaders.

WHAT'S NEW IN AUGUST 2021



The updates we're releasing throughout this summer period are all about bringing to life the rich information available in Happiness Lab and helping you to use those insights as part of your day to day role as a people leader.

A great deal of your work as a people manager or leader in your company can be somewhat intangible, a whole suite of jobs that never make it onto your task list. Often referred to as soft skills, we think of them as the critical leadership skills that are essential to the way your team works and how your company performs.

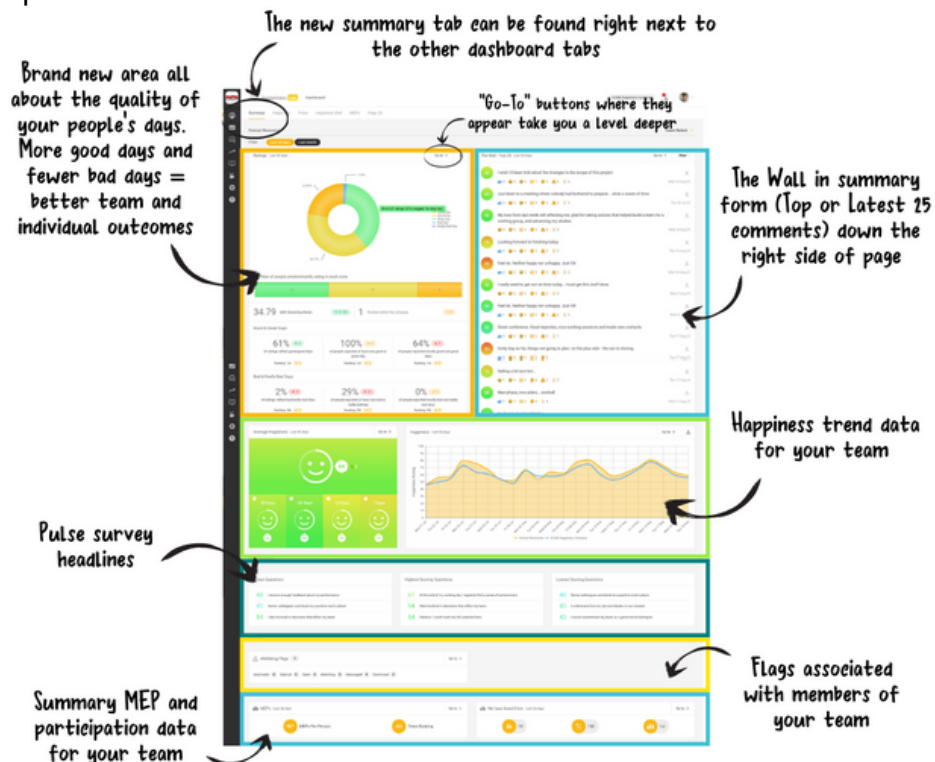
Understanding how your people are doing, when the demands placed upon them are too great and they're at risk, or just knowing how they're feeling about the latest changes coming from above are examples of jobs that we expect good managers to be able to do, but let's be honest, they've always been hard to do well, and remote or hybrid working just makes them harder

These latest updates are all about making those jobs easier for you and giving you some extra tools that help you lead your people even more effectively.

More of the most important insights in a single place

The most obvious change that we've made is the introduction of the Summary Dashboard. This is about providing all of the most important insights in a single place so that you don't have to navigate around the different parts of the platform to find them.

Let's take a quick tour.



There are 6 distinct areas represented on the summary dashboard but before we dive in to what we're showing in each area, a few things of note.

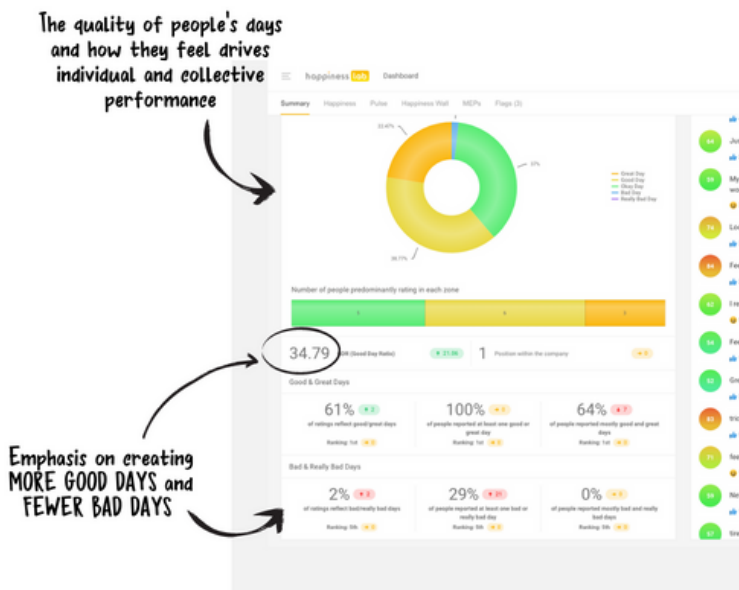
- The summary dashboard can be found alongside the other dashboards (happiness, pulse, MEPs, Wall etc.).
- When you enter the summary dashboard the view defaults to the team you're assigned to and will always show the last 30 days.
- If you want to view larger groups like your division or the whole company, click Team picker (top right).
- For time period, there's an option to view the last full calendar month (as a quick way to produce headlines for your monthly report, for example), but other time periods can still be viewed and explored throughout the platform in the usual way.

More good days, fewer bad ones

The most prominent insights on the page are all about the quality of people's days. For the first time since we launched our BETA product back in 2017, average happiness isn't the first thing we're drawing your attention to. Here's why.

We've long said that happiness is the gauge, not the goal.

As a gauge, it tells us simply how our people are feeling which is a reliable predictor of outcomes for individuals and teams alike.



When people are feeling good, not only do they perform better in almost all aspects, but they're much more likely to be engaged, much less likely to leave, and almost certain not to suffer burnout. At the other end of the spectrum the outcomes are similarly clear, we're more likely to be ill, to leave, to make mistakes, to suffer workplace injury and so on.

As a set of indicators, this new feature element of the dashboard should be really helpful for managers who want the best outcomes for their team, and provide the insights to support your efforts and to help you create more good days and fewer bad ones.

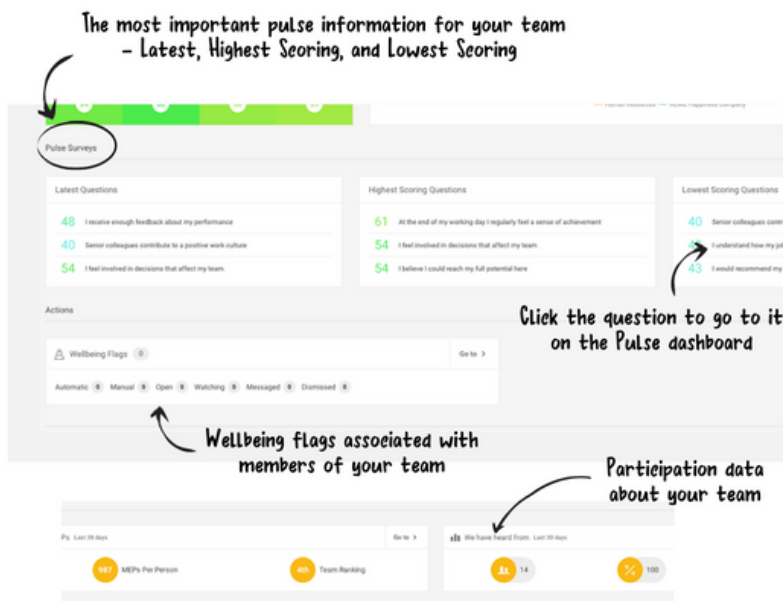
Whilst it may no longer occupy the top spot in terms of insights, there's still a place for average happiness and it should still be a key part of understanding how people feel in the context of your workplace. Clicking through from here using "Go To" takes you to the Happiness Dashboard that you'll be familiar with



Better, more natural navigation

Not only better insights, but, as you'll see below, we've made navigation a little more natural too.

Whilst you can still navigate via the menus and tabs you'll be used to, the new summary dashboard enables you to click through from the insight you're looking at, to the next level of detail about that subject and from there (permissions allowing) you can click right through to the reporting area for the lowest level of detail available.



For example, if you're looking at the Pulse survey section of the summary dashboard and see a question you'd like to explore further, click that question and it'll take you to that same question on the Pulse dashboard for more information.

If you still want more, simply click "Go to" and you'll be taken to the Survey section of the Reporting area where you can explore demographics, different instances of the question, and all the other things you can do already.

It's all just got a lot quicker and easier to do (and don't worry, all the usual privacy protections still apply - minimum group size, no identifiable data etc).

The Actions section (also shown in the image above) gives you quick insight about Wellbeing flags raised about your team members and the status of those flags. Those with permission to access the Wellbeing Centre will be able to click 'Go To' but if it's not there for you, feel free to contact one of your Super Users who should be able to give you more information about the nature of wellbeing concerns we're detecting. This section will soon be updated to include the Actions Log and Events Log.

Finally, the last two sections give you snapshot insights about participation. On the left, MEPs give us a good indication of the level of participation of your team and how that compares to other teams (ranking), and on the right, how many people we've heard from you in your team over the past month in absolute and % terms.