



Leadership and Personal Development

Autumn / Winter 2019 course programme



“ Excellent training delivered
in a great environment.
Able to take away real
value and practical points
that can be implemented
in the workplace.”

Sara Maynard | July 2019

Resilience and Wellbeing at work



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Transforming people & workplaces

Hello and welcome to our Leadership and Personal Development course programme for Autumn and Winter 2019!

In August 2019, we trialled a four-day working week for all staff (the full-time equivalent of an extra three days of holiday) with the aim to improve our people's work/life balance. In this programme, we are continuing this theme with some great new workshops.

Building Self-Confidence is a brand new workshop, working with thoughts, feelings and behaviour to create a greater sense of self-confidence.

We have re-introduced **Parenting and Work/Life Balance** (formerly Enjoy Parenthood, Enjoy Work) to our course programme with a refreshed outline. This workshop has been designed for parents of children aged from two to 16 years old. It will help you to take a positive approach to your relationships as well as increase your confidence in your parenting skills.

You can read more about these new workshops and the other new additions to the programme on [page six](#).

If you haven't been to one of our learning events before, be prepared for an interactive and enjoyable day. We use the adage 'Tell me and I will forget, show me and I may remember, involve me and I understand' to ensure that all of our events are learner-focused.

If you don't see a programme that meets your needs, do get in touch — our experienced facilitators can create a customised course just for you.

“ The course has many quick-fix ideas which I can start using immediately to modify my attitude to stress. Examples: 'Eat Four Frogs': do the four least appetizing jobs first thing. Practice mindfulness by being aware of your 'thin slice of joy' every day. Erase thoughts from your 'mental notepad' by remembering 30 moments from the previous day in the evening. Or spend this time listing your five 'gratitudes'. Change 'I should...' into 'I could...'. The Happy service (greeting, coffee and lunch breaks, food/drink) was excellent..

Matthew O'Connell | June 2019
Stress Management for Staff



About Happy

Happy creates joy at work by igniting possibilities within people and organisations.

“ It was an excellent experience, the depth and knowledge of the trainer was impressive, as was his training style. I really learnt so much and it was an enjoyable day.

Bernadette Keane | June 2019
Managing a Project Team

Originally set up as Happy Computers by founder Henry Stewart in 1987, Happy was established to make learning new IT software an enjoyable experience and to discover how to create a truly great place to work.

Since then our goal hasn't changed. We now offer consultancy services, spending time with your people to find out what you're getting right and ways that your organisation can improve. We can facilitate staff surveys and team events, and will work closely with you to create the culture you envisage. Our conferences held throughout the year have been [designed to energise you](#) with the latest ideas.

In addition, we offer various learning solutions, covering the creation of eLearning, Management and Leadership programmes, Personal Development workshops, IT skills training and Apprenticeships.

Whether we are helping people to create a culture of trust and empowerment, or enabling people to be more efficient with their IT software, all of our services are designed to enable happiness at work.

Happy has won many awards over the years, recognising our [values-focused culture](#) as well as the quality of our services.

Happy has received the prestigious [Gold Accreditation by the Learning and Performance Institute](#) (LPI). We are the only learning provider in the UK to have achieved that standard [for 22 straight years](#). In July 2019, Happy was recognised in the LPI's list of Top 20 Highest Performing Learning Providers for the second year running.

Most recently, Happy was honoured with the [Employer Brand and Values award](#), at the Business Culture Awards 2019.

In addition, Happy has an average score of 4.8 out of 5 from over 400 reviews on Feefo, an independent review website. Happy has won the [Feefo Gold Service Award for both 2018 and 2019](#), an independent seal of excellence that recognises businesses for delivering exceptional experiences.

The Case for Happy Workplaces

Imagine a workplace where people are energised and motivated by being in control of the work they do. Imagine they are trusted and given freedom, within clear guidelines, to decide how to achieve their results. Imagine they are able to get the life balance they want. Imagine they are valued and held accountable for the work that they do, rather than the time they spend at their desk.

Wouldn't you want to work there?

This is Happy's vision, outlined by Happy's Founder and Chief Happiness Officer, Henry Stewart in his book *The Happy Manifesto*. We want to **ignite change in organisations**, creating a workplace culture where staff feel trusted, empowered and want to come to work each day.

The benefits of happy workplaces are well documented. Nearly every measure of performance is improved if you create a happy, engaged workplace — **staff are more productive, staff retention is higher**, there is **less sickness**, and **profits are increased**. We have seen this through our clients who have focused on creating great workplaces.

- Workplaces with happy, engaged staff are **22% more profitable**
- For every 2% increase in how happy employees are, **revenue grows** by 1%
- Investing in great workplaces compared to the standard stock market over the last 25 years would give a **3.5% increase in return**
- **Happy employees miss only 3.9 days of work** on average due to sickness each year, compared to the 10.7 days missed by disengaged employees
- Organisations with the most engaged employees have **26% lower employee turnover**
- For every 96 deaths in a hospital with happy and engaged staff, 103 people die in a hospital where staff are disengaged and unhappy.



Our Solutions

Happy offers consultancy services and a range of learning solutions to ignite change in organisations and create joy at work.

We first start with your people — we spend time with your staff and conduct a staff survey to find out what you're getting right and ways that your organisation can improve.

Our solutions can include [team away days](#), with a [facilitated discussion](#) to talk about the issues and establish concrete actions to resolve them — or just host a seminar, discussing the principles of a great workplace.

We can give your team [personal insights](#) into their own strengths, communication styles and personality through a range of surveys, such as the Gallup Strengths Finder, Belbin assessment, Hogan assessment, and Kilmann Diagnostics.

Our Leadership and Management programmes focus on a top-down approach – [inspiring leaders to create happy, empowered workplaces](#). We offer training for team leaders, first-time and junior managers, all the way up to C Suite level. We also offer training in the core skills that managers need to become inspiring leaders, such as

[coaching, active listening](#) and [building credibility](#) in the workplace.

In addition, we have created both Level 3 and Level 5 Apprenticeship programmes in Management, that can be funded through the Apprenticeship Levy or 90% funded through the government's co-investment scheme. These are open to any staff members of any age. [See page 8](#) for more details.

Meanwhile, our Personal Development programmes cover [essential skills to be productive and fulfilled](#) in both work and in life generally, with our offering including Mindfulness, Stress Management, Time Management and Assertiveness. [See page 10](#) for further details and upcoming public course dates.

Finally, if you are interested in learning more about happy workplaces and the potential benefits to your team, but don't know where to start, Happy's Founder and Chief Happiness Officer, Henry Stewart, would be happy to visit your organisation and speak to your leadership team.

“ A welcoming, thriving place to train, learn and become inspired. They were responsive to queries, allowed us to book at relatively short notice and could not be more helpful upon my arrival. The lunch options were very considerate and I loved the mid-afternoon ice cream breaks as a way to break the day up.

Amy Shackleton | May 2019
Expert Presentation Skills



Why Choose Happy for Your Classroom Training?

Here are just a few reasons to choose Happy for your classroom training needs...

Small, personal group sizes

All of our Leadership and Personal Development programmes are kept to 12 people maximum. This small class size allows the facilitator to give 1-to-1 attention, [maximising learning potential](#) and ensuring a truly engaging and interactive experience for each learner.

Interactive learning style

All of our learning events are practical and hands-on. We involve our learners by asking questions and engaging them in a variety of activities.

We believe people learn best when they feel relaxed and are enjoying themselves. Inspired by the maxim 'Tell me and I will forget, show me and I may remember, involve me and I understand', all of Happy's events have been designed to be interactive and memorable.

Learn practical skills to apply straight away

At the start of each day, each person is asked to [share their learning objectives](#). Our facilitators note these down and refer to them throughout the day

to ensure all objectives have been covered. Even if some are slightly outside of the course outline, our facilitators will try to cover them, so everyone gets what they need from the day.

[Our method really works!](#) Our learners gave our Leadership and Personal Development courses an [average work relevance score of 92%](#) between January and December 2018.

No quibble, money-back guarantee

We want everyone to leave our courses feeling like they have learned practical skills they can use straight away. We also understand that booking training is a big commitment, particularly if you have never tried us before.

We therefore offer a full [money-back guarantee](#) on all of our learning. If you don't love your course and don't get what you need from it, you can get in touch with our team within 30 days. We will be happy to offer you [additional support and training](#) free of charge to help you gain the skills you need, or, if you'd prefer, a full refund – no questions asked.

Special Offer and New Courses

In this programme, we have focused on creating courses that will help you both at home and at work – to build your self-confidence and improve your work/life balance.

Building Self-Confidence, Parenting and Work/Life Balance and Mind Mapping are being offered at a special introductory rate of £195 per person, or £95 per person for individuals and staff of charities with less than 15 members of paid staff.

Building Self-Confidence

In this one-day course, you will look at your thoughts, feelings and behaviour to create a greater sense of self-confidence. This includes how to overcome fear and self-doubt, how to be clear and confident in conversation and building on the confidence you have already.

Leading Engaging Remote Meetings

Working remotely is becoming more routine – more than two-thirds of knowledge workers around the world work away from the office at least once each week. But this can also lead to a feeling of isolation and disconnection from colleagues and the organisation's culture.

But, while remote meeting technology is steadily improving, outdated remote meeting practices aren't keeping pace with the way that teams work. For example, rigid agendas and command-style chairmanship are still common online.

Remote meetings don't have to be like that. After this workshop, you will rock at engaging distant participants and will have tons of tips to share with others.

This workshop takes place over video conference (Zoom) in two half-day sessions, over two separate days. Your active participation is expected: everyone will be heard and seen throughout, just as they would be if we were meeting in a room together. You will need a webcam and headset, and a quiet place to call from with a decent internet connection.





Mind Mapping

Mind maps engage the visual and logical capacities of the brain and enhance creative thinking. In this one-day workshop, you will explore all aspects of mind mapping and how you can use them to overcome blocks and build upon ideas. Throughout the day, you will create your own mind maps. There will be an opportunity to compare them to international standards and reflect on the link to memory and recall.

Parenting and Work/Life Balance

Ever wonder as a parent if you're doing it right? This one-day workshop will enable you to feel more confident in your parenting skills and help you take a positive approach to relationships, both at home and in the workplace.

This workshop has been designed for parents of children aged from 2 to 16 years old.

“ This was the first training event I have been on in nearly seven and a half years and I cannot recommend it enough! The trainer personalized the learning experience to relate to the audience (which was not easy as we all came from very diverse fields) and challenged and motivated us to think outside the box! If you would like to be challenged, inspired and encouraged, get yourself booked onto some Happy training!

Mandeep Bryant | May 2019
Creating Customer Delight: Mastering Customer Service

Transforming Workplaces... Leadership and Management Training Programmes

At the forefront of our leadership and management training is our four-day Happy Workplace Programme, spread over six months.

The Happy Workplace Programme is designed to give your leadership team the skills to coach, support and enable your people to create a [high-performing, innovative and productive](#) happy workplace.

As part of the programme, learners have access to our online Happy Portal, with homework, videos and information to view between each session.

They also receive a complimentary copy of the Happy Planner and Learning Journal, a high-quality yellow leather-look journal created by Happy to help embed the learning from the programme, record achievements and reflect on areas where they need to improve.

If you are a CEO, please get in touch to find out how we can help you to [develop your leadership skills](#).

Apprenticeship Programmes

An approved supplier of Apprenticeship schemes, Happy offers a Level 3 and a Level 5 Management programme. Both programmes have been based on the ideas of trust and freedom from the four-day programme.

We aim to [inspire and ignite change in your organisation](#) as well as teaching valuable management skills such as business strategy, decision-making, negotiation and project management. While our Level 3 programme is designed for supervisors, team leaders and first-time managers, our new Level 5 programme is for experienced managers and department leaders. They are open to existing members of staff of any age.

What will it cost?

Our Apprenticeship schemes are an affordable way for your team to receive high quality training and

support they need to succeed. It can be entirely funded through the Apprenticeship Levy or 90% funded through the government's co-investment funding for non-Levy payers.

Please contact us for full details about the programmes and funding options.

Apprenticeship Scheme for Change Makers

Happy has also created a [Level 5 Change Agent programme](#).

This is tied to an ILM Diploma and covers how to campaign and create social change – particularly [beneficial to charitable and non-profit](#) organisations.



Leadership & Management Public Courses

Happy Workplace Leadership	Days	Sep	Oct	Nov	Dec	Jan	Feb	Voluntary and Charities			Public Sector (£ per delegate)	Other (£ per delegate)
								Small	Medium	Large		
Happy Workplace Leadership Programme Taster	¼ [□]	18			12			Free				
Happy Workplace Leadership Programme	4*		16			9		£995	£1,250	£1,250	£1,750	£2,450
Happy Workplace CEOs and Senior Leadership Programme	4*	Please enquire for more details										

[□] 2 hours * Four days over six months

Essential Leadership Skills	Days	Sep	Oct	Nov	Dec	Jan	Feb	Voluntary and Charities			Other (£ per delegate)
								Small	Medium	Large	
Managing for the First Time	2		9-10	5-6	10-11	14-15	4-5	£490	£690	£890	£1,090
Managing Poor Performance	1			19				£245	£345	£445	£545
Managing Change Positively	1	5			2		5	£245	£345	£445	£545
Becoming a Multiplier	1			27		21		£245	£345	£445	£545
Crucial Conversations for Leaders and Managers	1		7				24	£245	£345	£445	£545
Effective Coaching Skills for Leaders	1	11			3		25	£245	£345	£445	£545
Enabling Social and Collective Learning	1	Please enquire for more details						Please enquire for more details			
Giving a Positive Constructive Appraisal	1						17	£245	£345	£445	£545
Leading Remote Teams	1			12		29		£245	£345	£445	£545
Managing Conflict at Work	1		28			22		£245	£345	£445	£545
Successful Recruitment & Selection	1				10			£245	£345	£445	£545

								Voluntary and Charities			Other (£ per delegate)
Personal Insights	Days	Sep	Oct	Nov	Dec	Jan	Feb	Small	Medium	Large	
Hogan Assessments	Please enquire for more details							Please enquire for more details			
Kilman Diagnostics											
Myers Briggs Assessment											
1 to 1 Executive Coaching	Please enquire for more details							Please enquire for more details			
Anger Management Coaching											

Prices for public courses are priced per person per course. Charity pricing is scaled depending on the total number of paid staff in your organisation...
 Small charities: 15 or fewer members of staff; Medium charities: 16 - 30 members of staff; Large charities: 31 or more members of staff.

Prices do not include VAT.

All of Happy's public courses are held at our HQ in Central London. Please see page 12 for details of our learning solutions for private groups and customised course options. All prices valid until 30th March 2020.

Transforming People... Personal Development Training Programmes

Our range of Personal Development training programmes ignite the possibilities in your people to create joy at work and increase productivity.

All programmes have been designed to give you real, practical skills. From Assertiveness and Active Listening Skills to Resilience and Wellbeing in the Workplace and Stress Management, our Personal Development programmes cover **a wide spectrum of real, practical skills**. Many of the topics covered will improve your life at work as well as at home.

As with our Leadership and Management training programmes, each one can be held as private learning solutions for your organisation and customised to suit your needs – [see page 12](#) for details or contact our friendly team for more information and availability.

Personal Effectiveness	Days	Sep	Oct	Nov	Dec	Jan	Feb	Voluntary and Charities			Other (£ per delegate)
								Small	Medium	Large	
Assertiveness (Mixed Gender)	1		7		2		11	£125	£175	£225	£350
Assertiveness for Women	1	6		14		13		£125	£175	£225	£350
Be the Best You Can Be at Work	1	9		4			19	£125	£175	£225	£350
Collaborative Influence	1		21			24		£125	£175	£225	£350
Introduction to Crucial Conversations for Staff	1		18		16		14	£125	£175	£225	£350
Crucial Conversations (two-day)	2			11-12				£250	£350	£450	£700
Dealing with Difficult People	1		31		9		24	£125	£175	£225	£350
Effective Time Management	1	24		8	9	6	7	£125	£175	£225	£350
Mastering Customer Service	1			11		31		£125	£175	£225	£350
Negotiation Skills	1					7		£125	£175	£225	£350

Communications and Writing Skills	Days	Sep	Oct	Nov	Dec	Jan	Feb	Voluntary and Charities			Other (£ per delegate)
								Small	Medium	Large	
How to Manage Your Email Inbox	½	10	11		16			£150	£150	£150	£187-£225
Expert Report Writing	1	4			18			£125	£175	£225	£350
Perfect Grammar and Punctuation	1			21			18	£125	£175	£225	£350

Meetings Skills	Days	Sep	Oct	Nov	Dec	Jan	Feb	Voluntary and Charities			Other (£ per delegate)
								Small	Medium	Large	
Chairing Meetings	1	30			4			£125	£175	£225	£350
Discover LoMo: Fast, Agile Meetings	1	9		25				£125	£175	£225	£350
Effective Minute Taking	1	5		22		31		£125	£175	£225	£350
Introduction to Liberating Structures	1		4			23		£125	£175	£225	£350
Leading Engaging Remote Meetings	2			20/27				£125	£175	£225	£350
Liberating Structures Immersion Workshop	2		29-30					£250	£350	£450	£700

Course Programme Autumn/Winter 2019

Wellbeing at Work	Days	Sep	Oct	Nov	Dec	Jan	Feb	Voluntary and Charities			Other (£ per delegate)
								Small	Medium	Large	
Emotional Intelligence	1			8			28	£125	£175	£225	£350
Mindfulness	1		22				25	£125	£175	£225	£350
Resilience and Wellbeing at Work	1				13		3	£125	£175	£225	£350
Stress Management for Managers	1			29				£125	£175	£225	£350
Stress Management for Staff	1				17		27	£125	£175	£225	£350

Project Management	Days	Sep	Oct	Nov	Dec	Jan	Feb	Voluntary and Charities			Other (£ per delegate)
								Small	Medium	Large	
Introduction to Project Management	2	19-20		19-20		16-17		£490	£690	£890	£1,090
Project Management in a Day intensive	1	16		18		20		£245	£345	£445	£545
Agile in a Day	1	23		15		24		£195	£295	£395	£495
Continuous Improvement intensive	1		14					£245	£345	£445	£545
Managing a Project Team	1		15					£195	£295	£395	£495

								Voluntary and Charities			Other (£ per delegate)
Training Skills	Days	Sep	Oct	Nov	Dec	Jan	Feb	Small	Medium	Large	
Creating eLearning with Articulate	2	Please enquire for more details						Please enquire for more details			
Enabling Social and Collective Learning	1										
Kickstart your eLearning Project	1										
Train the Trainer Essentials	2		10-11		5-6		3-4	£490	£690	£890	£1,090
Train the IT Trainer Essentials	2	12-13					20-21	£490	£690	£890	£1,090
TPMA Trainer Certification Essentials (LPI Accreditation)	4			25-28			10-13	£1,250	£1,250	£1,250	£1,950
TPMA Refresher and Re-accreditation (LPI)	2					9-10		£625	£625	£625	£950

Facilitation and Presentation Skills	Days	Sep	Oct	Nov	Dec	Jan	Feb	Voluntary and Charities			Other (£ per delegate)
								Small	Medium	Large	
Engaging PowerPoint Presentations	1		1				27	£125	£175	£225	£350
Expert Presentation Skills	2	26-27		4-5		27-28		£250	£350	£450	£700
Effective Group Facilitation	1	Please enquire for more details						Please enquire for more details			

Special Offer Courses	Days	Sep	Oct	Nov	Dec	Jan	Feb	Voluntary and Charities			Other (£ per delegate)
								Small	Medium	Large	
Building Self-Confidence new	1			26				£95	£195	£195	£195
Mind Mapping new	1			27				£95	£195	£195	£195
Parenting and Work/Life Balance	1			29				£95	£195	£195	£195

Prices for public courses are priced per person per course. Charity pricing is scaled depending on the total number of paid staff in your organisation...
 Small charities: 15 or fewer members of staff; Medium charities: 16 - 30 members of staff; Large charities: 31 or more members of staff.

Prices do not include VAT. All of Happy's public courses are held at our HQ in Central London. Please see page 12 for details of our learning solutions for private groups and customised course options. All prices valid until 30th March 2020.



Learning Solutions for Private Groups

If you have a group of five or more learners, or need a bespoke solution, we can help.

We can deliver classroom training at our HQ in Central London, at your site anywhere across the UK, or we can source a suitable venue; all we need is a room with a whiteboard or flipchart.

We can combine IT skills training with our Leadership and Personal Development programmes, to ensure that your staff have both the support they need to deal with rapid change as well as the tools to succeed in their roles.

If you don't see what you need on our classroom course programme, please do get in touch – our experienced trainers can create a customised learning solution just for you.

Private Group Courses	Voluntary and Charities			Public Sector	Private Sector
	Small	Medium	Large		
Communication and Writing Skills	£875	£1,200	£1,500	£1,950	£2,250
Personal Effectiveness					
Wellbeing at Work					
Facilitation and Presentation Skills					
Meeting Skills	£1,500	£1,750	£1,950	£2,250	£2,750
Leadership and Management					
Project Management					
Training Skills (including Train the Trainer and TPMA)					

Prices for groups are priced per course per day for up to 12 learners. Charity pricing is scaled depending on the total number of paid staff in your organisation, as follows: Small charities: up to 15 members of staff; Medium charities: 16 – 30 members of staff; Large charities: 31 or more members of staff. Prices do not include VAT. Prices valid until 30th March 2020.

Conferences and Seminars

Happy run a busy calendar of conferences across the UK, giving you a chance to hear from people who have created happy workplaces based on Happy's principles of trust and empowerment.

These events will leave you feeling energised and inspired with ideas for [creating happier, freedom-centric workplaces](#), as well as the chance to network with similar-minded professionals.

Speakers at previous events have represented some of the world's best workplaces such as Google, Innocent, WL Gore (makers of Goretex), the John Lewis Partnership, the National Audit Office, the National Trust, Foundation SP and Propellernet. All of our speakers are chosen as they are creating joy at work for their teams and

organisations and can show you the benefits of this approach.

Our conferences are aimed at anyone interested in creating happy workplaces, from supervisors and team leaders up to CEOs and MDs.

In addition, our [experienced facilitators](#) can speak at your event or host a session at your team training day on a range of subjects including how to create a happy workplace, create great presentations, becoming a multiplier, mindfulness and more.





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“ Happy does truly make you happy! Absolutely great training as always... My support system within my working career!

Rafat Kiani | May 2019

Project Management in a Day

