

Welcome to

THE HAPPINESS EFFECT

with Dave Keeling

HA!
HA!



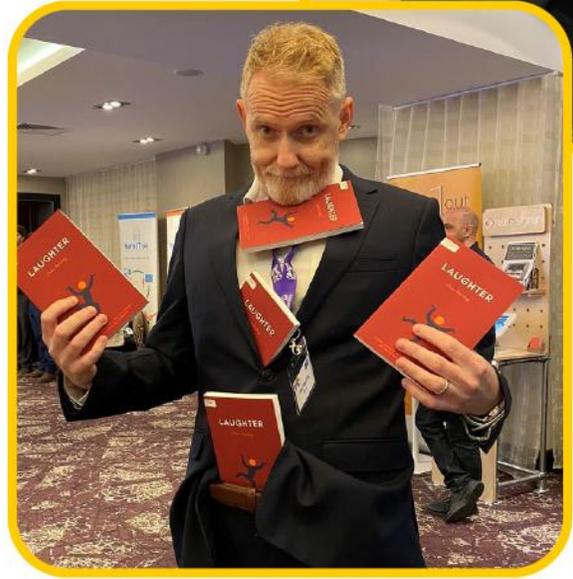
Dave Keeling

Lead Happiness Consultant at Laughology



LAUGH**OL**OGY



LAUGH**OL**OGY







A few things about today...

The day is split into **3** parts:

1. Preparation **2.** Understanding **3.** Application

No role play! • Fartleking • Laughter, science and learning



Starter or Dessert
Inside or Outside
Theatre or Film
Top or Bottom



DOSE of Happiness

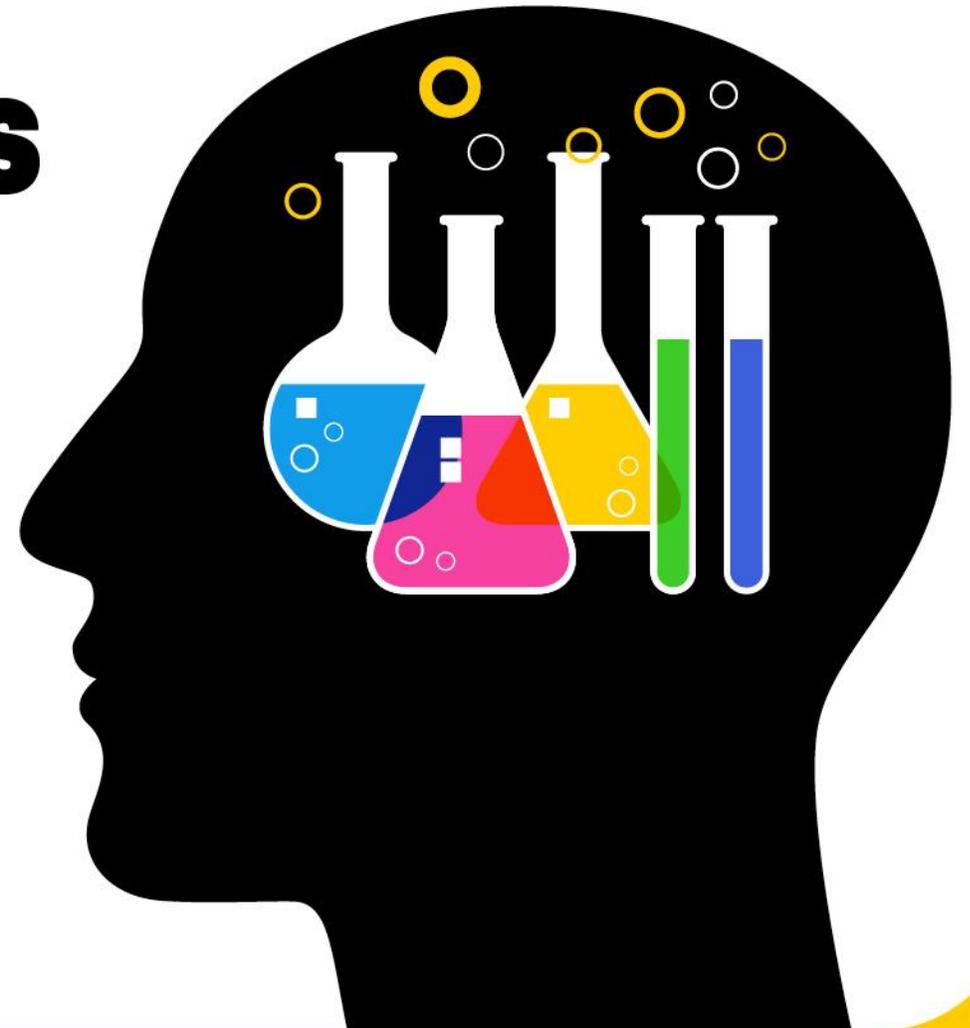
Neurotransmitters:

Dopamine

Oxytocin

Serotonin

Endorphins





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Belief & Humour





Belief & Humour



**it's
activity
time!**



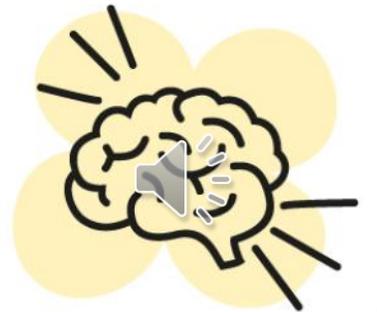


3 minutes

**What is psychological safety
in the workplace?**

Why's it important for
'The Happiness Effect'?

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Feeling safe to speak up, share ideas, ask questions, or admit mistakes without fear of being embarrassed, blamed, or punished.

It's about knowing that your thoughts and opinions will be respected in a group or team.



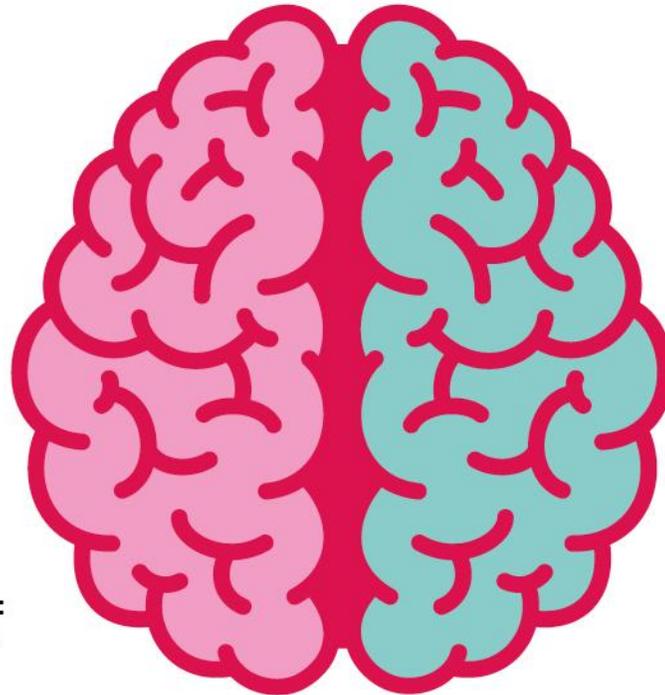
Increasing Psychological Safety

A learning culture

- Encouraging curiosity
- Learning from mistakes
- Having a growth mindset

Clarity

- Having a clear understanding of role
- Having a strong and clear brief
- Regular communications
- Knowing the context



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Collaborative teams

- Information sharing
- Making time for chats
- Making time for fun

Support

- Ensuring it's safe to speak up and ask questions
- Being available to listen
- Rewarding and recognising effort and outcomes



**'Mind the workforce gap':
ADG warns of 3,000-dentist shortfall**

MP slams Witney's 'appalling' NHS dentist staff shortage

Weston-super-Mare man's
dental treatment stopped over
lack of staff

**NHS facing dangerous shortage
of dentists as there are 'only enough
fully trained practitioners to fill one in
12 vacancies'**

**Bupa to cut 85 dental
practices in staff shortage**

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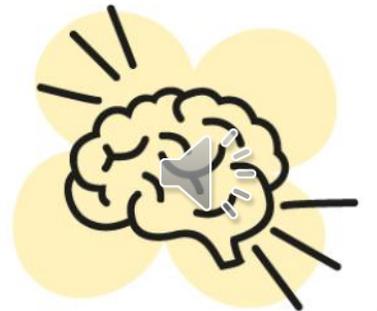

**it's
activity
time!**





5 minutes

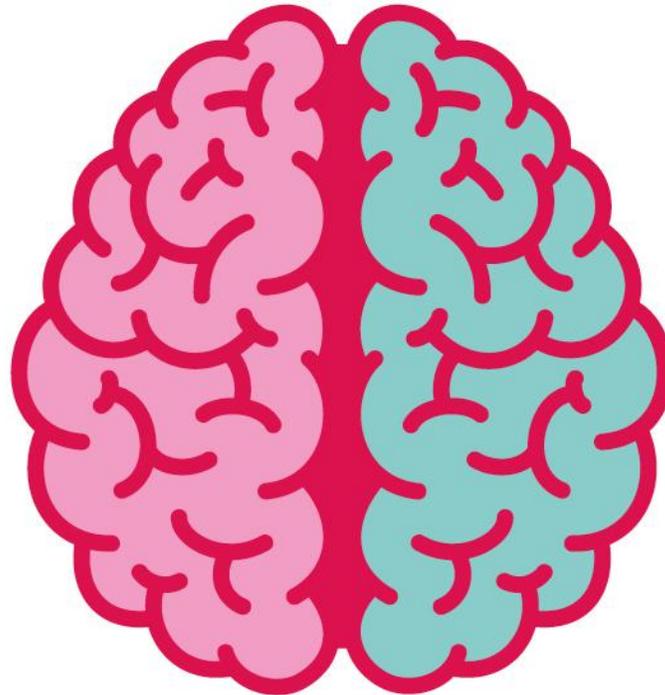
As a team, which of the areas are you good at and which do you think you could improve on?



Fast & Slow Thinking

Fast – Emotional

- Automatic
- Intuitive
- Instinctive
- Primary
- Rapid
- Can feel simple



Slow – Rational

- Considered
- Effortful
- Focused
- Secondary
- Slower
- Can feel difficult



Fast & Slow Thinking

The principal dentist leaves the treatment room for lunch and slams the door on the way out.

Fast thinking

Are they angry at me?
What have I done?

Slow thinking

There must be a door open at the other end of the practice, they were a bit heavy-handed there, I'll check-in with them after lunch



Fast & Slow Thinking

A patient arrives at the practice and is agitated and rude to the receptionist.

Fast thinking

Such a rude patient, they can wait longer, and I won't make an effort to be kind.

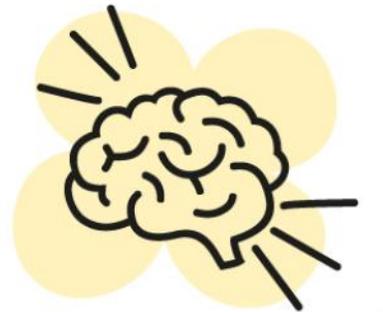
Slow thinking

Perhaps they've had some bad news before coming in or are nervous of being at the dentist, being polite and helpful might help to placate them.



What is **laughter**?

What is **humour**?





Laughter...

...a communication tool to express how we feel and strengthen social interactions.

The outward energy of humour.





Humour

...is an aspect of the human mind,
a system for processing information.

A way to look at life.



How do **laughter** and **humour** help?

LAUGH**OL**OGY
A small graphic element below the word 'LAUGHOLGY', consisting of a curved line with segments in green, yellow, and red.



**it's
activity
time!**





90 seconds

Turn to the person next to you, tell them a quick funny story of something that's happened to you recently or something you love doing outside of work.



**HA!
HA!**



Good Humour Ingredients



Facial expressions



Body language



Voice, tone & pitch



Types of words

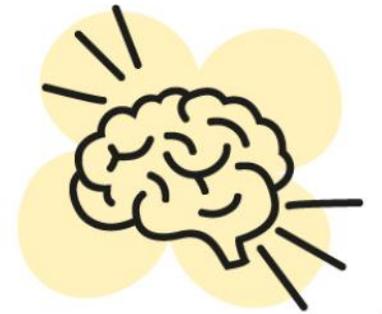




Good Humour Ingredients



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**it's
activity
time!**





3 minutes

In pairs, discuss

What makes you **laugh**?

What are you **grateful** for?

What do you **enjoy** doing?





TRANSACTIONAL

Business only
Results & outcomes focused
Rushed convos
Formal, complicated language
Surface level connection
Conditional

WARM

Share values & goals
beyond business
Connect through
humour & laughter

WARM

Emotional
connection
Relationship goes
beyond business

WARM

Recognise key moments
Simple informal language



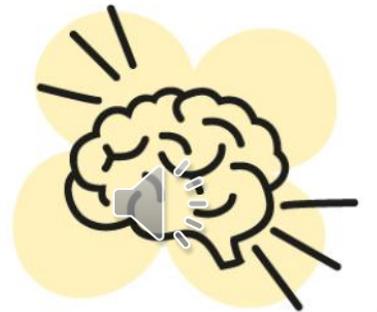
**it's
activity
time!**





3 minutes

Take out your phone, look back
7 photos and tell the person next
to you about the picture.



Creating Warm Connections

– with your team

- Ask how someone's feeling on a scale of 1-10
- Create a kudos wall – a board where you share each other's achievements
- Dedicate 5 minutes in a regular team meeting to get to know one team member better
- Create time for quality consistent conversations
- Recap your day/week using 3 emojis



Creating Warm Connections

– with patients

- Where possible, greet patients by name as they walk in and when they leave
- Compliment with purpose
 - offer a sincere compliment
- Little surprise moments
 - mini freebies like a branded lip balm, toothpaste sample, stickers for children
- Introduce the whole team to the patient



Session 1:

Summary & The Happiness Effect

- DOSE
- Increasing psychological safety
- Fast and slow thinking
- Good humour ingredients
- Building warm connections

**it's
activity
time!**





It's reflection time!

Your personal Happiness Effect top tips to put into action.



Session 1 – The Happiness Effect Ingredients:

What's your top takeaway from this session?

1
.....

Session 2 – Growth Mindset:

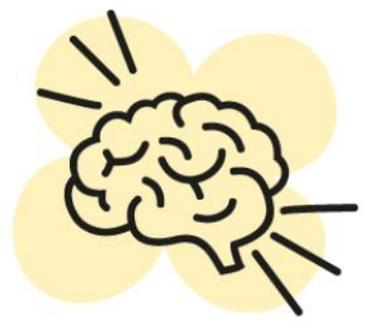
What will you do to build more of a growth mindset in yourself and encourage it in others?

2
.....

Session 3 – FLIP-it Thinking:

What will you stop, start and continue doing to bring The Happiness Effect to you and your team?

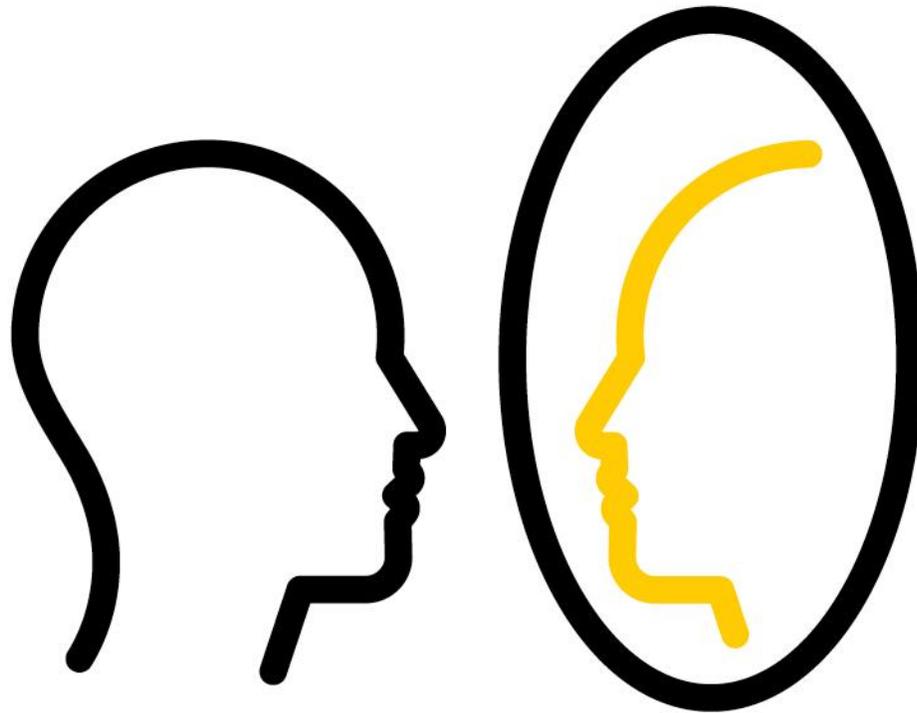
3
.....





2 minutes

Part 1: Self reflection





Session 1

The Happiness Effect Ingredients

As a team, list your top three takeaways from this session that you would like to use in your practice.

- 1.
- 2.
- 3.

Quick wins or tweaks you will try as a team:

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.....
.....
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.....
.....
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5 minutes

Part 2: Team reflection



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Break Time

