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Transforming the Public Sector

Creating happy workplaces that deliver
great services

Tuesday 9th February, 10:00 - 17:00

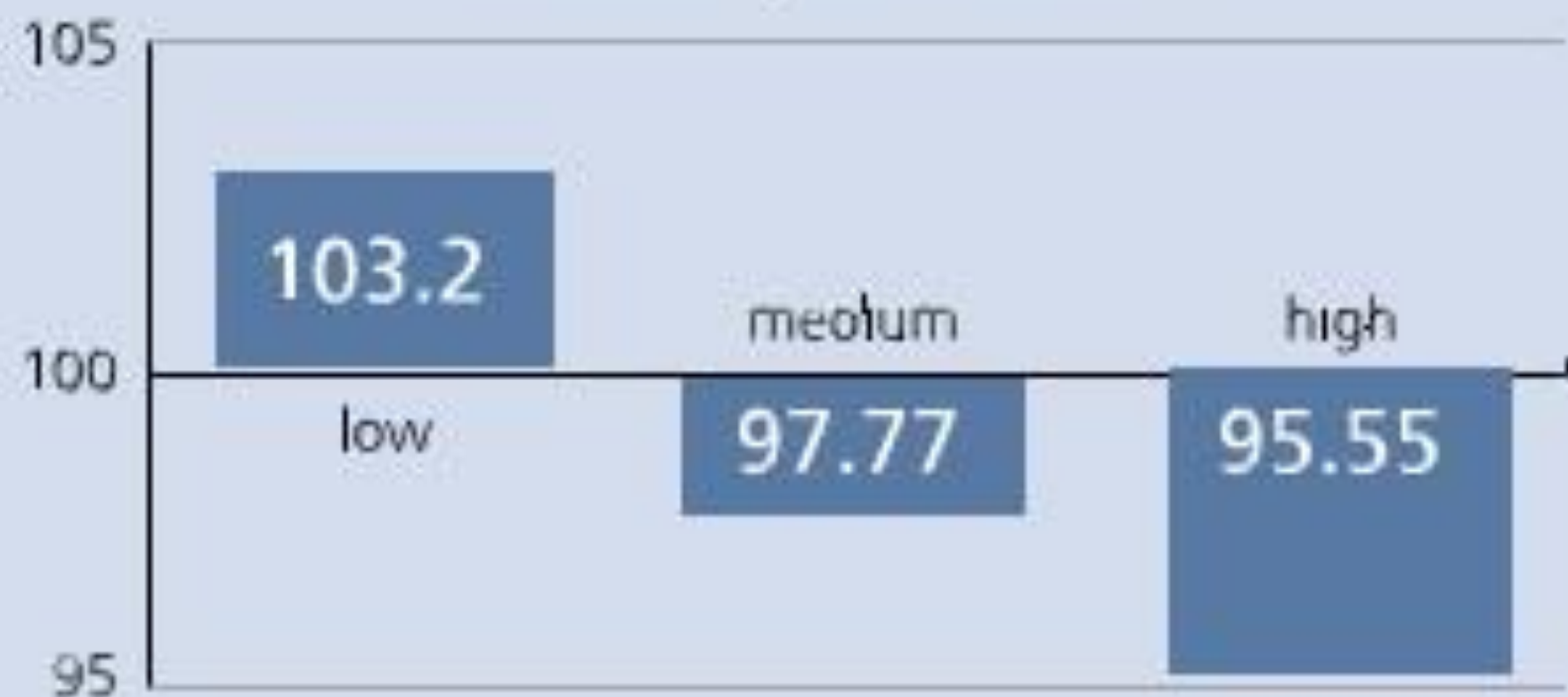
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**People work best when they feel
good about themselves**



How would your organisation be different if the focus of management was making people feel good?

Outcome = Hospital standardised mortality rate
(100 is expected rate)



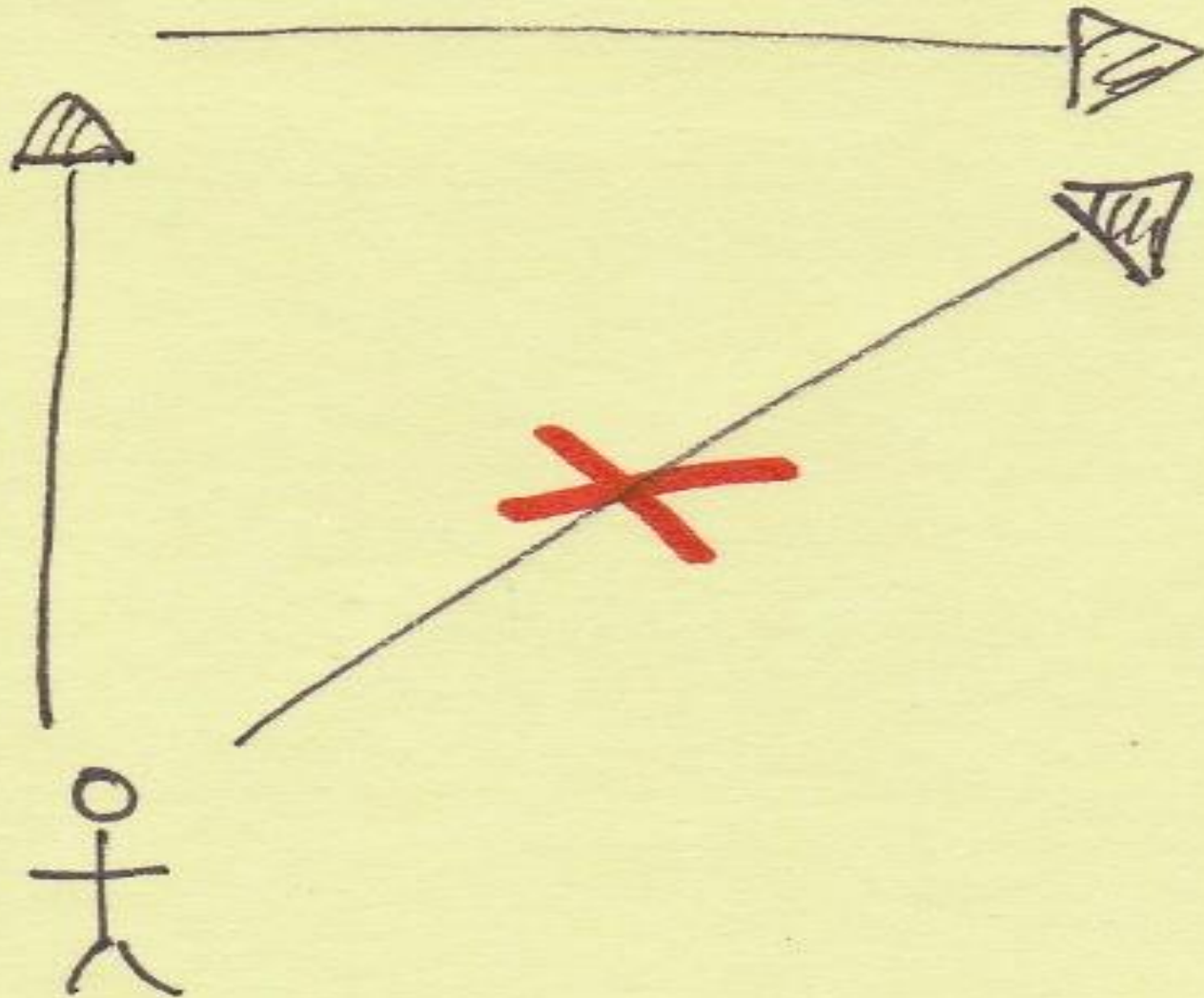
Its not about fun....

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Serious learning



MEANING

HAPPINESS



What gives you meaning in your
work?

For patient satisfaction

1. Smile
2. Establish eye contact
3. Identify yourself
4. Let people know what you are doing and why
5. End every interaction by asking “is there anything else you need”

Pre Approve It



What could you pre-approve?

BE SO
HAPPY
THAT WHEN
OTHERS LOOK
AT YOU
THEY BECOME
HAPPY TOO.

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