



happiness **lab**

The employee listening and wellbeing platform

**Jobs you can do  
with Happiness Lab**

# The critical jobs of a great manager

A great deal of your work as a manager or leader in your company is intangible, the things that don't make it onto your task list, but they're critical to the way your team works and to what makes you the leader you are.

Of course, what we're talking about here are those critical tasks that are so often known as soft skills. 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 changes coming from above.

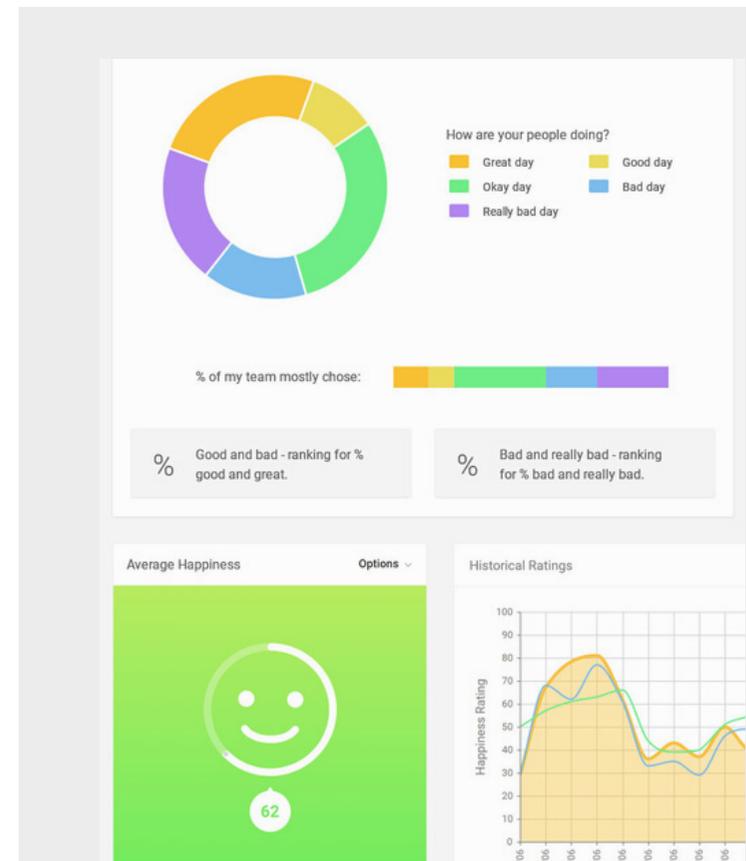
These jobs have always been hard to do well, and remote or hybrid working just makes them harder, however, Happiness Lab exists to help you perform these jobs to make your workplace as happy, healthy and productive as it can be.

Here are just a few of those jobs...

# 1

## I want to be sure that my people are coping with the demands placed upon them...

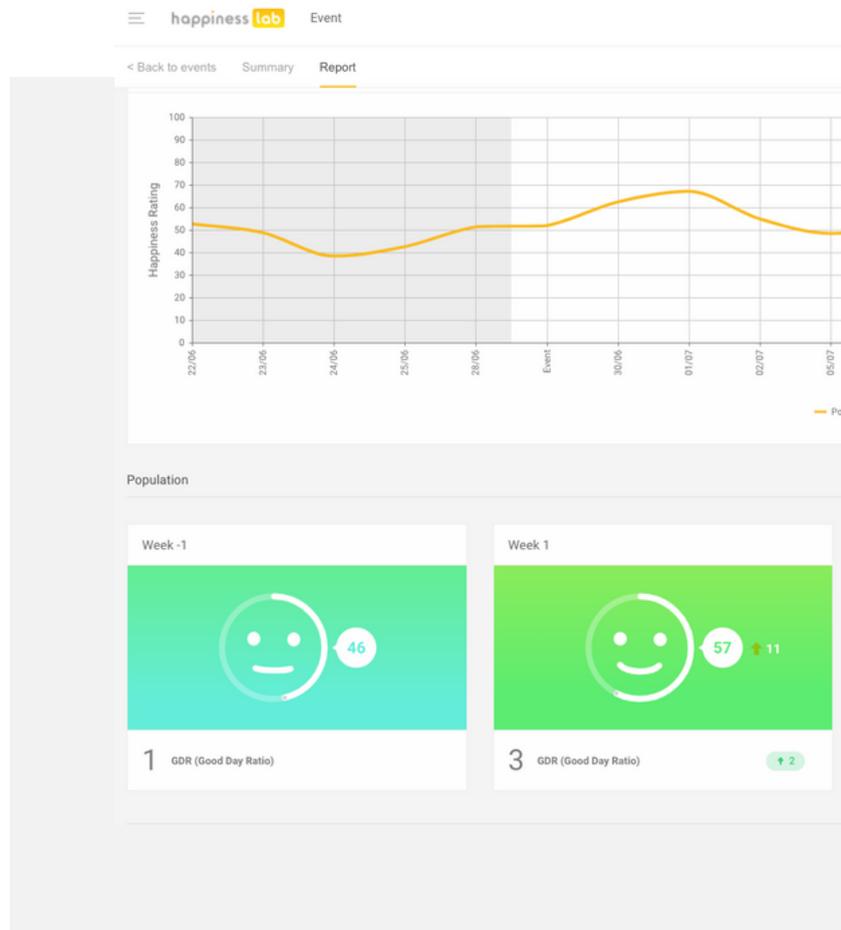
- Happiness Lab can help you understand how your team is better than any other tool
- A simple daily check-in routine gives you ongoing, live-data and a running narrative that is all available in simple, clear dashboards
- Plus, our algorithms track activity alerting you when any of your people shows signs of possible distress or decline



**...so that they're able to perform well and be productive (and so I know they're okay)**

2

## I want to know how my people feel about changes as they happen...



- Happiness Lab is a live, real-time, always-on insights tool, which tells you the effects of planned and emergent change as it's happening
- Our event-tracking module takes that further with discreet insights and comparison of before & after data, plus the ability to add a control group so you can understand how your people are impacted by all kinds of change and interventions

... so that I can address concerns (so they don't hinder performance) and learn for future change-related communication

3

## I want to know if anyone in my team is struggling (as early as possible)...



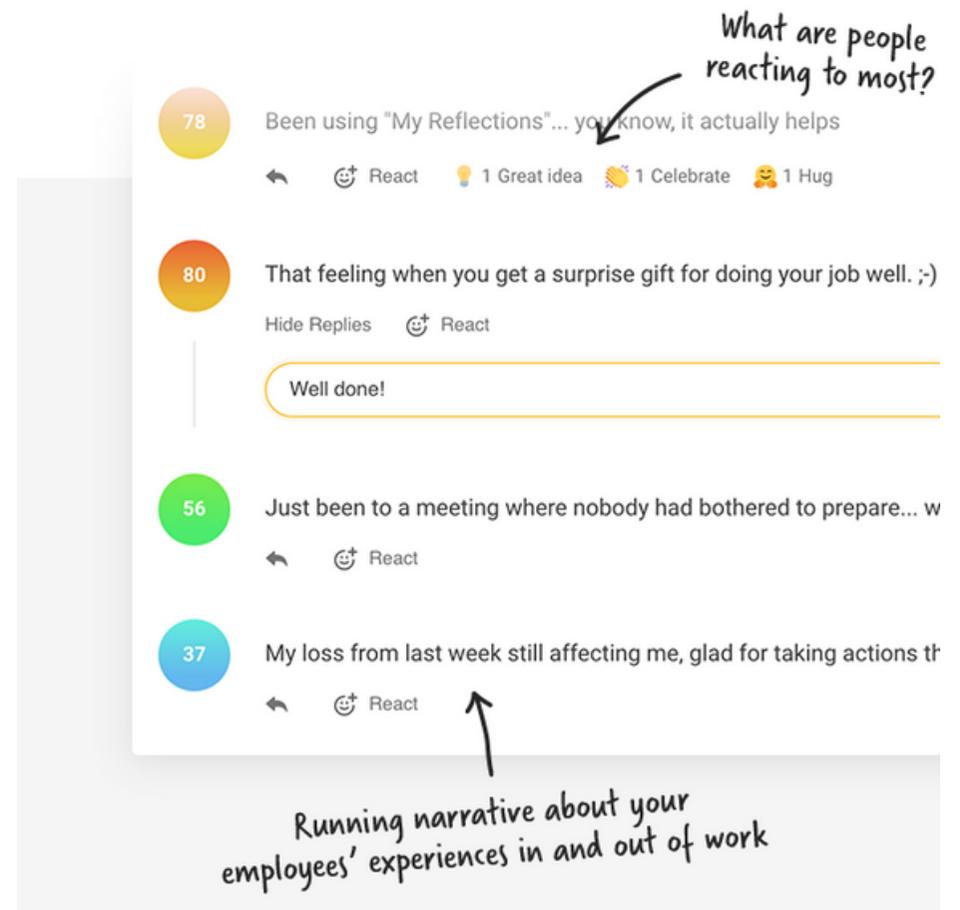
- Happiness Lab includes algorithms that monitor the daily check-in routines of your people, alerting you to signs of possible decline or distress much earlier than you would otherwise see it.
- There's also a case management tool that helps you evaluate risk, manage intervention and monitor those at risk of decline - all without compromising the anonymity or dignity of your people

... so that I/we have the opportunity to intervene and help, before the situation deteriorates

# 4

## I want to understand anything that is getting in the way of performance...

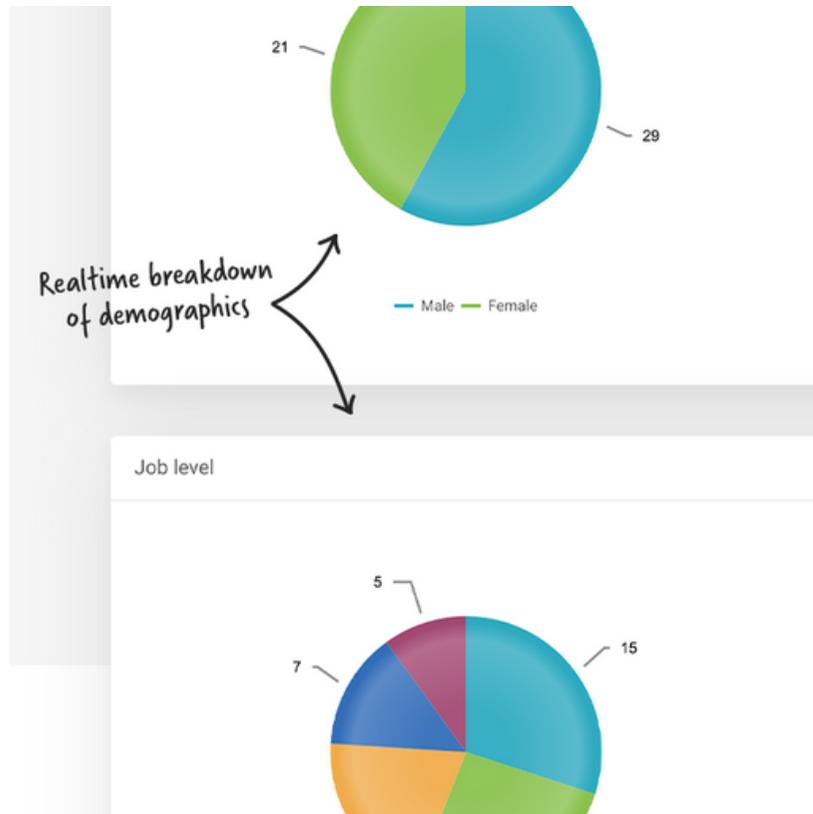
- Some issues affect only one person in your team, some have wider and more serious implications - either way, the sooner you understand that there are issues, the sooner you can take action
- The Wall represents a running narrative of life inside your firm through the eyes of your employees and is a great window into what's working and what's not across your team



**... so that I can help by removing barriers, and helping people deal with challenges, keeping everyone moving forwards towards our goals**

5

I want to be sure that everyone in my team has a voice...



- Happiness Lab offers everyone an **equal voice**. This is about more than anonymity, it's about enabling people to interact with one another about their experiences without status, and without avatars
- Filters allow you to be sure that experience across your workforce is consistent and that you're hearing from everyone

...so that we hear from everyone, and live up to our values for **all** of our people

6

## I want to hear the unfiltered truth from my team...

diverse fun positiv

collaborative experir

progressive ethical honest ha

awesome rewarding

challenging open scary

appreciative focused fixed hierarchic

serious changing nurturing selfish inclusive

Turn the happiness wall into a word cloud

- Happiness Lab is safe for people to share their honest feedback and experiences, so you'll get to hear what your people think, what worries them, what's getting in the way of their work and wellbeing
- It's also transparent, which means everyone can see each other's comments which democratises the workplace and allows you to focus on what's most important to your people

... so that we're working on what matters most right now that will help us get better

# 7

## I want to capture and action feedback, ad-hoc ideas and issues

*Flags allow your team to highlight things they're concerned about.*

**Flag**

Reason

I'm worried about this person

Additional Information

Hi, saw this on here this morning and I am a little worried that someone is struggling. I've replied on the wall but was wondering if we could reach out?

Cancel Flag

- You can capture comments from The Wall and add them to our Action Log
- Here you can keep track of the things you're working on, gather more information, group similar themes, and update colleagues on progress
- As you work on issues and ideas, you can link your activity to our events tracking module letting you monitor the effectiveness of any initiative or intervention

**...so that we take advantage of what our employees tell us (and so that they know we're listening)**



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**talk to us to find out more**

**hello@happineslab.com**