

Creating a Great Place to Work

One Day Course

The course will start precisely on time and it may not be possible to go back over material missed by late arrivals. If you arrive over 30 minutes late you may be asked to leave and attend another day.

The best learning experience you will ever attend? Every single person attending so far has rated the event at least 8 out of 10. Two-thirds have rated it 10 out of 10, one of the best events they have ever attended. Happy has won awards for the best customer service in the UK (Management Today), Family Friendly Employer of the Year (Parents at Work), London Small Business of the Year (Business in the Community) and Most Inspired Workplace (Inspired Leaders Network). In one day we aim to share the key secrets that made the independent judges rate our company as the best in the UK.
("I can't think of any company I've met with a better ethos in terms of making the world a better place for it's customers, employees and the community at large." Judge, Service Excellence Awards)

General Requirements Delegates must be open to looking at the ways in which people work at their best, within a safe and supportive environment.

Aim Come and enjoy a day of inter-active learning packed with new ideas for creating a great place to work. We promise that we will stimulate and challenge you and leave you with at least three new ways to work in your organisation. Everything you will learn is based on the practical experience of our award-winning company.

What you will learn In particular you will be able to:

- ☺ Recognise what empowers people to work at their best
- ☺ Create an environment that encourages experiment and development
- ☺ Enable full job ownership to enable your people to achieve their full potential
- ☺ Provide information through involvement to enable your people to take full responsibility
- ☺ Recognise whether your life is in balance or not
- ☺ Identify the key principles that will enable you and your staff to enjoy work-life balance
- ☺ Establish the benefits of flexible working practices for you, your organisation and your customers/clients

Time-Table The course will be structured around lots of small sessions and practical exercises. You will work with the other members of your group throughout, enabling you to learn from your own experience as well as each other.

What other delegates thought about this course...

"Fantastic. The management ethos was inspirational" Maria Jones, The Software Practice
"Exceeded my expectations by being based on real things, not theory" Adam Holland, AEA Technology
"Inspirational" Bob Hill, Camping & Caravanning Club
"I feel privileged to have been given an insight into the ethos of your company. I came back really enthused." Adrian Smith, Western Provident Association
"An inspiring and enjoyable day" Marilyn Young, Satair Hardware
"It gave us so much to think about we have scheduled a whole day to de-brief." Moyna Wrathall, The Software Practice
"As a result of the day I will help present to our Executive Team the major proposals for change for our Company in 2004." Helen, Ann Summers
"I've written down 25 ideas, some of which I will certainly adopt in my company. A very thought provoking day". Steve Pickering, Chief Executive, The Sira Group
"Brilliant day. Gave me lots of ideas" Shelley Palmer, Western Provident Association
"Fantastic Ideas" Paul Jenkins, BSI

Next step Once you have attended this course and are confident with all of the things covered, you might want to look at our range of other Personal Development Courses.

Please check our web page for all course availability: www.happy.co.uk/courses/ or for all course outlines featured in our current course programme check: www.happy.co.uk/courses/outline.asp