



IT Training



Personal Development

Manag

## Onsite Insights

Best Practice  
Visits

# 2023

## VIRTUAL

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



## General Information

**Visit to:** Happy - Virtual  
**Contact:** Nicky Stone  
Coach  
**Website:** [www.happy.co.uk](http://www.happy.co.uk)  
**Email:** [info@onsiteinsights.co.uk](mailto:info@onsiteinsights.co.uk)  
**Tel:** 07771 853 610

**Zoom Link:** **TBC**

## Agenda

- Unit 1** 10:00 – 12:00
- Creating joy at work through empowerment
  - Ownership and Transparency
  - How we aim to deliver customer delight (and measure it)
- Unit 2** **Self Guided Activity**
- you will be provided with background information and exercises to do and videos of our Chief Happiness Officer explaining the ethos of the company
- Unit 3** 13:30 – 15:00
- Recruitment and selection
  - Snapshots and peer review (what we do instead of appraisals)
  - Creating joy in life as well as work

**More info...**



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## 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.

### Virtual Zoom Session

You will be engaging with Nicky (One of our senior Facilitators and Leaders) and each other throughout and, **we want to see and hear you**, so please be prepared to share video and audio. Join us from your own internet-connected device, preferably a **laptop or desktop computer** rather than a phone or tablet. One person, one device

Join us from a **quiet place**, which is not shared with other participants on the session.

You do **not** need any specialist software or to have used Zoom before. The link above is all you need. If it's your first time, there's a widget to download to your device at the start so allow a few minutes for this.

**Video** - have your webcam on, we want to connect with you (Please don't worry about how you look or the state of your background, we are all working with what is possible right now rather than what might be perfect!).

**Audio** - For the best sound use a headset with microphone and a USB connection but your mobile phone headphones plugged into your device audio work really well too. If you don't have either of these then you can use the sound on your device but you will need to be somewhere quiet!

**Notetaking** - have a pen and paper handy so you can take notes.

Please don't plan any other remote meetings in between the two sessions, it can be intense being online and we'd love you to be fresh for this learning and to get the most from it.

[More info...](#)



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

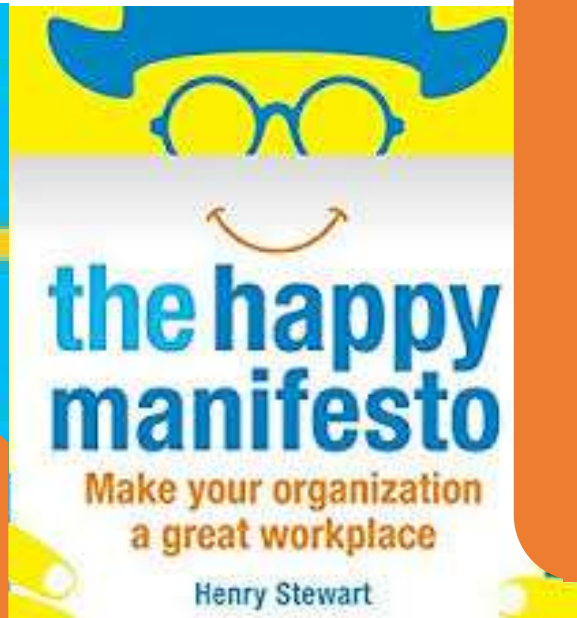
- Delegate Fees: £195 plus VAT per person
- 10% Discounts for Group Bookings (5 or more)
- Maximum Number of attendees: 16

#### 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

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)

Onsite Insights is a programme delivered by S A Partners LLP