

NBCDA Keynotes

Working with Joy: Transforming the Workplace for Better Fulfillment and Success

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In today's fast-paced and demanding work environments, the concept of joy at work can seem elusive. However, research shows that fostering joy in the workplace leads to increased productivity, satisfaction, and employee retention. This keynote aims to demonstrate how integrating joy into daily work routines can transform the professional landscape, making it more fulfilling and dynamic for all employees.

This will be a high-energy, joyful time together. There will be music, interactive activities (at tables and as a large group), as well as an online activity using the Kahoot app.

Categories to cover:

- a) The Importance of Joy at Work
- b) The Barriers to Joy at work
- c) The 3 necessary parts of a Joyful workplace
- d) Strategies you can bring back to your workplace – 1) Personal, 2) Team 3) Organization/system

The Importance of Joy at Work

Question: Do you work in a joyful workplace?

In partnership with [Canada Life](#) and [Workplace Strategies for Mental Health](#), this study examines self reported factors of psychological health and safety in Canadian workplaces. The work is an update of a 2023 study and is informed by data gathered online from over 3,200 respondents by [Pollara Strategic Insights](#) in July 2024.

Among our more interesting findings:

- Employed Canadians are more likely to say their mental health has improved rather than declined over the past 12 months.
- One in four (24%) working Canadians report experiencing burnout 'most of the time' or 'always,' up from 21% last year but significantly improved since the pandemic.
- More than two-thirds (68%) of employed people consider their workplace psychologically safe.
- 23% of employed Canadians believe their workplace is not psychologically safe.
- Half (52%) of managers believe they can identify when team members are struggling with psychological distress.
- Only half (47%) of employees in large workplaces (500+ employees) are experiencing a positive workplace culture.

- A new 2024 survey suggests Kshatriya is far from the only Canadian worker feeling burnt out.

More than four in 10 (42 per cent) of Canadian professionals reported feeling burnt out in the findings by HR consulting firm Robert Half, released Wednesday.

- Millennials (ages 27 to 42) reported burnout at work more than any other generation, at 55 per cent. Generation Z (ages 18 to 26) followed closely at 51 per cent, then generation X (ages 43 to 58) at 32 per cent and baby boomers (ages 59 and above) at 24 per cent.
- “Especially when we are in an always-on culture, we’re expected to have our phone in our pockets, which is an extension of our jobs, we can much more clearly see the relationship from checking that email at 9:30 or 10 at night and that feeling of stress or exhaustion.”
- There is a ‘business case’ for joy – increased productivity, engagement, retainment
- Tony Schwartz (2013) – Companies with joyful employees are 4X more likely to give extra, 11X more committed to staying, and have higher growth rates

Question: What is blocking me from feeling JOY at work?

Question: What is one thing that would bring you more JOY at work?

Question: Would you be nervous about telling the world about how things really run at your workplace?

Working with Joy – two meanings. One, how to bring joy into your work. Two, that you need to work at it – a habit to build, create or design.

Question: Paint a picture of your workplace in two sentences.

What is Joy?

Joy vs Happiness

Happy – connected to mood; often external events, circumstances, possessions; can be felt alone; short lasting; disappears in time of hardship (coconut cream pie, funny joke, winning the 50/50, seeing the Northern Lights

- Opposite to Happy is Sad
- CCP story

Joy – happy with depth; profound; resonates deep within our soul; internal/spiritual in nature; connected to others; stays around and can be ‘tapped into’; endured low mood and hardship – in fact, may increase from hardship;

- Circumstances appraised as safe, familiar and requiring personal effort
- Opposite to Joy is Empty
- @ work, come when you meet purposeful outcomes

- Two types – Excited Joy (high energy, loud), and Quiet Joy (serene, deep)
- ‘Wah’ story
- **Applying skills and strengths toward values you care deeply about in service of something that is meaningful to you and others**
- Visual – Flower
 - Smelling and looking at Petals are happy, Joy is the whole thing contemplating full picture – how it looks, smells, connected to earth, and understanding our connection to others from it
- Activity – Table – Joy Juice. On a sticky, write one thing at work that brings you JOY. In pairs name your reasons and why
- Assess ‘happiness at work’ in 3 scales – engagement, job satisfaction, and organizational commitment (see HAW scale, 2018).

Barriers to Joy in the Workplace

- Always-on culture; unrealistic expectations; lack of planning/reflection time; being burned out, or burned-out co-workers
- Joy-killing norms
- Fatigue, cynicism and lack of self-efficacy – in employees and leadership
- 6 Burnout Categories: Workload, Values-mismatch, Lack of Fairness, Inadequate Reward, Lack of Control, Poor Community, Physical & Psychological Safety

Question: Which burnout factor hits close to home for you?

The 3 Necessary Parts of a Joyful Workplace

People – harmony, aligned, united, team, belonging, vulnerability safety, care, trust

Praise – acknowledgement, appreciation, gratitude, generous, no schadenfreude (Shaw-din-froy-duh)

Purpose – impact, common and clear purpose/why, meaning, aligned priorities

People

Questions:

- How would you describe the culture of your team? Use 3 words.
- Do you feel connected to your team? To one person on your team? Do you feel like you belong at your workplace – what makes you feel that?
- If you were to leave your work for another job, who would you bring with you and why? Would anyone bring you? Why?

- What is one thing that you do that you know brings Joy to your workplace? How do you know this?
- Are you proud of the work you do?
- Do you feel valued?
- Is there laughter in your workplace?
- Do you have effective meetings?
- Does slinging happen at your workplace?
- Do you have a NGC (Nothing Good Committee)?

Praise

Questions:

- What do you appreciate about your colleagues or your workplace?
- Are you generous with your praise for your colleagues?
- Do you generally notice and name what is good in your life? Do you notice the 'glimmers'?
- Can you take in the good if it came your way?
- How does your workplace appreciate those that work there?
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Purpose

- The elevator game – can you tell me, in 20 seconds, what the purpose of your organization is, and what your role in that purpose is?
- Are your daily tasks connected to your org's purpose? How?
- How sure are you that you are doing what you are 'supposed' to be doing?
- Who is your customer? Who is your customer's customer?
- Do you have a positive impact at work?

Strategies you can bring back to your workplace

Personal, Team, Organization/System

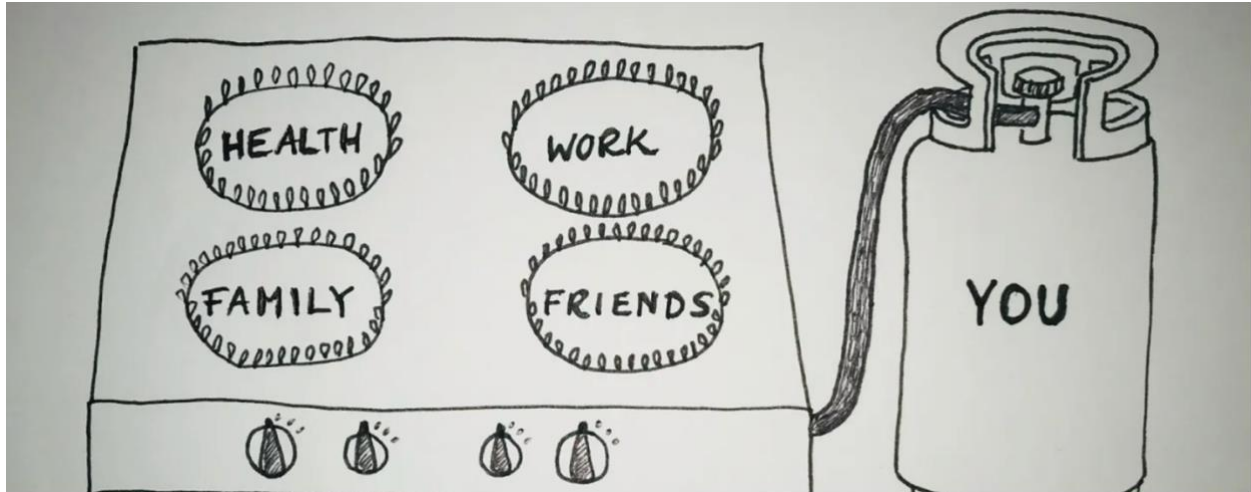
Personal

- Find your Ikigai



<https://theadditionalneedsblogfather.com/2023/03/10/what-is-your-ikigai-your-calling/>

- Decide, based on your purpose and goals, what your priorities are in your job.
- Do nothing for 10 minutes to clear your mind and stop the monkey mind; build in recovery time at work and at home
- Shut the work burner off as much as possible when home



- Take a digital sabbath – or social media detox – to clear the mind.
- Ensure emails only get checked when you check them manually
- Create blocks of uninterrupted 'deep work' (FOCUS TIME) for you to work on your most important priorities; close the door, put on your headphones, draw lines on the floor (Like Less Nessman from WKRP in Cincinnati TV show); Flow



- If you work in a tough environment with little joy, ask: “How can I use my influence to make a different/impact?” Consider the purpose of your organization, and who your customer is. Once you decide these strategies, come up with some keywords or a mantra that you can write down or remember. Keep it close. Look it it a lot, especially when you are caught in a

negative narrative. You can also find a picture or object that represents this and have it at your desk.

- “How can you flourish despite a difficult work environment?”

Team

- Talk about bringing more JOY into the workplace
- Walking meetings
- Move the kettle to popular areas – social interaction matter!
- Cut meetings in ½ on purpose
- Benefit from the JOY’s of Pairing
- Conversations around psychological safety
- Bring in more Positive Psychology (PERMA)
- Understanding how attachment styles show up at work
- Go out for lunch
- Make room for laughter – see it as necessary, not ‘distracted’
- Develop a process to recognize and appreciate team members

Org/System

- Work to include in your strategic plan the 3 parts of a joyful work environment – People, Praise, and Purpose; If necessary, strike a committee to guide this process
- Ensure meetings include 1 of these 3 items
- Consider the physical make up of your workplace and ask, “How can we make some tweaks to allow for more JOY at work?”
- Work on increasing psychological safety as an org:
 - Psychological safety is the belief that you won’t be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes. Psychological safety at work is a shared expectation held by members of a team that teammates will not embarrass, reject, or punish them for sharing ideas, taking risks, or soliciting feedback.