

Hello

Let's make happy work™

DELIVERING 
happiness™

HAPPINESS AT WORK IS A JOURNEY



HELLO ;] FROM DELIVERING HAPPINESS

UNHAPPY WORKPLACE UNHAPPY WORLD



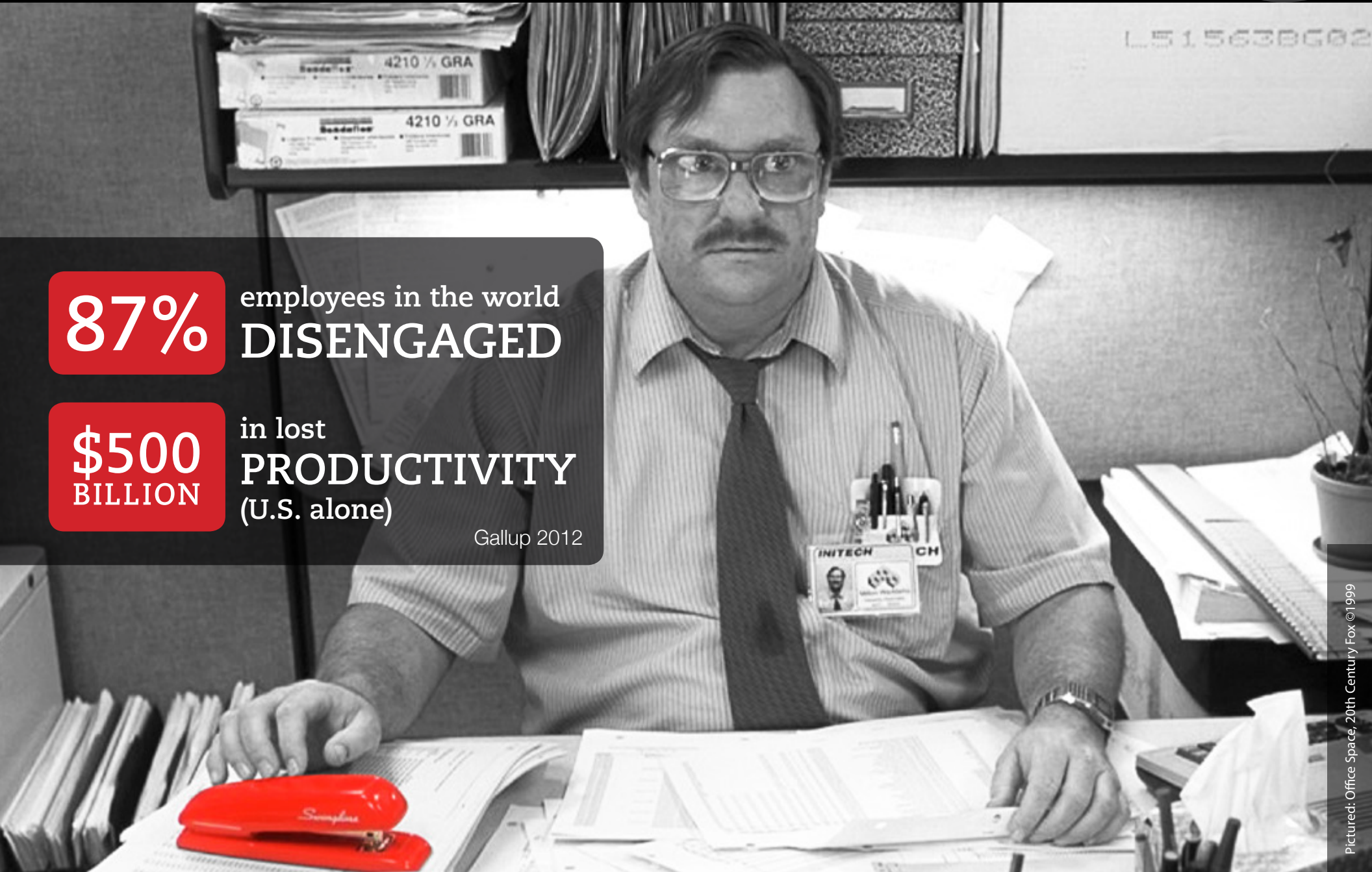
87%

employees in the world
DISENGAGED

\$500
BILLION

in lost
PRODUCTIVITY
(U.S. alone)

Gallup 2012



WHY IT MATTERS



Companies with
a higher sense
of **PURPOSE**
outperform others
by 400%*

*in shareholder returns

"[Companies] who centered their business on a culture of improving people's lives had a growth rate triple that of competitors."

– Jim Stengel

Stengel Top 50 v. S&P 500



Research by Millward Brown and Jim Stengel

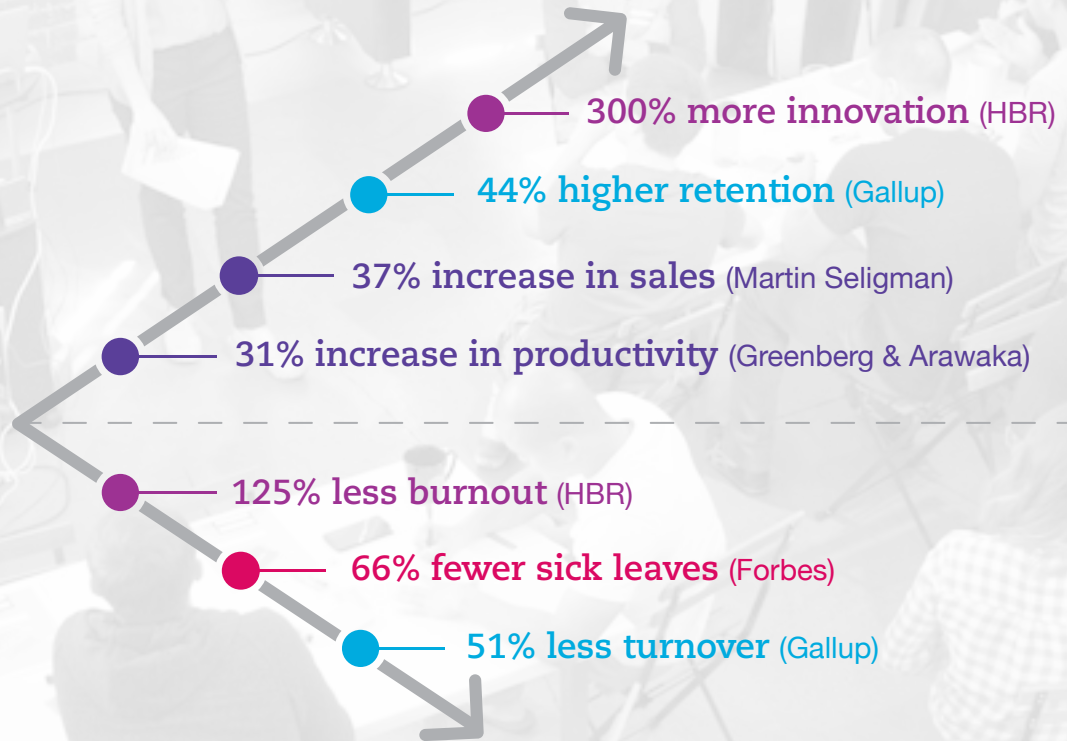
WHY IT MATTERS



Happiness is seriously good for business

15 years of research show
happiness increases every
positive business outcome

Effects of Happiness at Work



WHY HAPPINESS AS A BUSINESS MODEL



Happiness makes sense



Scientific Sense

Research shows happiness leads to success (not the other way around)

Positive Psychology
1998



Martin Seligman → Fredrickson & Losada → Shawn Achor →



Science of Happiness
today

15 years of research and hundreds of studies

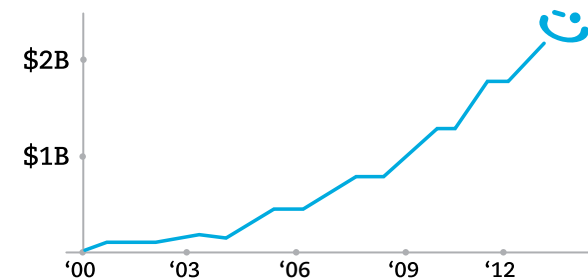


Business Sense

Happy Employees =
Happy Customers =
Successful Company
(+ Meaningful Lives)



\$0 to \$2 Billion*
using happiness as a business model
*Zappos' growth in gross merchandise sales



Human Sense

Happiness is a universal goal, and we are all on our individual paths



Grow a company

— Why? —

Retire early

— Why? —

Spend time with family



Be healthy

— Why? —

Run faster

— Why? —

Run a marathon

— Why? —

HAPPINESS



Get a great job

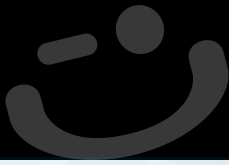
— Why? —

Make money

— Why? —

Buy a home

OUR PHILOSOPHY



HAPPINESS
HAPPINESS
CULTURE
ALIGNMENT
BEING TRUE

at work is a JOURNEY

is a COMPETITIVE ADVANTAGE

is your STRONGEST TOOL

of PURPOSE, PASSION and PROFITS

to your UNIQUE CULTURE (and SELF)

OUR APPROACH



Learning should be *real, human* and *experiential*



Start with the why and lead from *purpose*



Create *co-ownership* for sustainable *culture*



Professional development starts with *personal* development

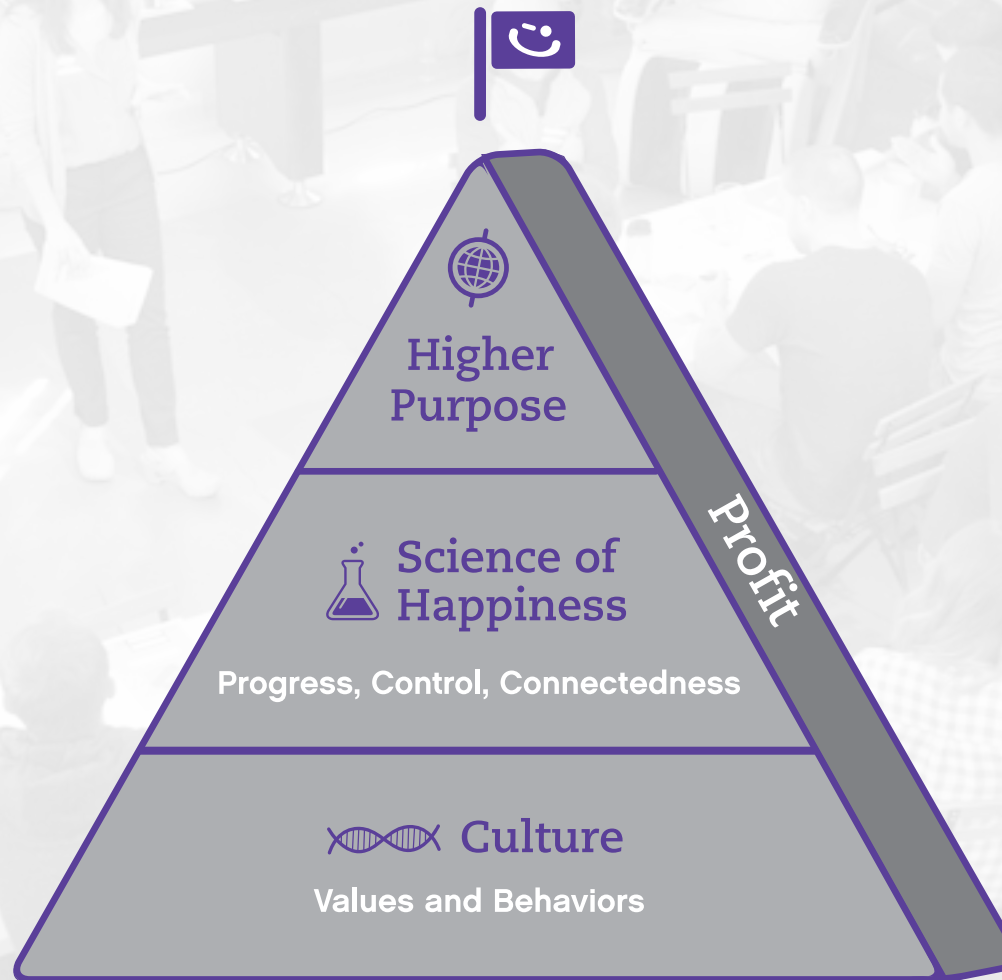


Small daily *actions* → the right *habits* → *BIG impact*

THE DH MODEL



WHAT *makes happy work*™



THE DH MODEL



WHO *makes happy work*™



THE DH MODEL



HOW to make happy work™



WHAT WILL YOUR ROADMAP BE?



Customized solutions for your culture



SAMPLE ROADMAP

Keynote
Educate and inspire with the story of happiness as a business model

MAP Workshop Measure with the Happiness at Work Survey, then **Analyze** and **Plan** with a half to full day session

Executive Workshop
Key Session for leaders to define goals, align on vision, values, and higher purpose to launch strategy

Culture Design
Products to define and live your culture, from WoW cards to custom apparel

Happy Me
One day workshop to build happiness frameworks from inside out and empower every individual

Values to Behaviors
Session for every team to define values and co-create behaviors to support living and measuring them

Happy Science
Workshop exploring the science of happiness and five key happiness habits to build personal and business success

OUR STORY IN A NUTSHELL



This is Tony Hsieh

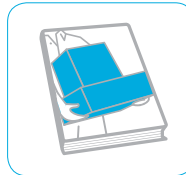
CEO of Zappos.com
and co-founder of
Delivering Happiness



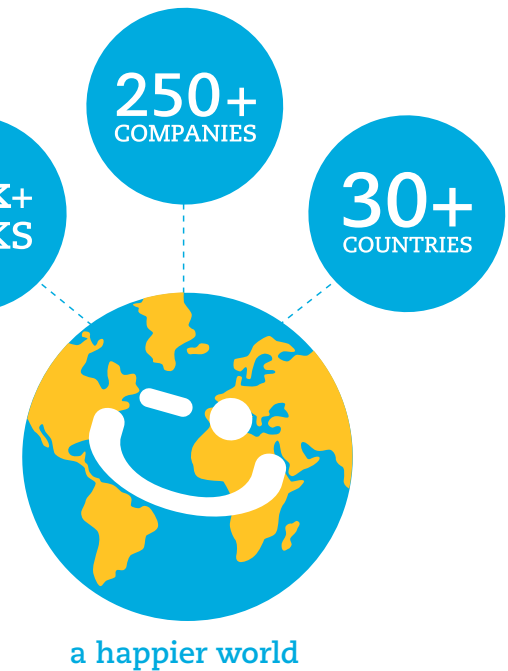
This is Jenn Lim

CEO and co-founder of
Delivering Happiness

Tony & Jenn
launch Delivering
Happiness book,
U.S. bus tour



DH company &
movement launch
and go global



Tony becomes
CEO of
Zappos

Zappos grows
to \$1 billion*

2000

2008

2010

2011

2014

**in gross merchandise sales*

DH = Delivering Happiness

WHAT IS DELIVERING HAPPINESS?



DH

is a company and a movement
focused on inspiring
PASSION and **PURPOSE**

For

PEOPLE,
COMPANIES, and
COMMUNITIES

And

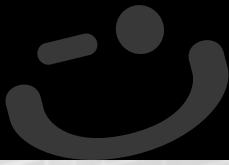
a **HAPPIER WORLD**

We do this with

products and services to
PRIORITIZE happiness
and create sustainable
CULTURE CHANGE



HOW WE DO THIS FOR COMPANIES



We offer

CULTURE CONSULTING that uses the science of happiness

We help create

Sustainable, VALUES-DRIVEN organizations

Through

Keynotes

Coaching & Consulting

Workshops

Tools + Metrics + Measurable Results



Happier Companies

Because...

Happy
Employees

=

Happy
Customers

=

Successful
Company

Meaningful
Lives

WHO WE'VE WORKED WITH



aetna™

amc
THEATRES



Century 21

CISCO™

Cleveland Clinic

CREDIT SUISSE

Deloitte.

The
Economist



Genentech

GREAT
PLACE
TO
WORK®

HILTON



LOST

LOWE'S

Morgan Stanley



The Motley Fool

TOMS

"DH helped us increase our monthly sales by 39%, and decrease unplanned absences by 92%." – Top 20 fastest growing e-commerce company



"The DH workshop was insightful, inspiring, and applicable in real ways. They are warm, approachable and understand how to use happiness to improve culture and productivity."

– Martin Tracey, VP of HR, Hewlett-Packard



"After Blake and team met with Tony, Jenn and Delivering Happiness we were inspired to focus on culture. As a result we've launched our own core values and we're now all moving in the same direction!"

– Amy Thompson, Chief People Officer, TOMS



"The most useful workshop I have ever attended on how to define and implement corporate mission and values."

– Dan Donovan, VP, Technology and Development, 360 Incentives

LOST

"The DH workshop was awesome! It has changed the way I think about successfully managing a business. It helped catapult me out of an old fashion top down style, to an inclusive, engaged process that is ultimately more rewarding to everyone at our company."

– Ra'uf Glasgow, Producer, West Wind Media, former producer of LOST

OUR VALUES



1 BE TRUE **7 BUILD**
TO YOUR (WEIRD) SELF. COMMUNITY
LIVE WITH PASSION AND PURPOSE AND MEANINGFUL RELATIONSHIPS

2 THINK, SAY AND DO
IN HARMONY AND IN
CONSIDERATION OF OTHERS

3 COMMUNICATE
WITH HONESTY AND RESPECT

6 BE HUMBLE
BE GRATEFUL

10 CREATE 
CHANGE IN THE WORLD
MORE THAN YOU
EVER THOUGHT POSSIBLE

4 HAVE 
FUN THINK FULL
100% full

8 KEEP  **YOUR**
OPEN & ALIGNED
KEEP GROWING AND LEARNING

5 INSPIRE & BE INSPIRED

9 DO MORE WITH LESS
BE CREATIVE
AND ADVENTUROUS

BE LIKE MACGYVER & BRUCE LEE

FLUID LIKE 

WE BELIEVE



CHANGE
YOUR
WORLD
TOGETHER
WE'LL
CHANGE
THE
WORLD



WHAT'S NEXT **FOR YOU?**



We exist because of **YOU**.
Let's connect and create
change together.



Take the [Happiness at Work Survey](#)



Try our [ROI Calculator](#)



Schedule a free [Culture Call](#)
with our specialists

Together,
Let's *make happy work*™

Contact Us

culture@deliveringhappiness.com

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