

What Makes Employees Happy?

- Do you think it is important for employers to think about the happiness of their employees? Why/Why not?
- What are some factors that have an impact on employees' happiness?
- Have you ever worked for a company that seemed to really care about their employee's happiness?
- Is *work-life balance* a common term in your country? What does it mean to you?
- Do you think having things like a ping pong table or free after-work-beers makes employees happier to be at work?



1. Google famously offers its employees several perks. Take a look at some of them below. Do you have any of these at your company?

<ul style="list-style-type: none"> • Free fruit • Free cooking classes • Free gym (with yoga) • Meditation • Massage therapist • Onsite medical staff • Sleeping pods 	<ul style="list-style-type: none"> • 80/20 work/play ratio: • Discounts for museums • <i>GoogleServe</i>: Employees can dedicate 20 working hours to doing charitable work 	<ul style="list-style-type: none"> • Onsite laundrette • Onsite hairdresser • Dogs are welcome • Pool table • Ping pong table • Rock climbing • Volleyball
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2. Discuss the Following with your partner:

1. If you had to choose 3 of the options above to have at your work, which would you choose?
2. Which of these really don't interest you?
3. Can you think of any other good ideas a company could use to make their employees happier?



3. Change partner and exchange and discuss your ideas from ex. 2 number 3.



4. Complete the next task with a new partner or your current one:

- Your company has decided to do something to improve the morale of the staff. Choose one of your ideas and prepare a mini presentation you're your partner to present to the class.
- At the end of all of the presentations vote on the best one.

Some helpful presentation Language:

I plan to say a few words about...

I'm going to talk about...

So, first...

To begin with...

So now we come to the next point, which is...

There are three things to consider. First... Second... Third...

Finally, I'd like to address the problem of.....

Finally, I'd like to raise briefly the issue of....



5. You are going to watch a video that contains the following words. Match the words on the left with their meaning on the right:

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|-------------------------------|---|
| a. to survey 5 | 1. how frequently people leave a company |
| b. revenue growth 3 | 2. to accept or say yes to an idea |
| c. to outperform 8 | 3. the increase of a company's sales |
| d. approve 2 | 4. to slowly destroy or damage |
| e. employee turnover 3 | 5. to ask many people the same questions to gather data |
| f. to erode 4 | 6. despite/not taking into consideration |
| g. regardless 6 | 7. the opposite of arrogant |
| h. humble 7 | 8. to do better than |
| i. behave 9 | 9. how a person acts |



6. Watch the video *This is what makes employees happy at work by Michael C. Bush*¹ and answer the following questions.

- a) How many people are not happy at work worldwide? *Almost 2 billion people*
- b) What is the difference in employee turnover between happy and unhappy companies?
Happy companies have half the turnover
- c) How important are perks such as ping pong tables according to Bush? *Not important*
- d) What example does Bush give of a company not trusting its employees? *15 people having to approve a laptop before the employee receives it.*
- e) What did Four Seasons do to show they trust their employees? *They told their employees "Do whatever you think is right when servicing the customer"*
- f) What unfair situation did Salesforce find in their own organisation? *Women were making less than men for the same jobs.*
- g) What are the three main ideas Bush offers? What do you think about them? *1. Trust and respect, 2. Fairness, 3. Listening*

¹ https://www.ted.com/talks/michael_c_bush_this_is_what_makes_employees_happy_at_work/transcript#t-153389