



IT Training



Personal Development

Manag

# Onsite Insights

Best Practice  
Visits

# 2023

**happy**<sup>©</sup>  
Serious learning



## General Information

**Visit to:** Happy – F2F  
**Contact:** Henry Stuart  
Chief Happiness Officer  
**Location:** 3<sup>rd</sup> Floor  
9 Alie Street  
London  
**Postcode:** E1 8DE  
**Train:** East Aldgate  
**Website:** [www.happy.co.uk](http://www.happy.co.uk)  
**Email:** [info@onsiteinsights.co.uk](mailto:info@onsiteinsights.co.uk)  
**Tel:** 07771 853 610

## Agenda

- 10.00 Arrival & Welcome
- 10.15 Creating A Great Place to Work  
When do People work at their Best?  
The Happy Story – A different approach  
Learning from the Best
- 12.15 Great Customer Service
- 13.00 Networking Lunch
- 13.45 Positive Social Impact
- 14.30 Questions & Answers - Feedback
- 15.30 Close

More info...

## About Happy

Happy is a multi-award-winning company that was voted 2nd best workplace in the UK in the Financial Times. A training company based in Aldgate, central London, Happy employs just 25 people but has won widespread recognition for its unique approach.

The core principle at Happy is that 'people work best when they feel good about themselves'. The main purpose of the company management is to create a framework where people do indeed feel good about themselves. The result is a people-focused business that has won a plethora of prestigious awards. The business benefits of this approach are clear, and the company has a waiting list of over 2000 people for the next job vacancy.

### HIGHLIGHTS OF THE VISIT

#### Creating a great place to work

What makes a great place to work? Involving visitors, Happy will reveal key principles and specific steps to take to make your workplace one that people will really want to work in. Recognise how to create a blame-free environment and identify the key principle for management focus.

#### Great customer service

The first principle of great customer service is: 'Treat your customers as you would want to be treated'. The visit will involve the audience in bringing together great and poor customer service experiences and lead to practical steps you can take. You will recognise what differentiates great service from normal service and identify key steps to help your organisation to improve.

#### Positive social impact

Discover ways to develop the social effect of your organisation's work on employees and the wider community.



the  
happy  
manifesto

## VISIT INFORMATION PACK

### Who should attend?

- Directors, Board Members
- Senior and Operational Management
- Production & Team Leaders
- Lean, Six Sigma & CI Managers

### Why attend a Best Practice Visit?

- Inspiration – seeing best practice first hand.
- Exposure to new ideas and opportunities
- Benchmarking
- Networking
- Highly motivational
- Practical & unbiased information – no theory, no consultants, no text books – just what works and why

### Costs & To Book

- Delegate Fees: £195 plus VAT per person
- 10% Discounts for Group Bookings (5 or more)
- Maximum Number of attendees: 16

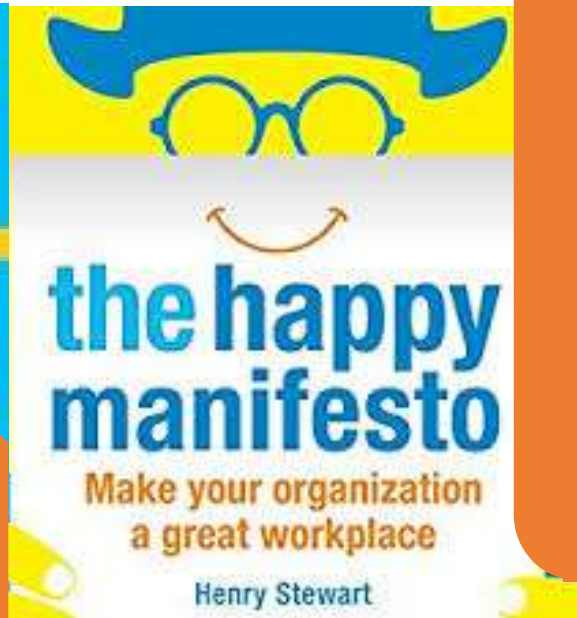
#### To Book

Email: [info@onsites.co.uk](mailto:info@onsites.co.uk)

Tel: 07771 853 610

Website: [www.onsiteinsights.co.uk](http://www.onsiteinsights.co.uk)

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## Onsite Insights

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Best Practice Visit Programme

Supporting organisations improve through a series of one day visits to organisations. No theory, no text books, just what works & why.

More than...

# 62,000 visitors



Established in 1983 by the Department of Trade & Industry in the UK. Became Onsite Insights in 2004



Net Promoter Score across all visits Based on feedback from visitors

#### Why it works:

- + Visitors see first hand what has worked & why
- + Networking with like-minded people
- + Benchmarking drives improvement
- + New ideas & solutions
- + Accelerates Innovation

[www.onsiteinsights.org](http://www.onsiteinsights.org)

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