



Third Wave: The Future of Work, Engagement, Well-Being & Inclusion

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About Devin C. Hughes

- Leading expert on link between engagement & performance
- Author
- Lectured in more than 15 countries
- Lives in San Diego, CA





**Five Beliefs to Make
Your Workplace
Inclusion Efforts Less
Talk and More Walk**

Each person must feel like they can bring their authentic and best self to work—and that requires feeling a sense of belonging and connectedness.

**Hiring may boost
diversity numbers, but
it won't automatically
create an inclusive
culture**

**Inclusion is an
ongoing practice—
not a training event**

**Diversity and inclusion
efforts should be
designed to maximize
joy and belonging,
and eradicate fear.**

**“Average” and “fit” are
notions of our past.
Systems of the future will
focus on helping
individuals thrive and
flourish.**

Gallup

Engaged

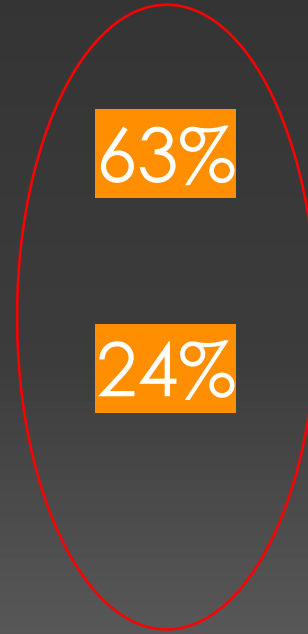
13%

Not Engaged

63%

Actively Not Engaged

24%

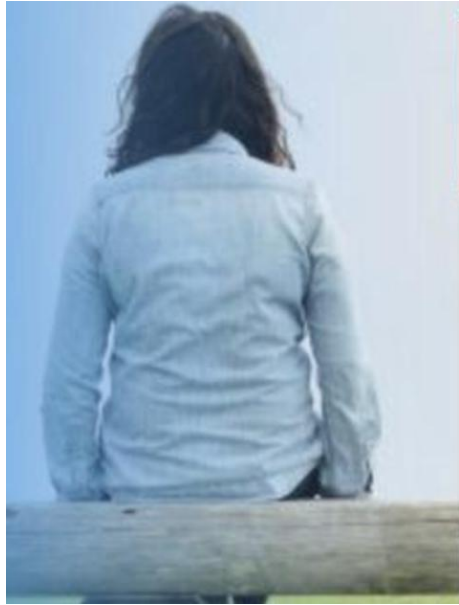


Engaged	13%
Not Engaged	63%
Actively Not Engaged	24%

Gallup estimates in **the U.S. Actively Not Engaged Employees** cost **\$450B to \$550B/ year.**

Since the 2016 U.S. Presidential election...

- 1 in 4 employees have experienced **diminished productivity and more stress**
- 87% of employees are **distracted**, reading political social-media posts during the day
- Nearly 50% of employees saw a **political conversation turn into an argument**
- 24% of tech workers reported having **felt discriminated against** at their current companies due to their race, gender, age, religion or sexual orientation
- 57% of workers said they did not know what actions their company is taking to address the issue. An additional 25% **did not believe their companies were taking any action**



LONELINESS IN AMERICA

46%

**SOMETIMES OR
ALWAYS FEEL ALONE**

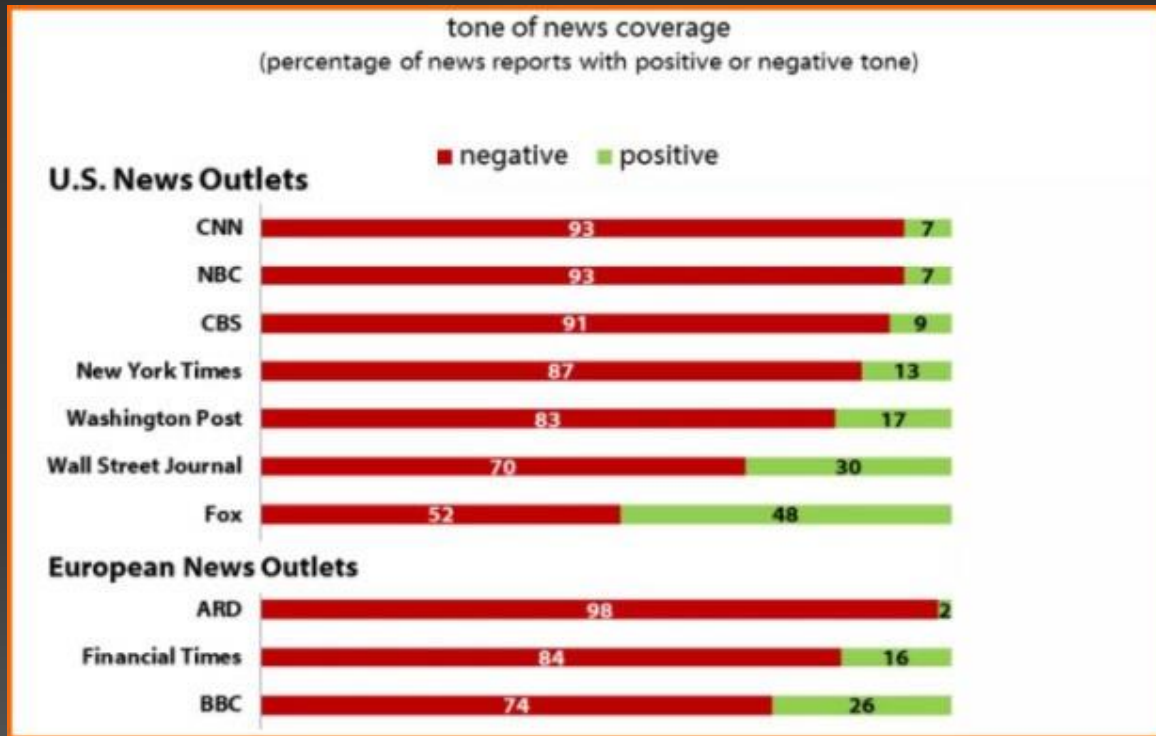
- GEN Z (adults ages 18-22) is the loneliest generation

SOURCE: SIGNA



Former surgeon general sounds the alarm on the loneliness epidemic

Negative News Can Make You Less Effective at Work



Individuals who watched just three minutes of negative news in the morning had...

a whopping 27% greater likelihood of reporting their day as unhappy six to eight hours later compared to the positive condition.

2013 survey of 2,000 Americans...

- Found that people are less likely to feel gratitude about work than anyplace else.
- In fact, respondents tended to rank their jobs as dead last when asked to list the things they were grateful for.

Deloitte Says...

- Employee engagement and culture are currently the number-1 challenge around the world.
- An overwhelming 87 percent of respondents believe the issue is “important”.
- Culture has been shown to impact the success of recruitment and retention, mergers and acquisitions, organizational change, and innovation.

GREAT
WORK



BIG
SUCCESS



BE
HAPPY

BE
HAPPY



GREAT
WORK



BIG
SUCCESS

Benefits of Well-Being

In research published in HBR
people...

were **31%**
more
productive

Were **6**
times more
engaged

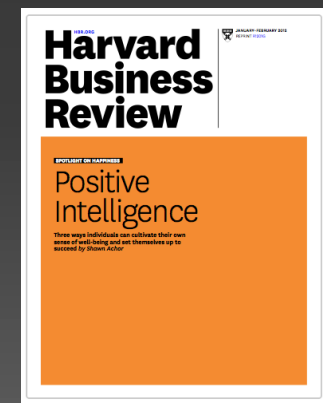
Achieved
56% Greater
Sales

Reported
23% fewer
fatigue
symptoms

were **40%**
more likely to
receive a
promotion

Were **3**
times more
creative

Were **39%**
more likely
to live to
age 94



(Achor, HBR, 2012)

Defining Well Being

“The Joy We Feel Striving to Reach Our Potential”

(Eudaimonia)

Happiness = Human flourishing

Positive

Emotional

States

The Power of Rituals @ Work



Intention



Ritual



Impact

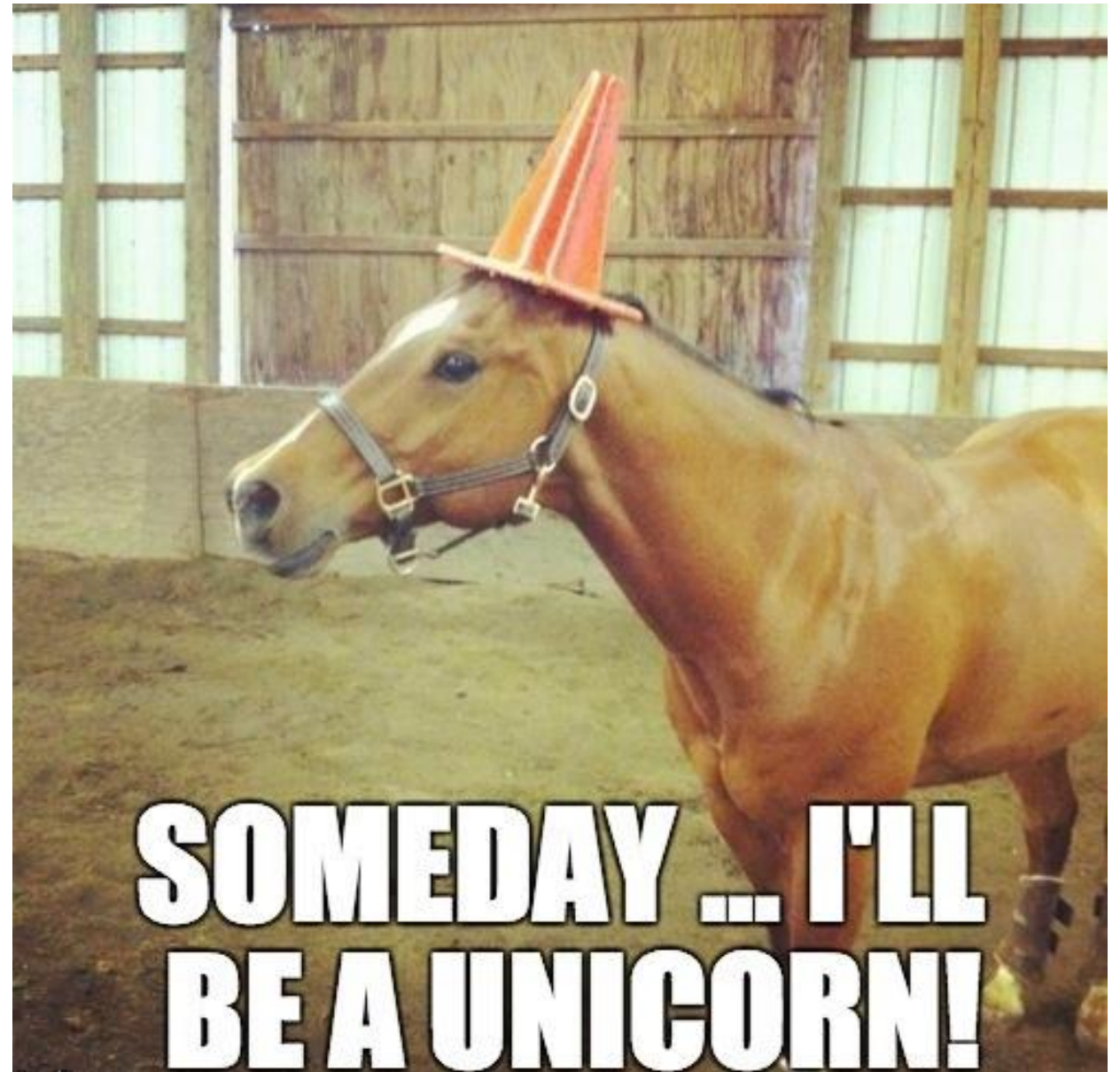


Productivity



Collaboration

Feedback



Well-Being





INTENTION



RITUAL



IMPACT

Productivity



Intention: Give employees more autonomy to maximize individual/team output



Ritual: No Meeting Mondays



Impact: Employees believe in our ethos (learn, stretch and grow) during their time with US.

Collaboration



Intention: Make it easier for people to engage, share ideas etc..



Ritual: No email Wednesday



Impact: Authentic relationships develop

Feedback



Intention: Make it easier for employees to give and receive



Ritual: Feedback Fridays



Impact: Creates sense of connection, belonging

Well-Being



Intention: Make well-being an expected work practice



Ritual: Morning Huddle – create time for team to share gratitude



Impact: People feel better and more connected

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