



Introduction

Over the past years, LRT Consulting has been dedicated to investigate about employee wellbeing and to explore ways that strengthen employees' individual sense of accomplishment and workforce happiness in order to enhance organisation performance.

The present "LRT 2012 Essentials of Happy Companies Research" is a continuation of the "LRT 2011 Happy Performing Workforce Campaign". After watching the video clips of the 21 companies that were interviewed by the Promoting Happiness Index Foundation for the Happiness-At-Work Index, which were uploaded to youtube.com, we conducted careful analysis of the sharing content.

Two researchers noted down the practices identified by each of the interviewed companies to strengthen employee happiness and commitment. Then, they categorised the practices for further analysis. According to the interviewees' sharing in the clips, a total of 320 minutes, we discovered that the identified practices to become a happy company can be divided into three main areas.

Essentials of Becoming a Happy Company³



3 Main Areas



6 Measures

Employee Career Development and Wellbeing



People Development



Employee Wellbeing

Leadership Style and Performance Management



Respect & Care by Management



Satisfaction / Recognition

Employee Fundamental Needs



Remuneration & Benefits



Work Environment & Facilities





Remuneration & Benefits

Salary at or above median market rate

Pay salary promptly

Award financial incentives to recognise outstanding employees

Establish foundation to provide financial assistance to employees in need

A variety of allowance/subsidy

Enjoy company products free-of-charge or at a special price

Becoming a Happy Company

Set up staff canteen/employ chef to cook meals for staff

Provide accommodation

Set up various channels to accommodate employees' different communication styles

Provide vacation accommodation, recreational facilities, mini clubhouses for employees' leisure pleasure

Develop a mini library to encourage self-learning



Work Environment & Facilities



Satisfaction/ Recognition

Incorporate employees' creativity in the office décor or marketing initiatives

Praise outstanding employees publicly

Company participates in profession or social corporate responsibility related competitions in order to gain recognition from industry or general public

Election of Best Employee

Internal competitions

Leadership Style and Performance Management

> Becoming a Happy Company

Create a cozy home feeling

Participate in recreational activities with staff regularly

Regular gatherings/meetings to understand employees' condition and work-related issues

Visit the work site of frontline staff/engage in frontline work

Direct concern for staff's family members

First-hand experience of training programme before implementing it to staff

Visit the hometown of the Best Employee



Respect & Care by Management

n = 21 Hong Kong companies

LRT Consulting (www.LRT.com.hk)



Provide training

Encourage and support employees to achieve professional qualifications/continuous learning

Hold lifestyle-related seminars/invite renowned guests as speakers

Lead employees to participate in community services and be socially responsible



Becoming a Happy Company

Flexible working hours

Special holidays

Regular excursions/organise recreational activities

Conduct regular surveys

Free regular health checks and stationed registered social workers to provide psychological counselling to employees in need



Employee Wellbeing

n = 21 Hong Kong companies

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People Development



Satisfaction/ Recognition



Remuneration & Benefits

Provide training

Encourage and support employees to achieve professional qualifications/continuous learning

> Hold lifestyle-related seminars/invite renowned guests as speakers

> > Lead employees to participate in community services and be socially responsible

Incorporate employees' creativity in the office décor or marketing initiatives

> **Praise outstanding employees** publicly

> > Company participates in profession or social corporate responsibility related competitions in order to gain recognition from industry or general public

> > > **Election of Best Employee Internal competitions**

Salary at or above median market rate

Pay salary promptly

Award financial incentives to recognise outstanding employees

> Establish foundation to provide financial assistance to employees in need

> > A variety of allowance/subsidy

Enjoy company products free-of-charge or at a special price

Set up staff canteen/employ chef to

Becoming a Happy Company

Flexible working hours

Special holidays

Regular excursions/organise recreational activities

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First-hand experience of training programme before formal implementation

cook meals for staff

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Respect & Care by Management



Work Environment & Facilities

Employee Wellbeing

LRT Consulting (www.LRT.com.hk) n = 21 Hong Kong companies

Extending the "LRT 2011 Happy Performing Workforce Campaign", and being inspired by the Happiness-At-Work Index, compiled by the Promoting Happiness Index Foundation in 2012, LRT Consulting initiated the "LRT 2012 Essentials of Happy Companies Research" to share these valuable practical experiences and integrated analysis with people of different industries. These insights contribute to build a happier and more productive workforce and organisational culture.

Should you have any enquiries, you are welcome to contact us:

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If you are interested in the above-mentioned interviews, the clips for each of the interviewed companies can be viewed at youtube.com. Research Team:
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LRT Consulting (Hong Kong • Shanghai)

Our Core Capabilities

Using an integrated systems improvement and organizational learning approach, we at LRT Consulting focus on the four pillars of competitiveness of our clients in getting a thorough understanding of the issues and in recommending change strategies:

POSITIONING: Vision and strategic positioning in industry and marketplace

PERFORMANCE: Performance definition, measurement and management

PROCESSES: Business process design and management

PEOPLE: Human resources design and development

Our consulting teams are experienced in designing and implementing customized Organizational Effectiveness, Human Resources Management, Service Quality, Sales Effectiveness and Change Management consulting projects.

To deliver impact on our clients' performance and learning needs, we put trio emphasis on the **DIAGNOSIS**, **INTERVENTIONS** and **EVALUATION** phases of the consultancies commissioned by our clients.