



IT Training



Personal Development

Man...

Onsite Insights

Best Practice
Visits

2024



General Information

Visit to: Happy – F2F
Contact: Henry Stuart
Chief Happiness Officer
Location: 3rd Floor
9 Alie Street
London
Postcode: E1 8DE
Train: Aldgate East or Aldgate
Website: www.happy.co.uk
Email: info@onsiteinsights.co.uk
Tel: 07771 853 610

Agenda

- Unit 1** 10:00 – 12:30
- Creating joy at work through empowerment
 - Ownership and Transparency
 - How we aim to deliver customer delight (and measure it)
- Unit 2** 13:15 – 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, In 2022 Happy was voted in the top 2 in the UK and the top 15 in Europe in the Great Place to Work awards, small business section. A training company based in Aldgate, central London, Happy employs just 22 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.

[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

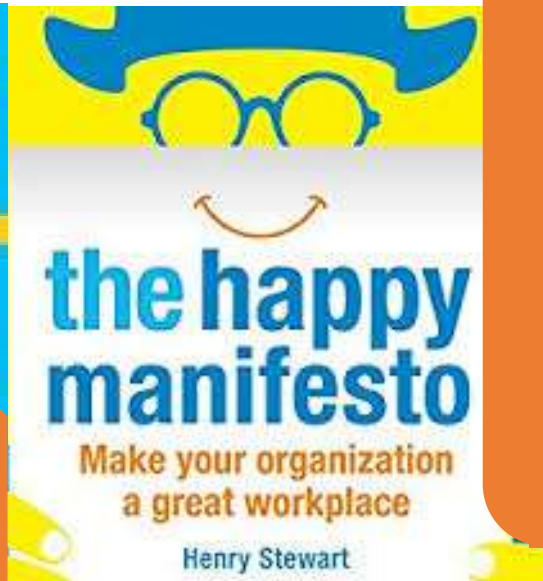
To Book

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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

Onsite Insights is a programme delivered by S/A Partners LLP