



What internal culture do happy companies look for?



LRT CONSULTING GROUP (Hong Kong • Shanghai)

Website: www.LRT.com.hk

Lead • Rethink • Trust

Enquiry: info@LRT.com.hk

Why happiness is important for businesses?

- In a study involving 139 professional service firms covering 5,500 people in 15 countries, he studied the correlation between employee attitudes and financial performance.
- He found that **financial performance** – evaluated by margins, profit per employee and profit growth over a two year period – **is directly linked to employee satisfaction**.

Source: David Maister. (2001) 'Practice What You Preach'. The Free Press, New York.

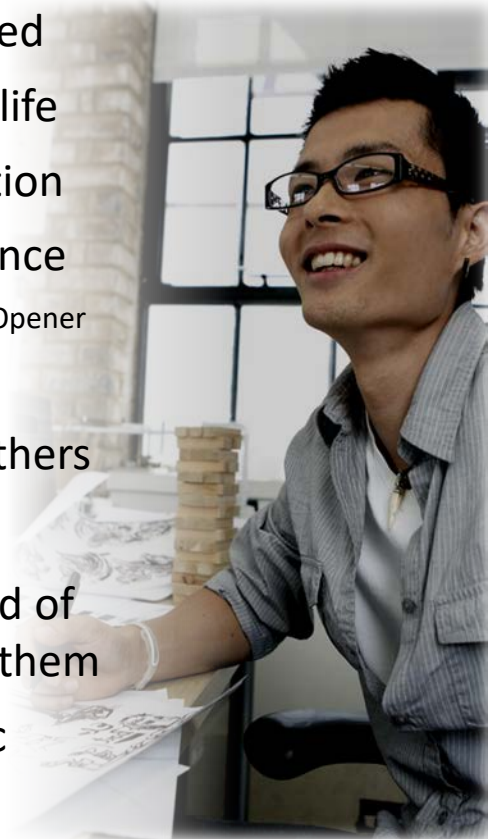
Why happiness is important for employees?

- 180% **more** energized
- 150% **happier** with life
- 50% **more** motivation
- 40% **more** confidence

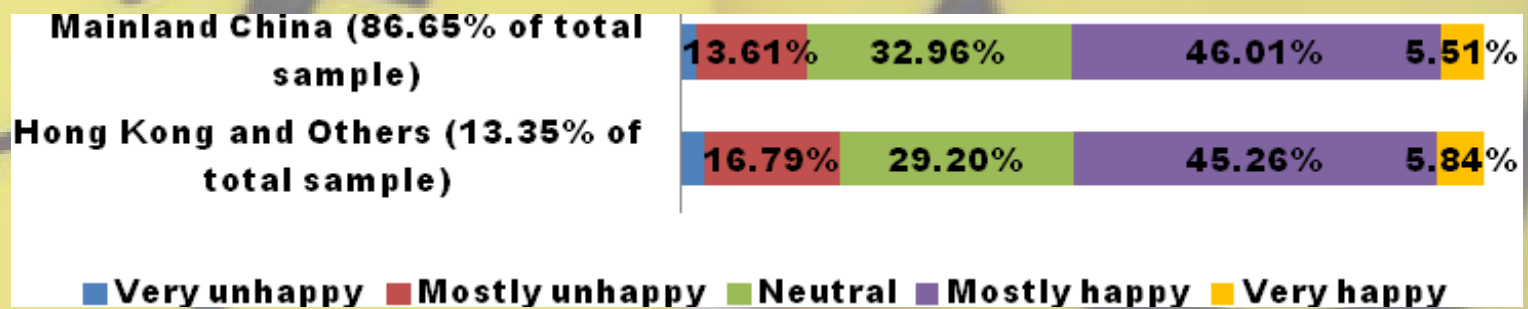
Source: Jessica Pryce-Jones, CEO iOpener

- Work better with others
- Are more creative
- Fix problems instead of complaining about them
- Are more optimistic
- Get sick less often

Source: 'Top 10 reasons why happiness at work is the ultimate productivity booster'. Alexander Kjerulf, March 27, 2007.



Workplace happiness isn't that rare!



Source: 2011 Happy Performing Workforce Campaign conducted by LRT Consulting Group.



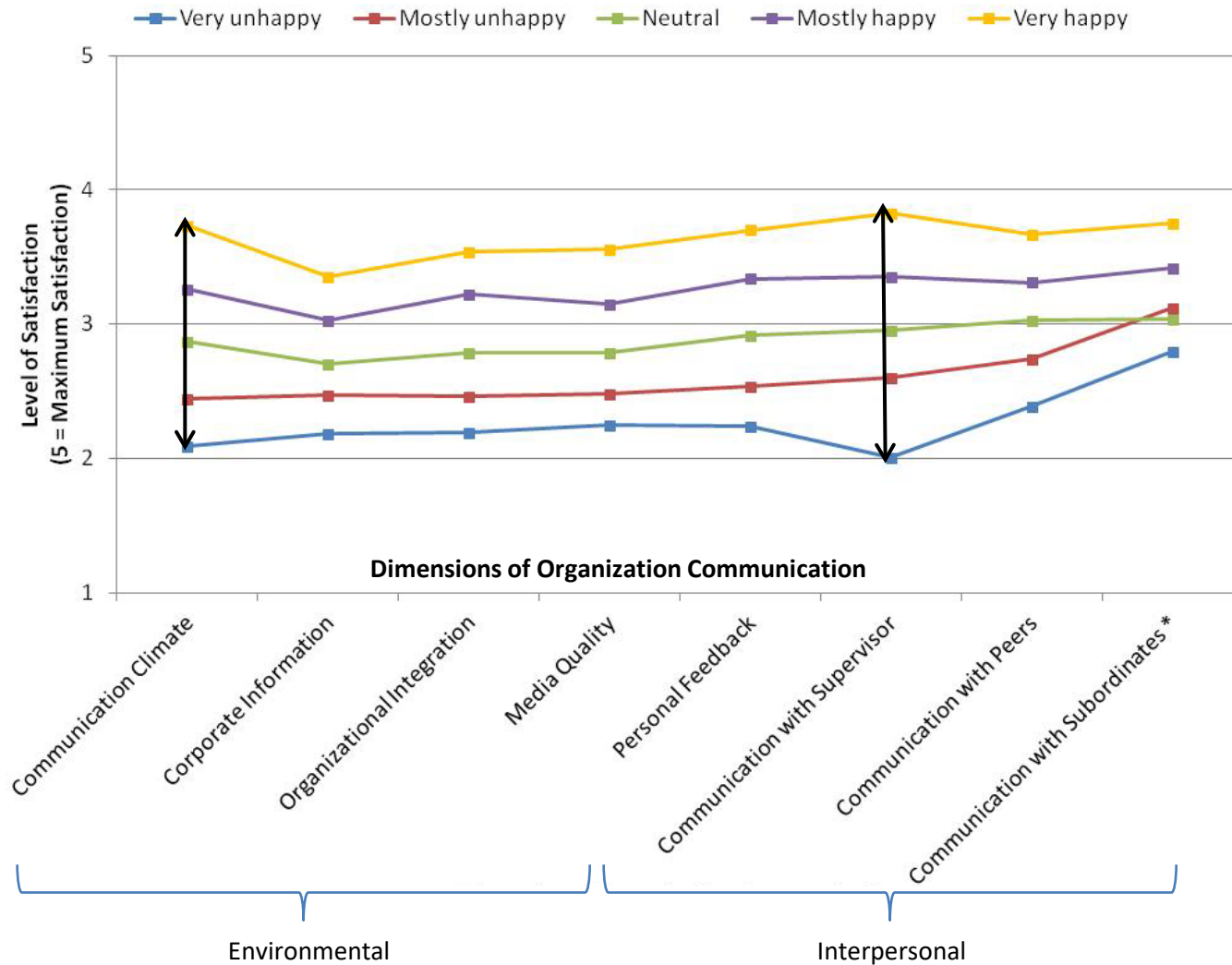
LRT CONSULTING GROUP (Hong Kong • Shanghai)

Lead • Rethink • Trust

Website: www.LRT.com.hk

Enquiry: info@LRT.com.hk

Happiness matters!



Source: 2011 Happy Performing Workforce Campaign conducted by LRT Consulting Group.



LRT CONSULTING GROUP (Hong Kong • Shanghai)

Website: www.LRT.com.hk

Lead • Rethink • Trust

Enquiry: info@LRT.com.hk

What talents suggested to increase the power of organization communication?

Environmental Dimension: Communication Climate

Extent to which organization communication motivates and stimulates an enthusiasm for meeting its goals

Extent to which the people in my organization have great ability as communicators

Extent to which I receive on time the information needed to do my job

Extent to which conflicts are handled appropriately through proper communication channels

Extent to which the attitudes toward communication in the organization are basically healthy

Interpersonal Dimension: Communication with Supervisor

Extent to which my superior listens and pays attention to me

Extent to which my supervisor offers guidance for solving job related problems

Extent to which my supervisor trusts me

Extent to which my supervisors is open to ideas

Extent to which the amount of supervision given me is about right

Source: 2011 Happy Performing Workforce Campaign conducted by LRT Consulting Group.



LRT CONSULTING GROUP (Hong Kong • Shanghai)

Website: www.LRT.com.hk

Enquiry: info@LRT.com.hk

Lead • Rethink • Trust