

# Happy's Annual Report 2023-2024



# happy<sup>©</sup>



# Annual Report

## 2023-2024

We're Happy. We are a multi award-winning B Corp, offering workplace consultancy, leadership, personal development and IT software training. Our aim is for your people to find joy in at least 80% of their work.

We help organisations to be more successful by making their workplaces happier and more productive. To do this we provide great experiences in workplace consultancy, training and individual coaching across leadership, personal development and IT.

Our leadership programmes give people the skills to create high performing teams with a culture based on trust and empowerment. This includes a two-year Level 7 Senior Leader programme, a four-day Happy Leadership Programme and Brave Leadership for women.

With our IT programmes, people gain the skills they need to work productively using Cloud-based software and Microsoft apps such as Excel, Teams and SharePoint.



# Our year in review

We've had a very busy year, training almost 9,000 people online, and 5,800 face-to-face. We've delivered over 850 online courses and over 700 face-to-face, and it's been great to be able to see so many of our clients in person, after the last few years of social distancing!

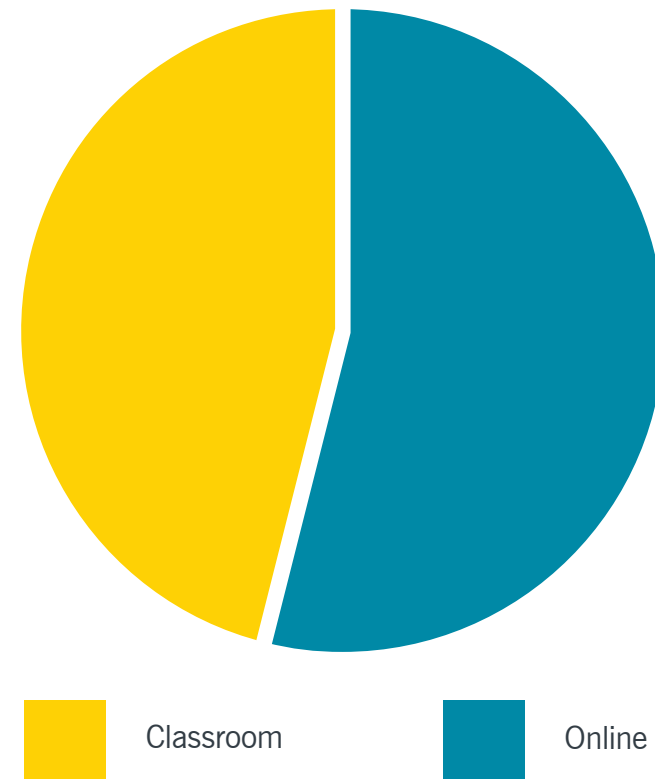
## We've trained over 650 IT sessions

Excel remains our most popular package. Sessions on Teams, OneDrive and SharePoint follow closely, showing how we are all adapting to the 'new normal' of remote working.

## We've delivered over 800 leadership and personal development sessions

Our Management Fundamentals workshop (formerly Managing for the First Time) and our Happy Leadership Programme remain our most popular leadership programmes. Both of these programmes focus on key leadership skills such as coaching, trust, and working to your strengths.

### Online vs Classroom





### **We currently have almost 300 apprentices across our four standards**

We currently offer four apprenticeship standards: Level 3 Team Leader or Supervisor, Level 5 Operations or Departmental Manager, Level 7 Senior Leader, and Level 4 Software Developer.

### **We have delivered training around the world**

We've delivered courses across the UK, and as far afield as Spain and Dubai. Our Chief Happiness Officer, Henry Stewart, delivered several sessions in Korea, including a presentation at the World Knowledge Forum for 200 people.

### **We had over 50 days of room hire bookings**

If you've visited our HQ in Aldgate, you'll know it's a bright and colourful space. We have a variety of rooms available, from intimate 1-to-1 spaces to larger rooms that can accommodate up to 52 people. It's been great to share our space with others and help to make their events 'happy' ones!

### **We've created 18 episodes of the Happy Manifesto Podcast**

Henry Stewart and Maureen Egbe have discussed the four-day week with Andrew Barnes, psychological safety with Amy Edmondson, inclusivity in the workplace with Femi Otitoju, democratic workplaces with Traci Fenton – and more. Released every two weeks, each episode features an inspiring interview with a leader and how you can create a happy, empowered workplace.

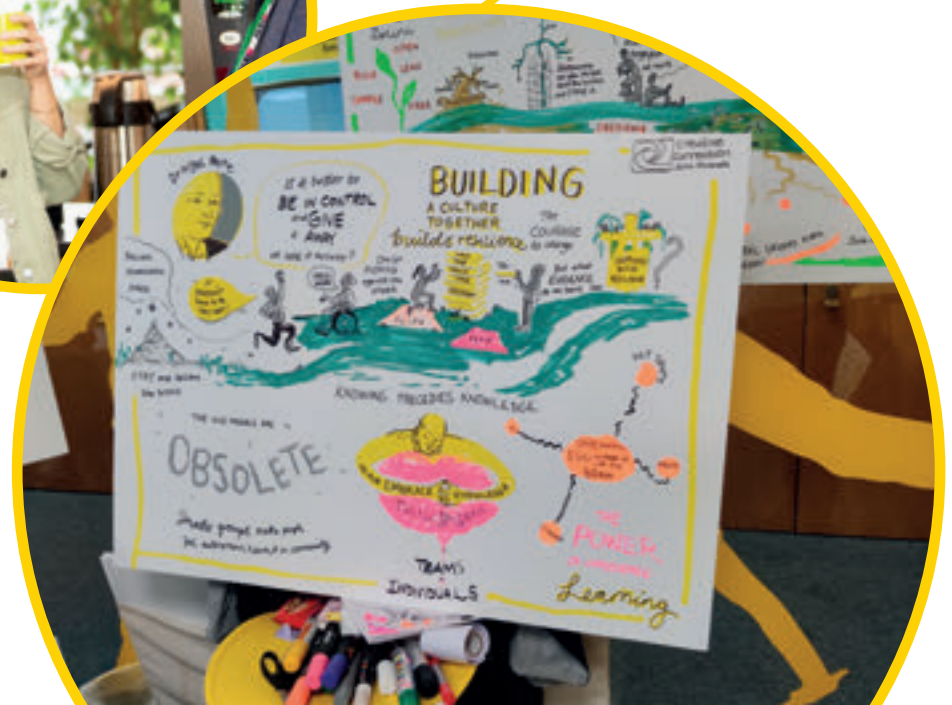


# 2024 Happy Workplace Conference

Our 2024 conference was held in May, and it had several 'firsts' for us! It was our first time hosting a 'hybrid' conference, held live in the classroom at Happy and live online, and it was also CPD accredited. We had plenty of opportunities for networking, space for reflection and lots of interaction and discussion. Speakers included:

- **Michele Zanini** – co-author with Gary Hamel of *Humanocracy*, Michele spoke on building organisations that enable extraordinary accomplishment
- **Isaac Getz** – author of *Freedom Inc*, Isaac spent two decades studying the secret of organisations that consistently outperform their competitors
- **Femi Otitoju** – a charismatic and inspirational leader, Femi is a diversity and inclusion specialist who discussed how to create a truly diverse organisation
- **Caron Bradshaw OBE** – CEO of the Charity Finance Network, who spoke about how to lead your people with love, patience and compassion
- **Michelle Hill** – CEO of the charity TLC: Talk, Listen Change, Michelle is passionate about making a difference and improving lives, and spoke about how to maintain your organisation's culture whilst growing

Our next Happy Workplaces Conference will be held on **Thursday 12th June 2025** – we hope to see you there!



# 2023 Open Day

In September 2023, we held our first Open Day since 2019. We were excited to welcome both existing and new clients back to Happy's HQ for a series of free, one-hour taster sessions.

Sessions from our leadership and management programmes included our Happy Leadership Programme, Liberating Structures, Productivity Skills, Inclusivity and Active Listening Skills.

From our IT courses, sessions included Microsoft Teams & Planner, PowerPoint Designer Tool, Animations and Transitions, Microsoft Excel 365 New Functions, Analysing your data in Excel and Fix your Email Overload in Outlook.

This was a fantastic opportunity for our clients to see Happy's training rooms and meet us in person, as well as to give them a feel for how we deliver interactive and engaging learning.

We look forward to our next Open Day this autumn!



# Innovations and New Programmes



## CPD accredited courses

We are very proud to have gained CPD accreditation for a number of our courses in recent months, including Effective Time Management, Excel for Beginners, Excel for Intermediate Users, and How to Manage Your Email Inbox.



More courses will be accredited over the coming months, meaning you can attend our courses and put the time spent towards your continued professional development.

## New courses

We have launched a number of exciting new courses over the last year.

### Introduction to ChatGPT and Other AI Tools for Absolute Beginners

A beginner-friendly half-day course to introduce you to the fascinating realm of AI tools and technologies. This is a practical introduction aimed at demystifying AI and revealing its growing impact on our lives. Participants get hands-on experience with popular free AI applications like ChatGPT and Copilot's Image Creator, and explore the wider landscape of Large Language Models including giants like Google's Gemini (formerly known as Bard) and Microsoft's Co-Pilot.

## The Art of AI Prompt Engineering

Ideal for those relatively familiar with Large Language Models like ChatGPT, Gemini (formerly known as Bard), and Co-Pilot, this course emphasises exploring the nuances of crafting effective prompts, discussing OpenAI's guidelines, and discovering how prompts yield varied results across different AI models.

This course is a collaborative journey into the realm of AI, fostering a community of learners who share insights and learn from each other's experiences

## LEGO Serious Play

Are you a courageous leader with some complex and challenging issues to address? Are you looking to take a different approach to solving these issues which is innovative, insightful and fully inclusive? If so, LEGO Serious Play (LSP) could be a great new approach for you.

LSP is a facilitated thinking, communication, and problem-solving technique. It draws on extensive research from the fields of business, organisational development, psychology and learning.

LEGO taps into the human ability to imagine, to describe and to make sense of a situation at hand, to initiate change and improvement, and even to create something radically new. It is a great way to handle challenging situations, for teams who can be open-minded and willing to try a totally different approach for problem-solving.





### Communicating Across Difference: Equality, Diversity and Inclusion in the Workplace

In this one-day workshop, participants learn what identity, intersectionality and cross-cultural communication are, reflect on how they apply to them and ways to leverage this knowledge in their day-to-day life.

It's designed as a first step to enable learners to communicate, relate and collaborate with those different from them with clarity and connection.

### Introduction to MS Teams and Planner

Microsoft Planner can now be integrated into Microsoft Teams, which is a great option if you are already using Teams (or if you use an alternative such as Asana). This allows you to reduce the number of apps and software to check, to simplify and streamline your workflow.

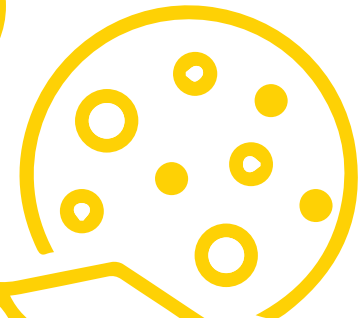
By using Planner within Teams, you can easily collaborate with your colleagues by adding an existing Plan to a channel. You can assign tasks, add start and due dates, check lists, and have different 'buckets' to organise tasks.

This is ideal for project managers, as well as anyone who is currently collaborating on a larger piece of work with a team. For example, it might be ideal for you if you are planning an event, to track a process, or publish content like blog posts or videos.

### New apprenticeship programmes for Global Majority backgrounds

Happy's two new Global Majority Leadership Apprenticeships are designed to give new and experienced managers the space to talk, process and gain the confidence and tools to advocate for change.

Our Global Majority programmes for both new (at Level 3) and more experienced managers (at Level 5) are designed to equip them with the skills to navigate organisational culture with a clearer perspective on their own potential – as well as building confidence, feeling empowered and expanding their professional strengths.



# Awards and Recognition



## Happy receives a Good rating from Ofsted

In our recent Ofsted inspection for our apprenticeship programmes, we received an overall rating of Good, thanks to the hard work of our apprenticeship team. We had great feedback following the inspection, including the following from the report:

“The curriculum is designed to meet employer needs, is demanding and ambitious, well qualified tutors with extensive industry experience, teaching effectively crafted to help learners understand models and apply them effectively in their workplace. There is great support for learners, including those with additional needs and allowing those with additional needs to make the same progress as their peers.”



## Awards

As one of the UK's leading workplaces, we're thrilled to have received the following awards over the last year:

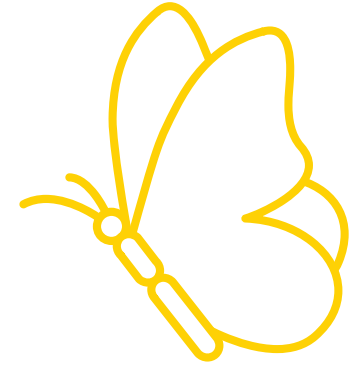
- Ranked 1st in the 2024 Best Workplaces™ for Women list in the Small size category
- Ranked 13th in the 2024 UK's Best Workplaces™ list in the Small size category
- Highly Commended in the Sunday Times Spotlight for Best Places to Work for Wellbeing
- Featured on the Sunday Times 100 Best Places to Work in the Small size category
- 2024 Feefo Platinum Trusted Service Award, based on our reviews on Feefo from real customers over the past year

We have also gained our Investors in People Platinum accreditation, the highest level of accreditation possible.





# What we've been doing internally



## Community Engagement

Our Community Engagement group has been volunteering with the The Whitechapel Mission, who have been serving the homeless and marginalised since 1876, and offer free breakfast, showers, clothes and life skills to homeless people.

Our volunteering has included sorting through and tagging clothing donations, and provided breakfast service. This included a 5.45am start – our team estimate that they fried 300 eggs and served well over 200 cups of teas and coffees!

We look forward to further opportunities to work with the Whitechapel Mission over the coming year.

## Learning at Work Week

As a learning organisation, we were excited to take part in Learning at Work Week in May, and ran an exciting programme of activities including sessions on cycling, walking, Spanish and sustainability, in which we learned from each other, as well as a quiz and a crossword to test each other on our knowledge of Happy!



## Sustainability

We have been working with Net Zero consultancy Energise to assess our environmental impact and to create an action plan to reach Net Zero. We have now set an ambition to achieve Net Zero by 2045, with an interim target of reducing our emissions by 50% by 2032.

Our targets align with climate science and are thereby supporting society to keep track to limit warming to 1.5°C above pre-industrial levels and achieve Net Zero emissions by 2050 at the latest.

Among our key actions to reach this are promoting sustainable travel throughout the business, and engaging with our suppliers to reduce our purchased goods and services emissions.

## Trefo

We have partnered with Feefo to turn your feedback into forests. Everytime you leave us a review through Feefo, an independent feedback platform, you will help us to improve our service – and fund the planting of a tree. We have committed to funding 50 trees per month.





# Looking forward

We have new and exciting things planned for the new year, including new programmes, a brand new website, and even more events.

## **2025 Open Day and free online taster sessions**

We will be holding our annual Open Day in May 2025 as part of Learning at Work Week. We open our doors at Happy HQ and offer a range of free taster sessions from our leadership, personal development and IT programmes, so that clients can experience our engaging and effective learning in face-to-face sessions.

This will also be followed by a series of free online sessions in October 2025, giving people a taste of our interactive delivery style in virtual sessions.

## **2025 Happy Workplaces Conference**

Save the date for next year's event on Thursday 12th June 2025! Our next conference will be held in London (venue TBC). We may also offer a hybrid option for people to join us online simultaneously – do let us know if you are interested, and we will add you to our waiting list.

As always, our 2025 conference will have plenty of interaction, discussion and space for reflection.

Book now and get our special half-price Early Bird rate — just use discount code **Happy2025!**

## 2025 Happy Cultural Planner

The Happy Cultural Planner is your guide to the key holidays for the major cultures and faiths. It has now been published by Happy for 30 years. As well as an indicator of upcoming holidays (including those which may prevent people attending your events), it's a handy way to plan for the year.

Our Planner for 2025 is now available as a free download from our website. We can also print bulk orders of 50 or more copies in A3 size (available at cost) – contact us for details and pricing.

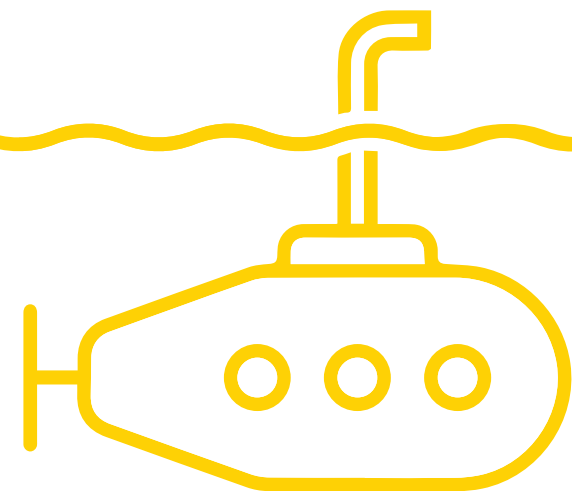


## New courses for 2024-2025

Coaching is widely accepted as a core skill for leaders that want to create motivated, empowered, high-performing teams. According to research by Google, “Be a good coach” was at the top of their list of behaviours for managers that got the highest performance from their teams.

We will shortly be launching our **Coaching Hub**, which includes a range of one day programmes to build your coaching skills step-by-step, such as Coaching Fundamentals, Practical Coaching Tools for Leaders, and Creative Coaching for Leaders, alongside our 1-to-1 coaching sessions.

We will also be expanding our AI offering, with courses on **Microsoft CoPilot** currently in development. This should launch in 2025. We are also expanding our Google Workspace offering as more people move away from Microsoft Office 365.



# Thank you!

We look forward to working with all our clients over the next year, helping more organisations to create joy at work.

**If you would like to learn more about Happy, and how we can help you, contact us on [happy@happy.co.uk](mailto:happy@happy.co.uk) or 0207 375 7300.**

**We'd love to hear from you!**



