

Health,  
happiness & high  
performance in  
the workplace.

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# Introduction

We perform at our best when we are happy, healthy and engaged. When our levels of wellbeing are high.

Wellbeing refers to how we feel and how we function. Those that feel good and function well are often described as thriving or flourishing.

There is no single measure which can be used to define wellbeing. Instead researchers take a 'dashboard' approach, considering a number of different factors which determine an individual's wellbeing.

Developed by Professor Martin Seligman, the PERMA model (positive emotions, engagement, relationships, meaning and accomplishment) is probably the most well recognised, researched and used model of wellbeing.

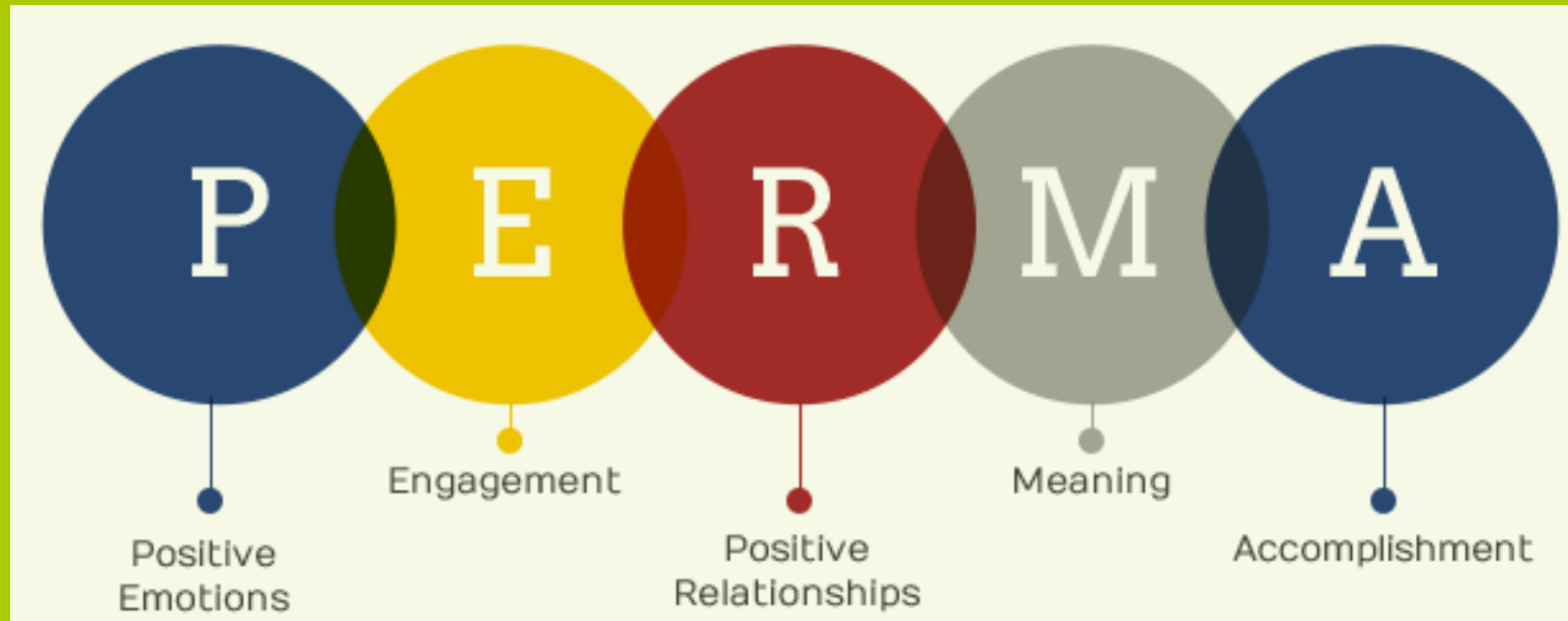
Underpinning this model is good nutrition, physical activity and sleep.

*Wellbeing = how  
we feel + how we  
function*



# A model of wellbeing

*Developed by Martin Seligman, the PERMA model is probably the most well recognised, tested and used model of health, happiness and performance.*





# Positive Emotions

**Overview:** Positive emotions are those that make us feel good about ourselves and others.

**Impact:** Positive mental states make us more creative and innovative, more resilient to adversity. At work positive mental states have been linked to increased productivity and service delivery

**Example activities:**

- Practice giving thanks well (being active constructive)
- Making time to savour positive experiences
- Making a habit of recording 3 good things each day

**Questions:** How do you get happiness from your work? How can you foster or savour the positive experiences and emotions you feel at work? How can you foster these in your team and colleagues?

*Positive emotions  
undo physiological  
effects of negative  
emotions*





# Engagement

**Overview:** Being absorbed, interested and connected with your work

**Impact:** Being in a state of full engagement and flow have been linked to increases in satisfaction, productivity and performance.

**Example activities:**

- Seeking out activities which stretch and stimulate and practicing them regularly (getting a good talent to skill ratio)
- Explore your strengths and use them each day
- Create quiet rooms and/or creative areas where you can think without interruptions

**Questions:** Do you experience flow during your work & when? – What are the factors that you need for personal flow? What can you do to encourage flow in others?

*The flow sweet spot is enough to make us stretch but not hard enough to make us snap*



# Relationships

**Overview:** The quality of our connections and interactions with others

**Impact:** The quality of our relationships at work are critically linked to satisfaction, engagement and performance. Poor working relationships is one of the most common reasons people give for leaving jobs.

**Example activities:**

- Rather than think about the time you spend with colleagues, reflect on the quality of the interactions – give your full attention
- Create opportunities to reflect how you relate and engage with others, including building and adapting relationship with co-workers

**Questions:** What could you do to improve the quality of your relationships with your colleagues? As a team if you were set the challenge of improving the quality of your relationships what would you do?

*Relationships are so important, but when under stress these are often the first to suffer*





# Meaning

**Overview:** Feeling that your work matters and has a sense of purpose

**Impact:** When a sense of meaning is found in our jobs, a growing body of evidence shows that we're happier, more motivated, more committed, and more satisfied, which enables us to perform better.

**Example activities:**

- Create opportunities to reflect on the the wider purpose and contribution of your work activities – e.g. invite customers to visit / share their stories
- Have visual reminders available to your which link to the wider purpose of your role (e.g. posters, thank you cards, screen savers)
- Find ways to bring your personal values and strengths to work

**Questions:** How do you currently derive meaning from your work? How often is this? How could you seek out more opportunities to see the wider contribution of your work?

*The foundation of deep happiness and wellbeing is a life filled with purpose and meaning*



# Accomplishment

**Overview:** Achievements which may be marked by others and/or which provides personal satisfaction

**Impact:** Setting and achieving meaningful goals provides is linked to satisfaction, engagement, productivity and performance. It can be a strong motivator.

**Example activities:**

- Ensure that you have a variety of long and short term goals at work, which you feel are meaningful
- Take the time to recognise and celebrate achievements – share these successes with colleagues, friends and family members

**Questions:** When was the last time you felt that you personally took the time to celebrate and savour an accomplishment? How do you recognise the accomplishments of colleagues?

*The foundation of deep happiness and wellbeing is a life filled with purpose and meaning*

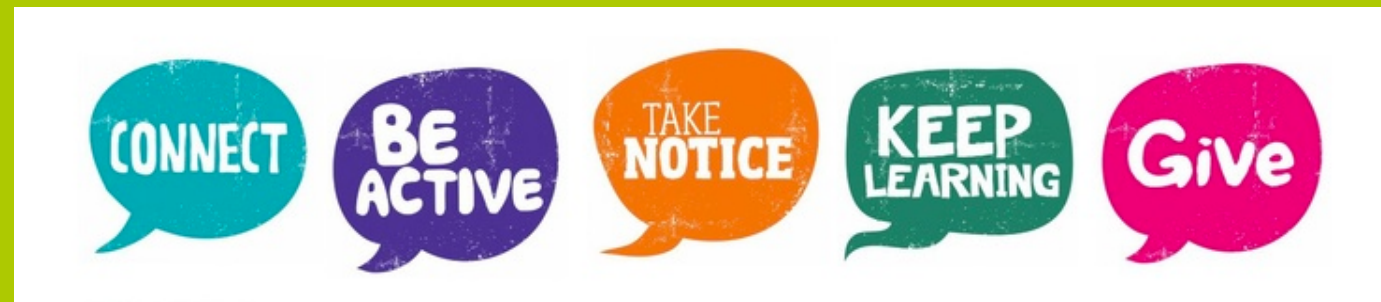




# Encouraging wellbeing behaviours

## 5 ways of wellbeing

- The New Economics Foundation (NEF) synthesised all the available wellbeing research and consulted with academic experts to develop a number of behaviours which were shown to increase wellbeing.
- A set of 5 behaviours were identified – the ‘5 ways of wellbeing’.
- These have been used to promote wellbeing in local government communities, NHS trusts and in private, public and not-for-profit sectors





# 5 ways of wellbeing

**Connect...** With the people around you. With family, friends, work colleagues and neighbours. At home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich your every day experiences.

**Be active...** Go for a walk or run. Step outside. Boot Camp. Cycle. Play a game. Garden. Dance. Exercising makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.





# 5 ways of wellbeing

**Take notice...** Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Feel the sun on your face. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling.

**Keep learning...** Try something new. Rediscover an old interest. Sign up for a new course. Take on a different responsibility at work. Do some DIY. Join a choir or learn how to cook your favourite food. Set a challenge you will enjoy achieving.

**Give...** Do something nice for a friend, a work colleague or even a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.





# About Tailored Thinking

Tailored Thinking are a positive business and performance consultancy.

We believe that true excellence is not achieved through improving on weaknesses, but is delivered through the galvanisation of diverse passions, talents and strengths.

Our positively deviant perspective is informed by wellbeing and behavioural science.

We support organisations to reach their highest levels of potential, bringing the best out of their staff, through education and the design and delivery of key activities and core strategy.

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