

Welcome to

THE HAPPINESS EFFECT

with Dave Keeling

HA!
HA!



FLIP-IT Thinking and **THE HAPPINESS EFFECT**



F-ocus

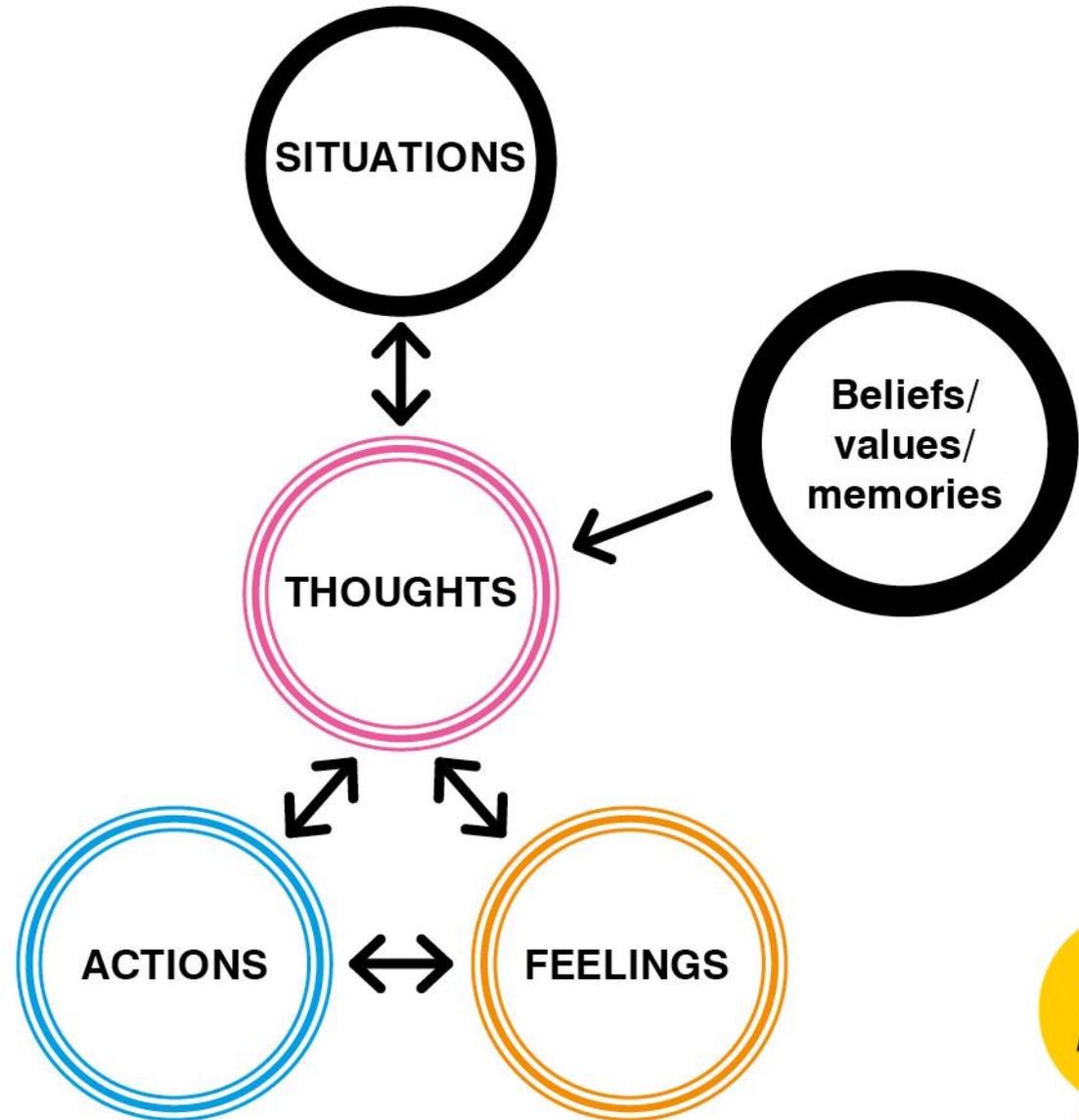
L-anguage

I-magination

P-attern breaking

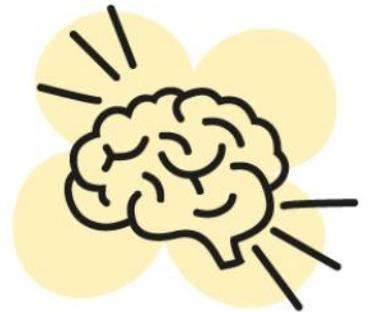


Thought Process

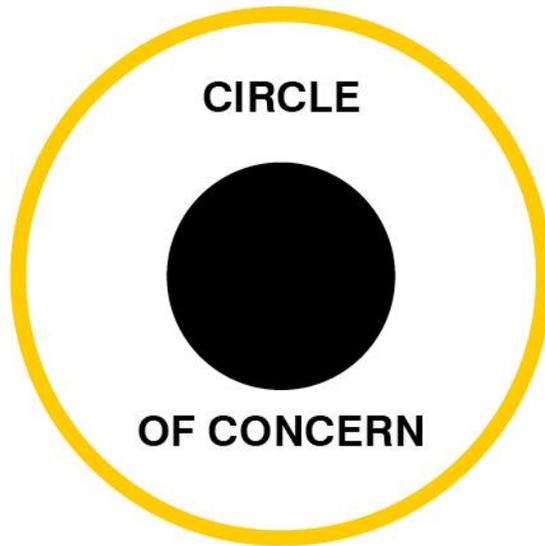




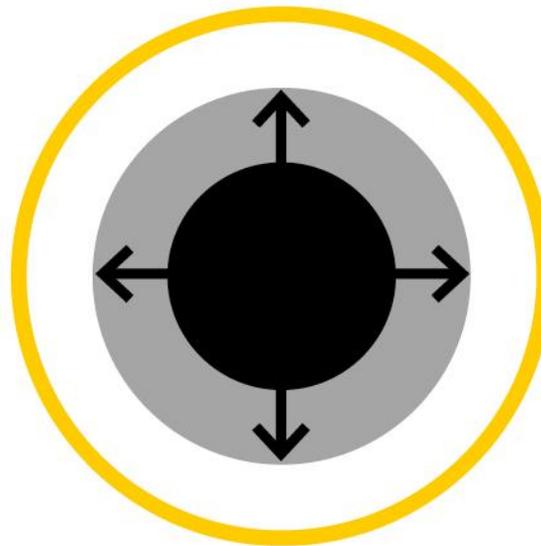
LAUGH**HO**LOGY



Shifting Focus



REACTIVE
FOCUS



CHANGING
YOUR FOCUS



PROACTIVE
FOCUS



REACTIVE FOCUS

Your CQC inspection is happening

LAUGH**HO**LOGY


CIRCLE OF CONCERN

(Not directly controllable)

- The inspector's attitude, personality or bias
- The timing of the inspection
- The inspector's interpretation of the guidance
- Patient feedback they might have received in advance
- Weather, travel delays
- Staff illness
- IT or equipment failures on the day
- The final outcome and rating
- Regulations changing without notice

PROACTIVE FOCUS

Your CQC inspection is happening

CIRCLE OF CONTROL

(Controllable)

- Having policies and procedures up to date and accessible
- Ensuring all team members know their roles and responsibilities
- Carrying out regular audits
- Making sure patient records are complete, accurate and compliant
- Displaying necessary signage e.g. complaints policy
- Training staff how to confidently respond to CQC questions

**it's
activity
time!**





5 minutes

As a team, shift your focus on another dental practice related problem:

**Patients not attending appointments
(FTAS/DNAs)**





**CHUCK IT
BUCKET!**



LAUGH**OL**OGY




F-ocus

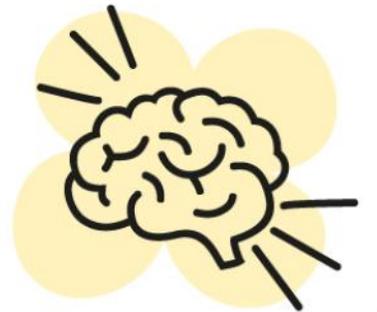
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LAUGH**OL**OGY





CQ

(CURIOSITY)



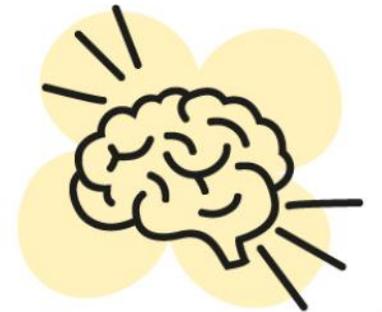
PQ

(PASSION)



IQ

(INTELLIGENCE)



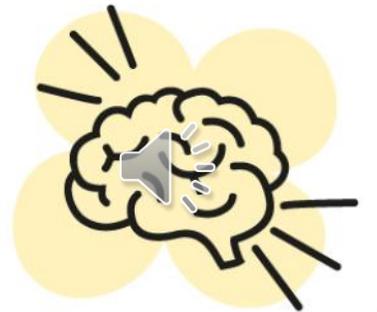
**it's
activity
time!**





2 minutes

**In pairs, discuss:
One interesting fact about you
that the other person won't know**





F-ocus

L-anguage

I-magination

P-attern breaking



**it's
activity
time!**





3 magic questions, imagine...

Someone comes into the dental practice tomorrow and takes over your job...

- What would they **stop** doing?
- What would they **start** doing?
- What would they **continue** doing?





F-ocus

L-anguage

I-magination

P-attern breaking





Pattern Breaking



SURVIVING

HIGH ENERGY

THRIVING

Annoyed
Anxious
Angry
Frustrated
Impatient

Optimistic
Confident
Engaged
Challenged
Excited

UNDESIRABLE
EMOTION

DESIRABLE
EMOTION

Exhausted
Sad
Depressed
Empty
Hopeless

Calm
Mindful
Peaceful
Mellow
Serene

BURNOUT

LOW ENERGY

RECOVERY



How do you ensure you're at your best?

REFRESH

Reinvigorate

Holiday
Catch up with friends
Change of scenery
Exercise

RELAX

Slow Down

Watching TV
Reading
Yoga
Breathing exercises
People watching

REST

Stop

Bath
Sleep
Meditating
Daydreaming

Session 3:

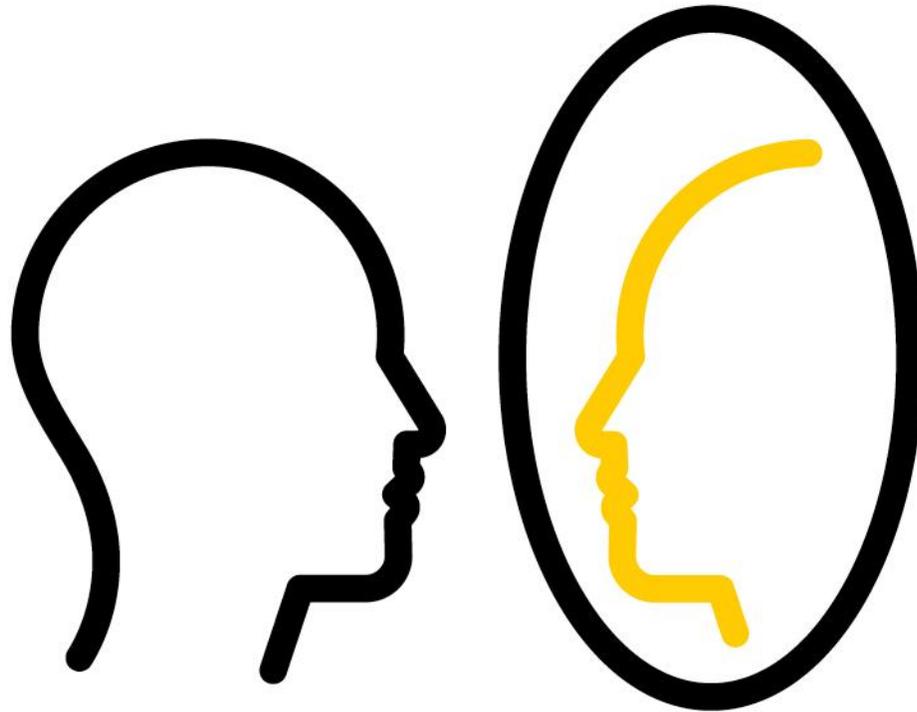
Summary & The Happiness Effect

- Introduction to 'FLIP-it Thinking'
- Shifting focus: 'Circle of Concern' and 'Circle of Control'
- Professional curiosity
- 3 magic questions
- Check-ins and preparing yourself



2 minutes

Part 1: Self reflection





5 minutes

Part 2: Team reflection





Feedback



Scan me

LAUGH**HO**LOGY


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Takeaways



The Practice Plan Workshop Tour

Session 1
The Happiness Effect Ingredients
We looked at the foundations of happiness, from brain chemistry to social connection:

- **DOSE:** understanding the four feel-good brain chemicals – Dopamine, Oxytocin, Serotonin and Endorphins
- **Psychological safety:** why feeling safe, seen and supported helps teams thrive
- **Thinking fast and slow:** how stress influences our decisions and behaviours
- **Having a laugh:** using laughter to ease tension and strengthen bonds
- **Good humour ingredients:** keeping humour inclusive, uplifting and connection-boosting
- **Warm connections:** practical ways to build trust, empathy and belonging.

Session 2
Growth Mindset
We explored how mindset and environment influence the way we feel and work together.

- **The brain's complexity** and why it matters for teamwork
- **Growth vs. fixed mindset** – how beliefs shape responses to setbacks and opportunities
- **Ways to apply a growth mindset** daily in the practice
- **The role of curiosity** – asking better questions to spark better thinking
- **Encouraging others** – how to share a growth mindset to lift everyone.

Session 3
From Ideas to Action
We focused on challenging old habits, embedding change and leaving with a plan for happier ways of working:

- **FLIP-it thinking:** reframing problems into possibilities
- **Shifting focus:** training your brain to notice what's going well
- **The chuck-it bucket:** letting go of draining habits and behaviours
- **Three magic questions:** what to stop, start and continue to boost positivity and progress
- **Pattern breaking:** disrupting routines to make space for better ones.

HAPPINESS EFFECT

HA! HA!

The Practice Plan Workshop Tour

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:

Session 2
Growth Mindset
As a team, how will you create and support a growth mindset philosophy in your dental practice?

- _____
- _____
- _____
- _____
- _____
- _____

Team Takeaways

FLIP-it Thinking
What stuck with you, felt most useful, or has inspired your team to make a change back in practice?

- _____
- _____
- _____
- _____
- _____

Session 3
Ideas we're **EXCITED TO EXPLORE** as a team:

- _____
- _____
- _____
- _____
- _____

What's one thing you'll stop, start, or **REPLACEMENT** to **BOOST** happiness in your dental practice?

stop: _____

start: _____

supercharge: _____

HAPPINESS EFFECT

