

VISIT INFORMATION

Happy

Start / Finish	10:00 - 15:00
Company:	Happy
Full Address:	3rd Floor, 9 Alie Street, London E1 8DE
Key Contact:	Henry Stuart
Website:	www.happy.co.uk
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

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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.

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.

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PPE:	None
TRAVEL:	Nearest Train Station: Aldgate East or Aldgate
PARKING:	None

ABOUT ONSITE INSIGHTS

- The program exists to encourage the sharing of innovation and best practice between organisations.
- It achieves this through a series of one day visits to organisations - No theory, no text books, just what works and why.
- Established in 1983 by the Department of Trade & Industry as a program to encourage the sharing of ideas between organisations; it became a commercial enterprise in 2004 under the name Onsite Insights. Onsite Insights joined S A Partners in 2018.

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