



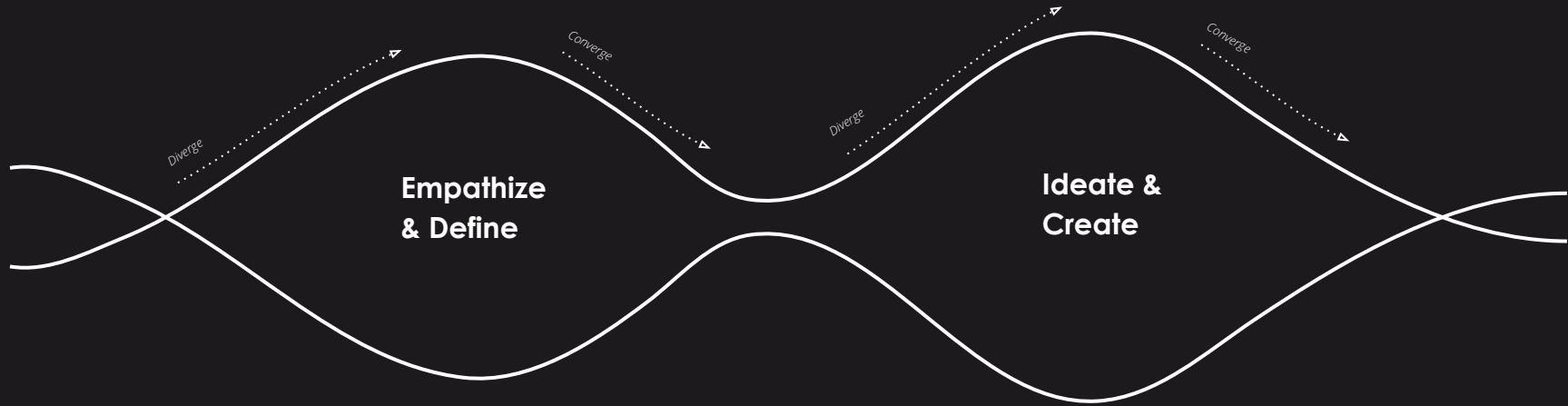
# Happitat

Empowering MJVers to engage with something that they are interested in or passionate about to build moments of connection and trust within the team

My role: Research | Visual Design | Program coordinator

My team: Leyzel Hernandez

# emotional wellbeing webinar



Ep 1:  
Human Behavior:  
Emotional well-being  
in times of crisis

Ep 2:  
Workplace Innovation  
through positive design

Ep 3:  
Co-Designing a Positive  
Work Experience

# ep:1 our approach

## Human Behavior: Emotional well-being in times of crisis

In episode one, we spoke with experts in psychology who often work with organizations to get an understanding of how well-being affects us in times of crisis, especially in the workplace. We also conducted a survey with our co-workers around the globe so understand how they've been coping with the pandemic

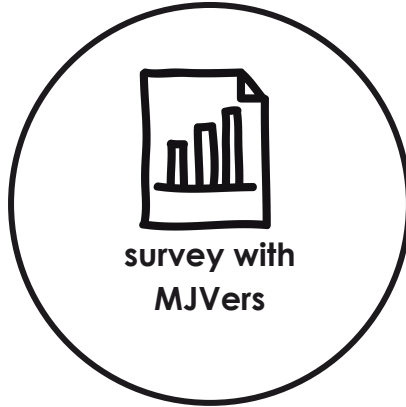
### Interview with Experts in Positive Psychology:



Deborah  
Smith



Tony  
Crabbe

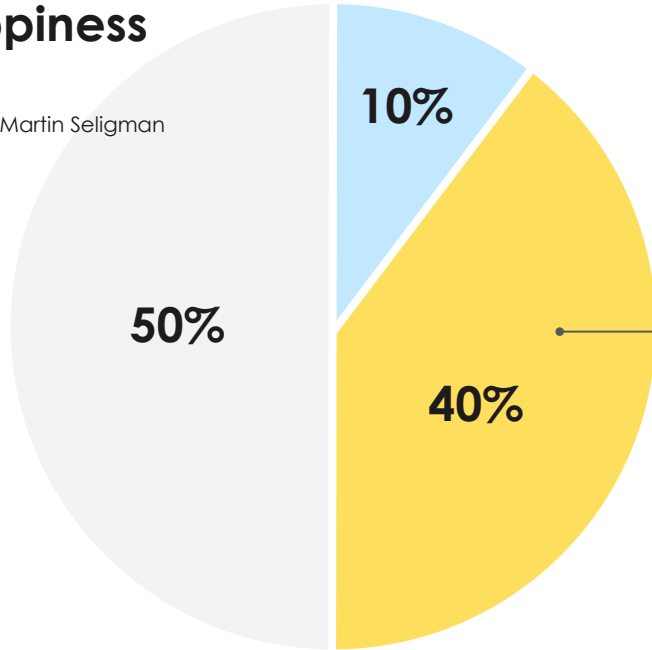


# wellbeing and **positive psychology**

in the first episode, we explored

## **the happiness formula**

according to Dr. Martin Seligman



- **Conditions of living**
- **Our biological set point**
- **Voluntary actions or choices we make daily**

## **PERMA**

**P**ositive emotions - experiencing momentary feelings like joy & happiness

**E**ngagement - being interested, engaged, challenged and focused on something

**R**elationships - the authentic connections we have in our lives

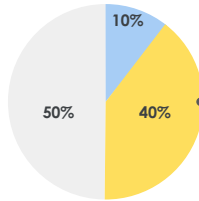
**M**eaning - sense of purpose

**A**chievement- the experience or feeling of mastering a skill or accomplishment

# workplace wellbeing and the happiness formula

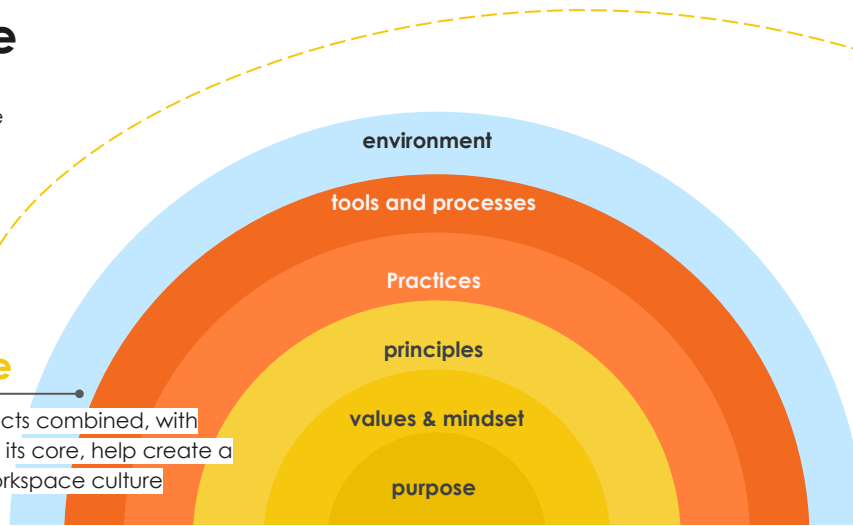
## designing for the workplace

we can equate PERMA to the elements that promote positive workplace culture



### culture

these aspects combined, with purpose at its core, help create a positive workspace culture



we have an opportunity to intentionally design for the 40% to foster a more meaningful work experience that enable us to flourish.

# ep:2 our approach

## Workplace Innovation through positive design

In episode two, we conducted in-depth interviews with friends and family to get a deeper insight into how knowledge workers have been coping through the pandemic, which we used to build a comprehensive journey timeline of people's experiences and emotions. We also shared our understanding of the theory of positive design, and how it tied in with Positive psychology and the PERMA model.



survey with  
MJVers



in-depth interviews  
and insights

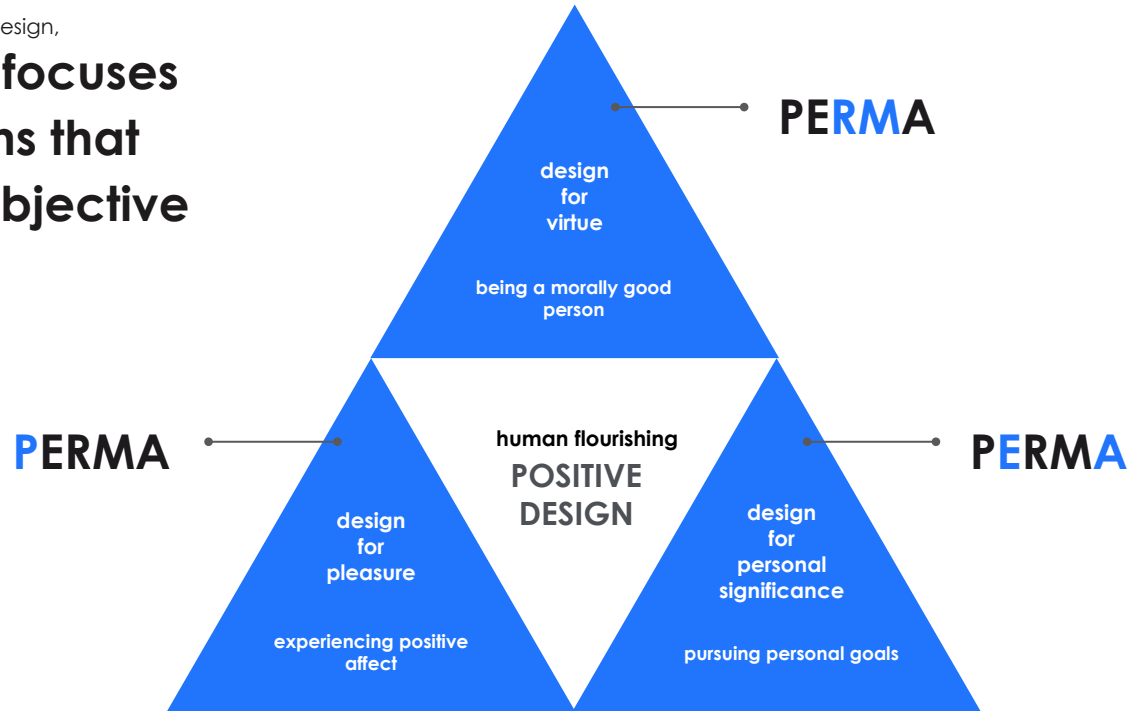


desk research

# workplace wellbeing and **positive design**

in the second episode, we explored positive design,

**a design theory that focuses on designing solutions that increase people's subjective well-being and their happiness**

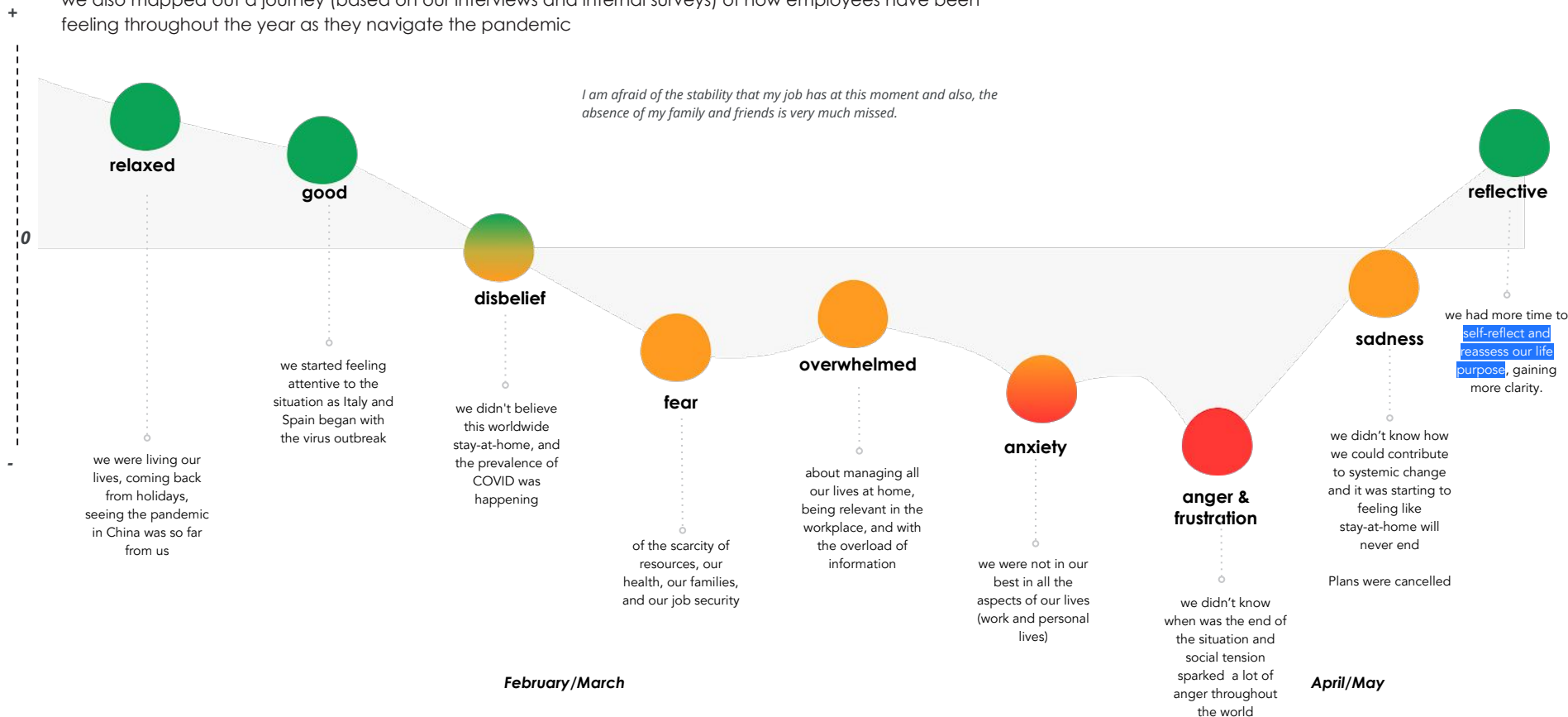


*Positive Design elements*

*by Pieter M. A. Desmet\* and Anna E. Pohlmeier*

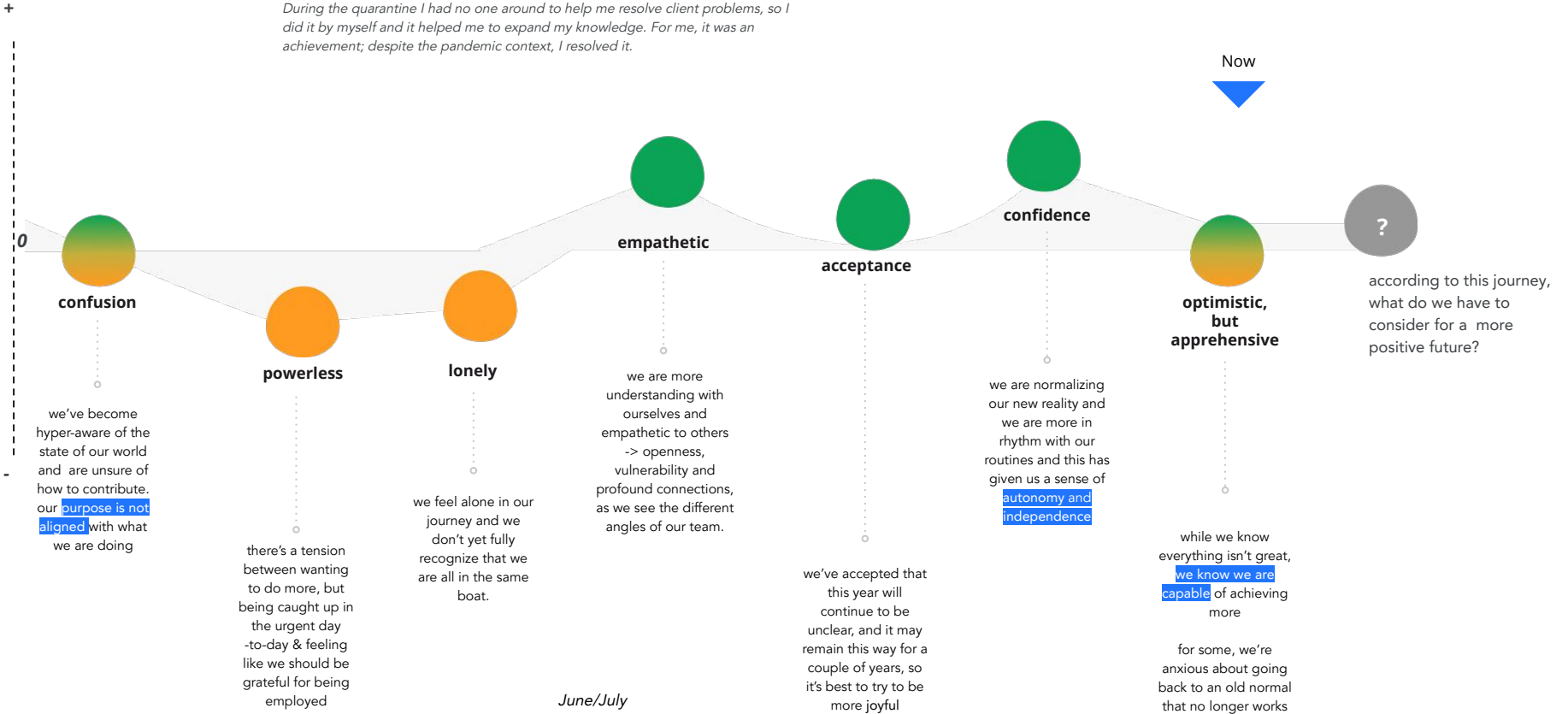
# our emotional journey through this year

we also mapped out a journey (based on our interviews and internal surveys) of how employees have been feeling throughout the year as they navigate the pandemic



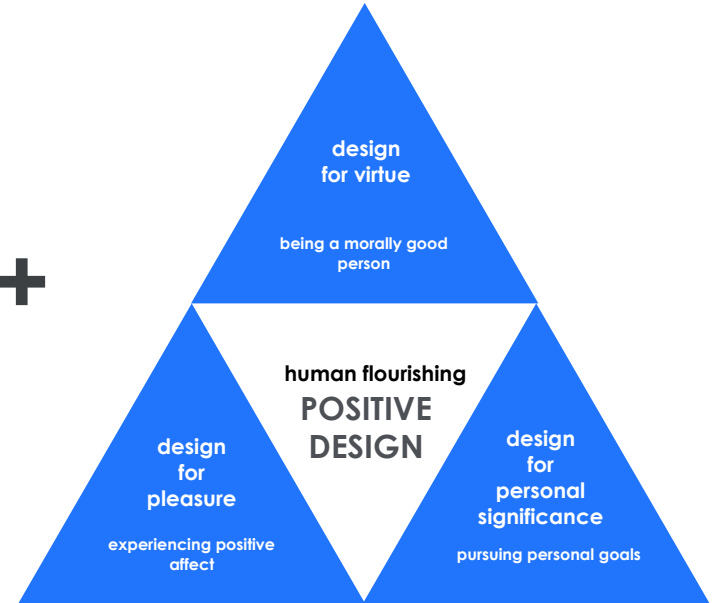
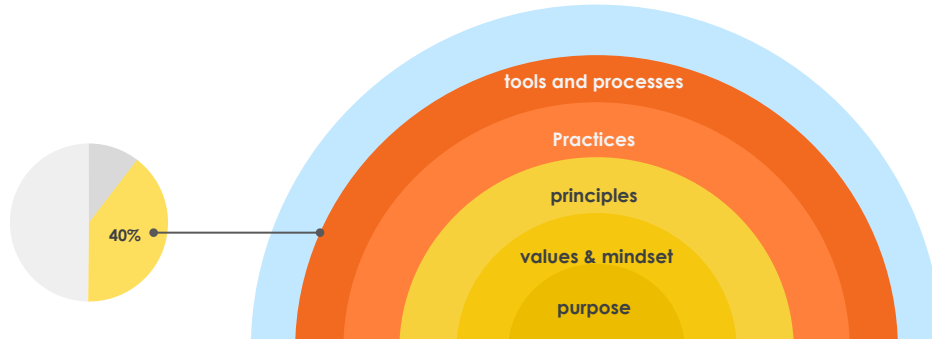


During the quarantine I had no one around to help me resolve client problems, so I did it by myself and it helped me to expand my knowledge. For me, it was an achievement; despite the pandemic context, I resolved it.



# design criteria

based on our understanding of PERMA and of the aspects that are integral to a positive workplace culture, we decided to look through the lens of positive design to prototype an employee wellbeing program with our internal staff, showcasing what positive design in action could look like.

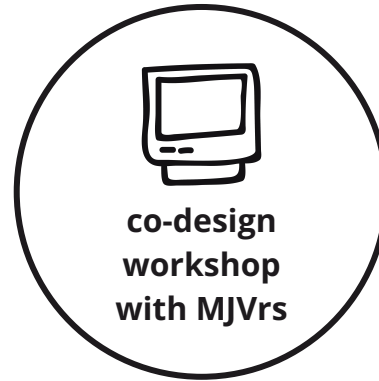


**Positive Design elements**  
by Pieter M. A. Desmet\* and Anna E. Pohlmeier

# ep:3 our approach

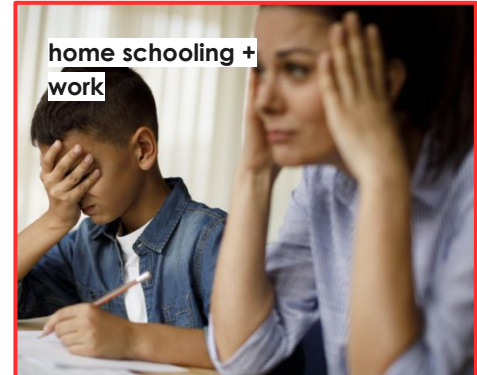
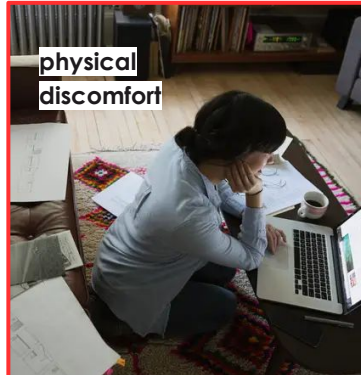
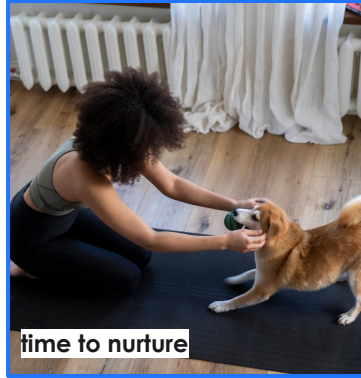
## Co-Designing a Positive Work Experience

By episode 3, we built out our own internal well-being program and shared the results of the experience.



# remote work scenario

We researched the different workplace scenarios taking heed at the moment (back to office, hybrid, and remote work), focusing on remote work since that was our current experience at our company

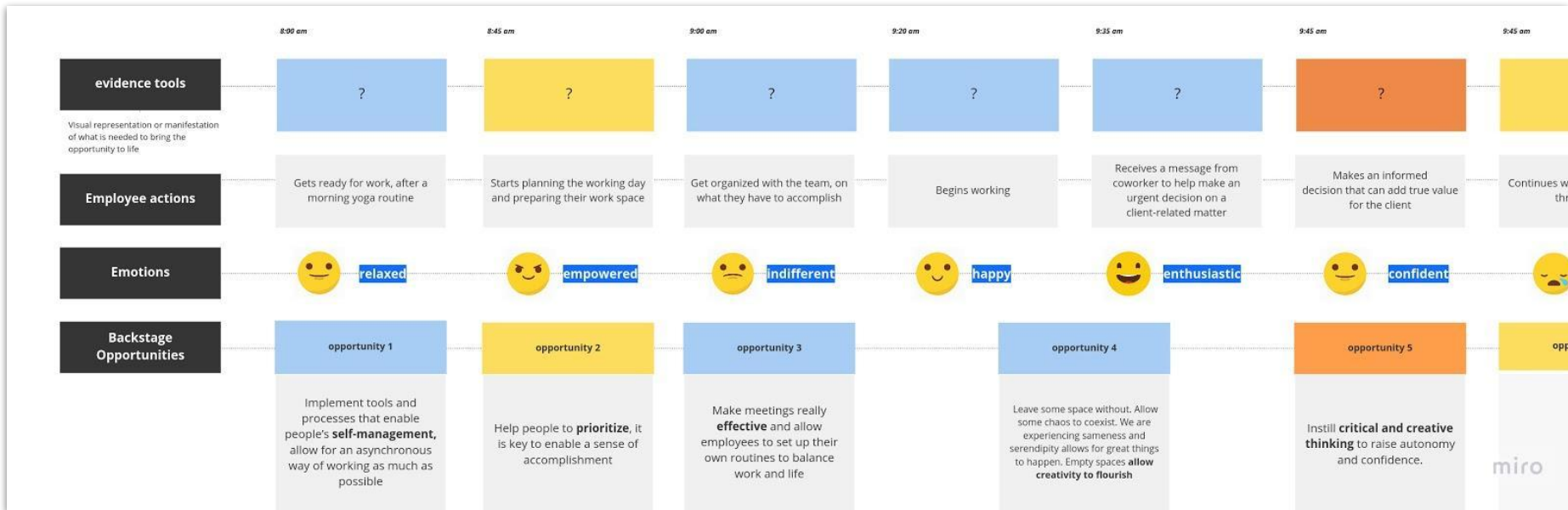


gains +

pains -

# our research in a blueprint

we visualized our research (desk research, surveys and interviews) into a comprehensive blueprint that walks through the experience of a typical day of remote work. We used this to conduct an internal workshop grounding on 3 areas of positive workplace culture as opportunity areas



positive workplace culture



values & mindset



principles & practices



processes & tools

# opportunities for the workshop

## Team mindset & values

### Ideation board

*Camilo, Jeanette & Disha*

Opportunity 8:  
Promote self expression by creating opportunities to highlight people's personal passions at the workplace.

## Team principles & practices

### Ideation board

*Madi, Lucas M., Tenisha, Johanna*

Opportunity 6:  
Intentionally build moments of positivism and bonding with your team and for the company

## Team processes & tools

### Ideation board

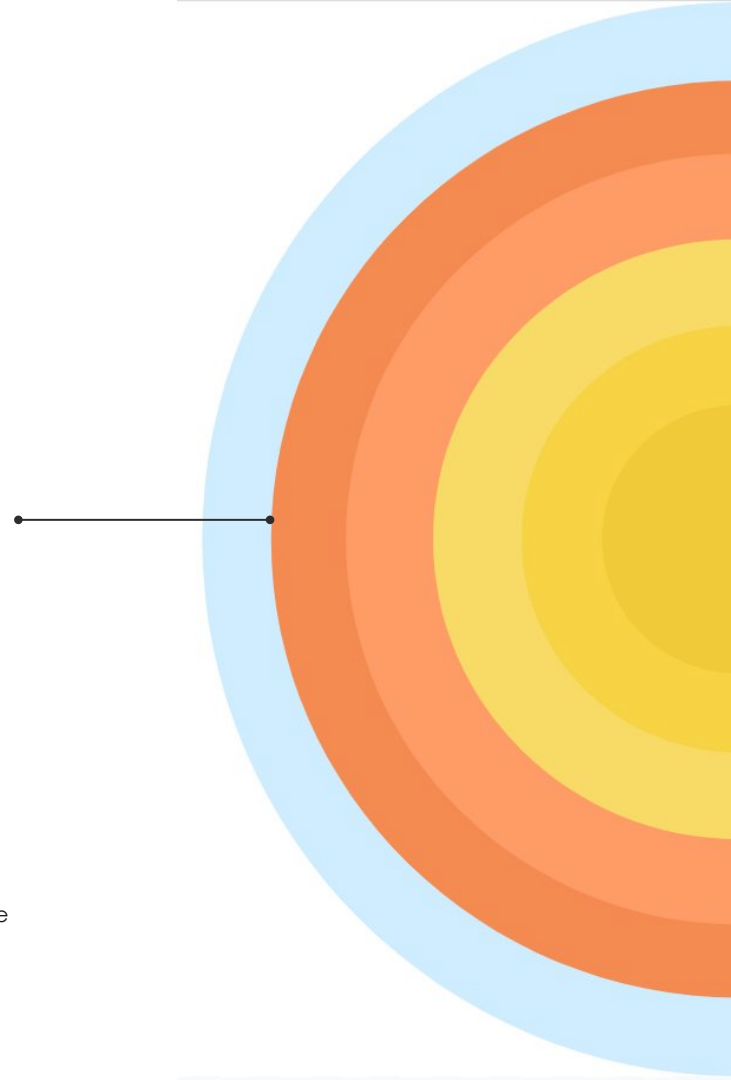
*Lucas Santos, Paula, Fernanda*

Opportunity 1:  
Implement tools and processes that enable people's self-management, allow for an asynchronous way of working as much as possible

intangible

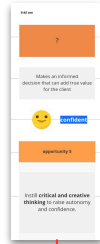
tangible

There's a 40% of happiness we can design for, and it is made up of elements that go from intangible to the tangible and technical. We know can intentionally design these elements to promote a positive workspace so we worked together with our team, using a blueprint as the anchor, to co-design a well-being program that we would later prototype, refine and pilot.



# miro

## understanding the opportunities

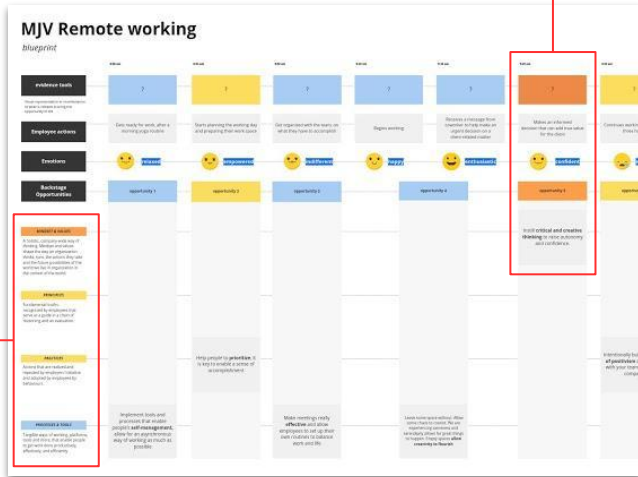


**MINDSET & VALUES**  
A holistic, company-wide way of thinking. Mindset and values shape the way an organization thinks, runs, the actions they take and the future possibilities of the world we live in, organization in the context of the world.

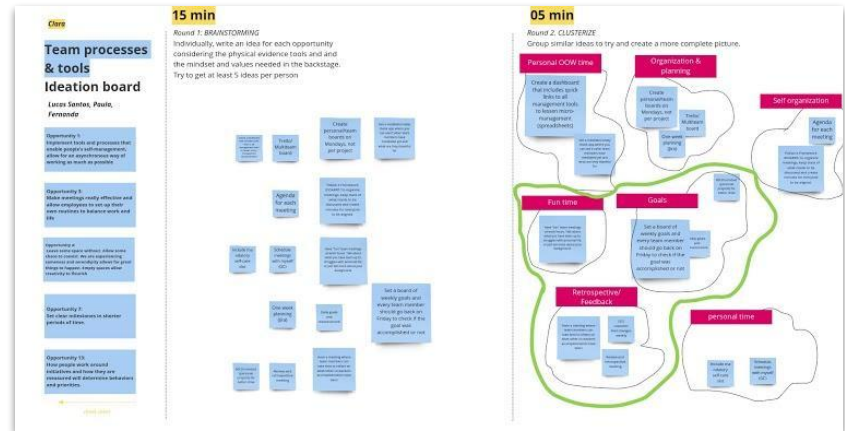
**PRINCIPLES**  
Fundamental truths, recognized by employees that serve as a guide in a chain of reasoning and an evaluation.

**PRACTICES**  
Actions that are realized and repeated by employees' initiative and adopted by employees by behaviors

**PROCESSES & TOOLS**  
Tangible ways of working, platforms, tools and more, that enable people to get work done productively, effectively, and efficiently



## ideating



Each team read through the blueprint, looked at the opportunities, and ideated around their focus area (values & mindset, practices & principles, processes & tools)

# selecting the ideas

In the end, we had 3 strong ideas that we combined into our **final concept**

## purpose with passion

**15 min**

Round 2: SELECT + DEFINE + EXPAND THE CONCEPT  
Choose the final cluster with the most opportunities, and the most realistic idea that you believe can be brought to life. Evaluate it using the criteria below.

To complete the idea, you can add images and elements that can help explain it better. Use the template as a guide to build your idea.

**IDEA SELECTION CRITERIA**  
How do you envision the opportunities you're working on?  
How do you feel about the idea you created and what of the idea is particularly appealing to you?  
How do you envision the impact of the positive design framework being for you, your organization or personal significance + design for pleasure?

**DECISION TO CONSIDER**  
Growth  
Innovation  
Joy  
Empowerment  
Autonomy  
Meaning  
Connection  
Flexibility  
Transparency  
Ownership  
Collaboration

Name of this idea: **Purpose with a Passion**

Description: What is it, how does it work, how does it add value?

Make an acronym for your idea that you can create and use of the idea is particularly appealing to you.

Emotions: What are the positive emotions and feelings that this idea creates? How do you use the idea to help describe the solution?

Prototypes: What aspects of this idea can be prototyped in a week?

Creating a confidence survey to ask for feedback and share with the team.

Offering a platform for sharing ideas and experiences with the team.

Developing a survey to gather feedback on the idea.

## rotating ceo

**15 min**

Round 2: SELECT + DEFINE + EXPAND THE CONCEPT  
Choose the final cluster with the most opportunities, and the most realistic idea that you believe can be brought to life. Evaluate it using the criteria below.

To complete the idea, you can add images and elements that can help explain it better. Use the template as a guide to build your idea.

**IDEA SELECTION CRITERIA**  
How do you envision the opportunities you're working on?  
How do you feel about the idea you created and what of the idea is particularly appealing to you?  
How do you envision the impact of the positive design framework being for you, your organization or personal significance + design for pleasure?

**DECISION TO CONSIDER**  
Growth  
Innovation  
Joy  
Empowerment  
Autonomy  
Meaning  
Connection  
Flexibility  
Transparency  
Ownership  
Collaboration

Name of this idea: **Rotating CEO**

Description: What is it, how does it work, how does it add value?

Make an acronym for your idea that you can create and use of the idea is particularly appealing to you.

Emotions: What are the positive emotions and feelings that this idea creates? How do you use the idea to help describe the solution?

Prototypes: What aspects of this idea can be prototyped in a week?

Assign a person the task to come up with it.

Anonymous survey to gather first set and compile.

Rotating CEO: A platform where team members can rotate roles and responsibilities, allowing for cross-functional learning and collaboration.

Digital FallProof GuideBook: Gather insights from experiences and share in fun way, make crowd source, consider anonymity.

Confidence Achievement Inspiration Enthusiasm Joy

Joy Hope Confidence Relief

## partners in crime

**15 min**

Round 2: SELECT + DEFINE + EXPAND THE CONCEPT  
Choose the final cluster with the most opportunities, and the most realistic idea that you believe can be brought to life. Evaluate it using the criteria below.

To complete the idea, you can add images and elements that can help explain it better. Use the template as a guide to build your idea.

**IDEA SELECTION CRITERIA**  
How do you envision the opportunities you're working on?  
How do you feel about the idea you created and what of the idea is particularly appealing to you?  
How do you envision the impact of the positive design framework being for you, your organization or personal significance + design for pleasure?

**DECISION TO CONSIDER**  
Growth  
Innovation  
Joy  
Empowerment  
Autonomy  
Meaning  
Connection  
Flexibility  
Transparency  
Ownership  
Collaboration

Name of this idea: **Partners in Crime**

Description: What is it, how does it work, how does it add value?

Make an acronym for your idea that you can create and use of the idea is particularly appealing to you.

Emotions: What are the positive emotions and feelings that this idea creates? How do you use the idea to help describe the solution?

Prototypes: What aspects of this idea can be prototyped in a week?

One partner who will change per week, and with your partner you create your goals for the week: personal goal and a career goal, the goal is to have them aligned.

Randomized partner //

Check in: First hour of Monday you give your tasks & goals together.

Check out: Friday last hour of the day, share what you've seen, what you've done, what you've learned.

Also talk about to you need throughout the week from feedback or work or share struggles.

Platform to track your goals and the progress towards your goal.

Leader announces the goal and the platform and the team prototypes the idea.

Emotions: What are the positive emotions and feelings that this idea creates? How do you use the idea to help describe the solution?

Confidence  
Joy  
Enthusiasm  
Empowerment  
Optimism

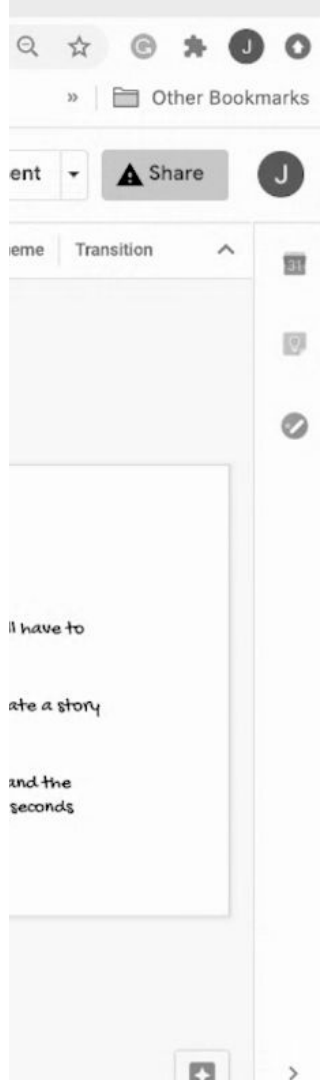
Prototypes: What aspects of this idea can be prototyped in a week?

The partner in crime and the



# the final concept: **positive well-being stewardship program**

Empower MJVers to engage with something that they are interested in or passionate about and to build moments of connection and trust within the team



# partner in crime

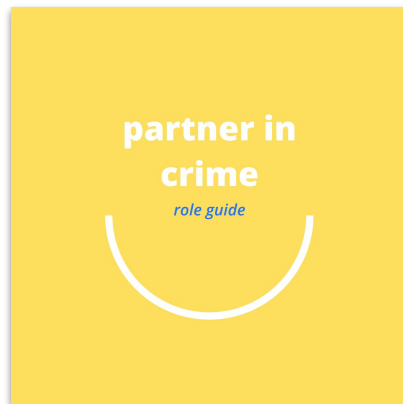
the happiness agent assigns you a partner in crime, and at the end of each period of 2 weeks, you need to get to know your partner through these moments



partners in crime moments

15 min  
check-in

20 -60 min  
activity



## who are you?

*as a happiness agent, you are a steward of positive well-being for the team. you help bring the team together to inspire positivity and to build bonds around a strong purpose.*

this role is voluntary, and it will give you the opportunity to lead a purposeful engagement between your colleagues in a virtual environment.

your role is valuable, not only for the team, but for your self-development; you'll get the chance to work on leadership, and to be an agent of happiness and inspiration in people's lives.



MJV

## goals & activities

the **happiness agent** has assigned you a partner in crime, and at the end of this period of time, you need to know the answers of these questions from your partner:

1. Show and tell: Get to know a team member's side project
2. One challenge of the week
3. One favourite thing
4. One aspect in common
5. The answer to this: If you were invisible for 1 day, what would you do?

you will determine how to meet, when to meet, and how you will interact, but remember you have 2 types of moments:

15 min  
check-in

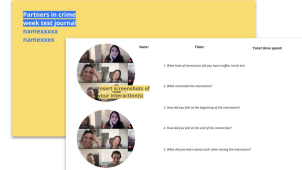
20 -60 min  
show & tell

*Tips: you can have virtual coffee, meet during lunch, or try this virtual game out: <https://www.brightful.me/play/>*

MJV

## needs for the week

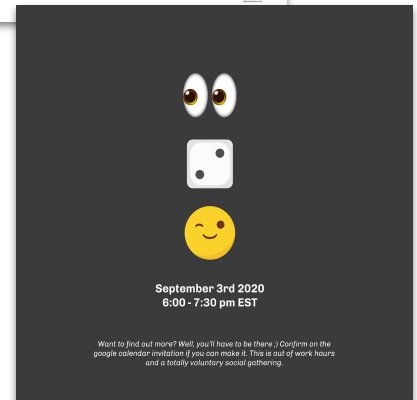
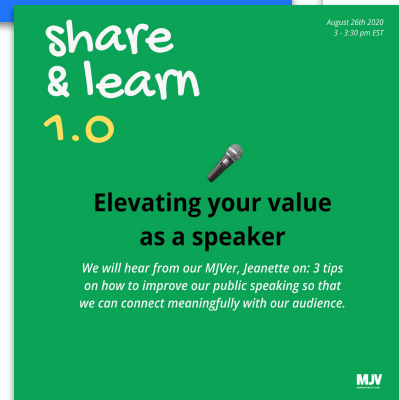
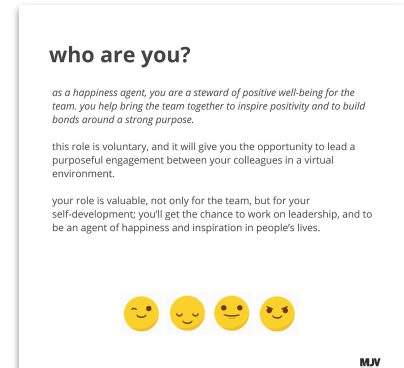
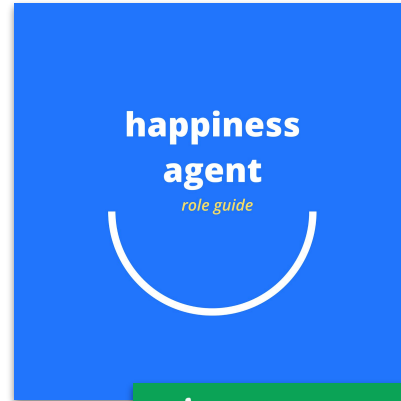
because it is a test, we need your help with the documentation of your experience, so try to capture the moments and emotions in your **journal**, and on august 31st we will have a feedback session to improve the program to present it on the webinar, so ideally you can take notes for improvement



MJV

# happiness agent

the happiness agent defines the day, format and, dynamic of monthly group sessions and keeps track of the progress of each team member.





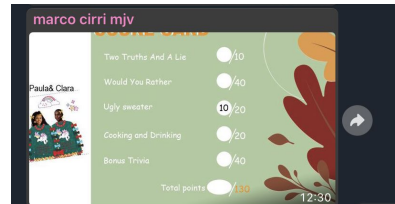
# some iterations



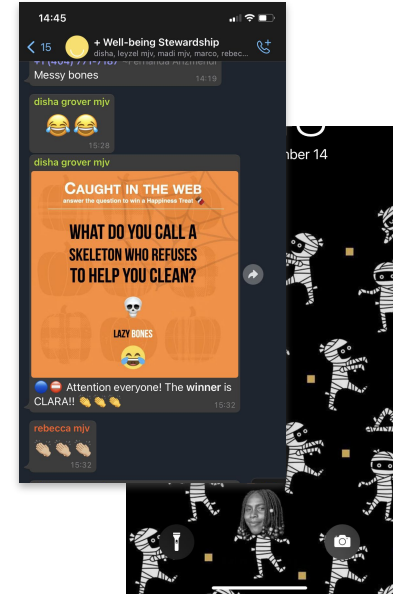
activities & sharings

Meet with your PIC  
4 – 5pm

scheduled PIC  
moments



awarding points



informal challenges

# where are we **now**?

We are creating a platform to continue to prototype this program and deploy it further.

**START HERE**

about the file

**MY Well-being Platform Userflow + Functions W.I.P**

Abstract of the phases

User: MY employee

Employee flow chart

User: MY employee flow

Employee screens

User: MY employee screens

**Red Path**

- Track PERMAH (Positive emotions, Engagement, Relationships, Meaning, Accomplishments, Health)

**Work**

**Home**

**Social Support**

**Family Role**

**Health**

**Work-Life Balance**

**Work-Life Balance**

**Work-Life Balance**

**Work-Life Balance**

**Work-Life Balance**

# challenges and reflections

## **international deployment**

This has not been successful so far. There's no ownership in the program, and the people asked to join the program were **told** to do it.

**how can we make new people feel part of the program as we deploy it globally?**

## **burden vs priority**

During our busy season at the end of the year, people began to feel they couldn't meet with their partners in crime.

**how can we encourage and incentivize people to meet with their partners?**