



# Breakout Sessions

We're here to help power your journey to success through sustainable company culture



## From measuring, to defining, living, and evolving...

a successful company culture creates a positive, unique working environment where business AND employees can thrive.

## Each Delivering Happiness breakout session begins by...

introducing the main elements of Happiness as a Business Model, including the concept of values based culture as well as key elements from the science of happiness. These interactive sessions emphasize experiential learning and actionable takeaways that empower every participant to take both immediate and long-term action to build a plan for sustainable happiness at work.

Our team of culture designers and coach-sultants will customize a session to match your unique culture needs.

The following is a sample of our more popular breakouts.



Start your journey!

*“Businesses often forget about the culture, and ultimately, they suffer for it because you can’t deliver good service from unhappy employees.”*

– Tony Hsieh  
CEO, Zappos.com

*“[Make Happy Work™ was] the most useful workshop I have ever attended on how to define and implement corporate mission and values.”*

– Dan Donovan  
VP Technology & Development,  
360 Incentives

To plan your session, contact us at [culture@deliveringhappiness.com](mailto:culture@deliveringhappiness.com)

# DELIVERING HAPPINESS BREAKOUT SESSIONS

## Culture is an Animal

Bring meaning and insight into your organization's culture and increase overall awareness in a fun and vibrant session.

- Use animal and car totems to peek behind conscious notions of the current and ideal culture
- Elicit qualities and build a vibrant image of the ideal culture for the organization
- Collaborate in small teams to build action items and present findings with real value

## Culture of Happiness Levers

Start your team down the path to profits, passion, and purpose using the Delivering Happiness model.

- Choose a bonding and meaningful experience in Progress, Control, and/or Connectedness
- Understand how the levers influence motivation and culture
- Practice the implementation of a Culture Action Plan

## Purpose in Action

Why does higher purpose matter for your organization? Imagine what your company would be like if every employee identified their purpose and brought it to work.

- Learn how to TAP into personal higher purpose through Talent, Anger, and Passion
- Understand the link between personal and organizational purpose and the role they play in business success
- Inspire your employees to align their personal purpose with your company's mission

## Core Values that Matter

Individual and organizational core values are the cornerstone of your company culture.

- Take the first step to happiness at work: uncover your top three personal values and how to live them
- Experience the core values development process in a fun and meaningful exercise that results in a set of shared values
- Understand Zappos' 10 steps for a values-driven culture, and the impact of alignment

## WOW Customer Service

How can your ideal culture lead to an enhanced experience for your customers?

- Discover the value of embedding customer service into your company culture
- Understand the core tenets and benefits of focusing on a WOW customer experience
- Use Zappos-based tools and techniques to develop your own unique, WOW experience

## Measuring Happiness

Defining, measuring, and benchmarking critical elements of your culture is a key driver for overall success.

- Take the Happiness at Work survey and review results collaboratively
- Understand how assessment tools that prioritize values as Key Performance Indicators can drive your culture
- Explore the Delivering Happiness roadmap to move beyond your results and empower every employee as a culture leader

To plan your session, contact us at [culture@deliveringhappiness.com](mailto:culture@deliveringhappiness.com)