

Happiness at Work

the Nordic way

By : Gregers Reimann

Managing Director

IEN Consultants Sdn Bhd | Energy Efficient & Green Building Consultancy

www.ien.com.my | gregers@ien.com.my | +60122755630

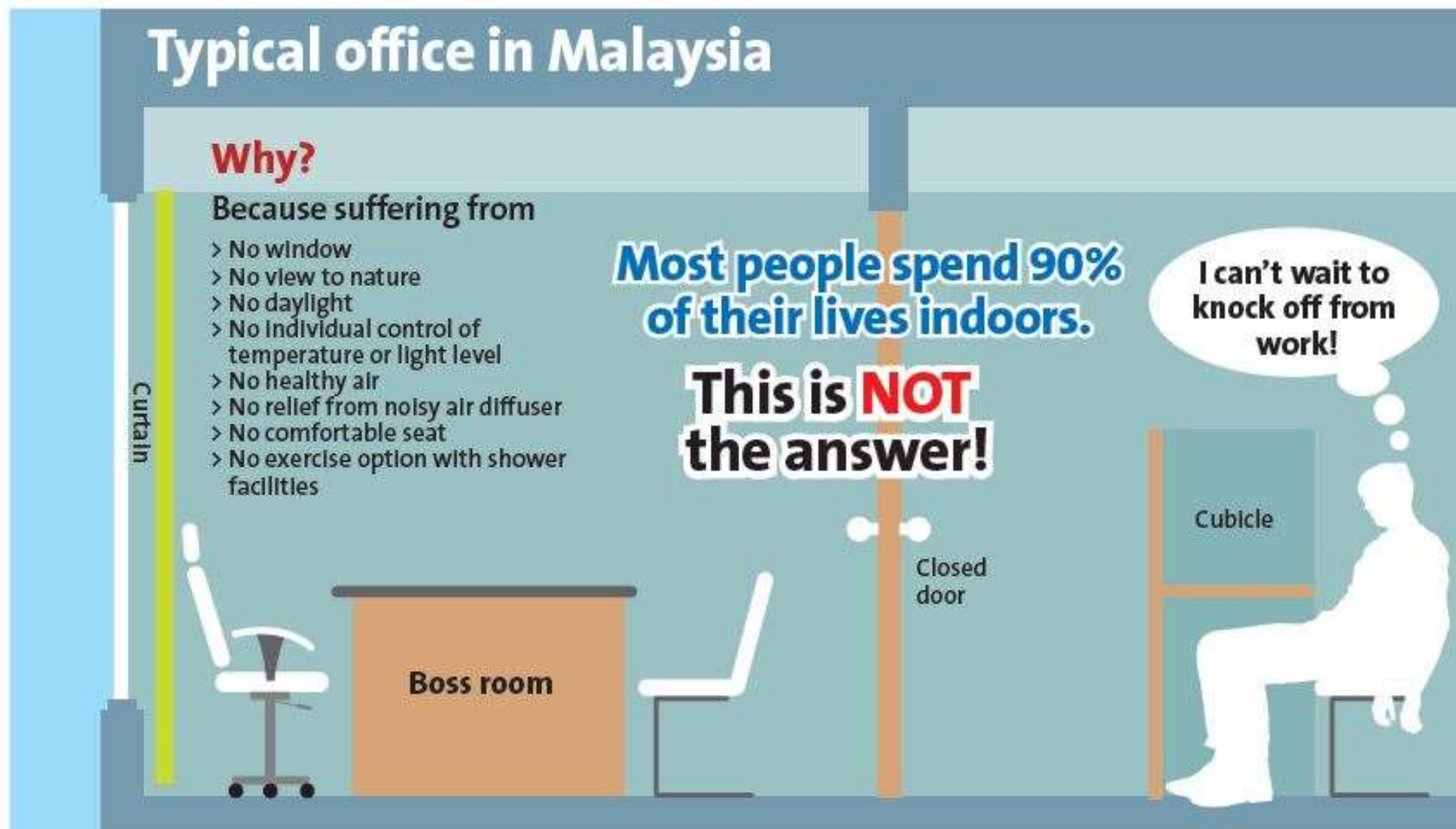


The challenge

78%

unhappy
at
work

Step 1: A physically pleasant working environment



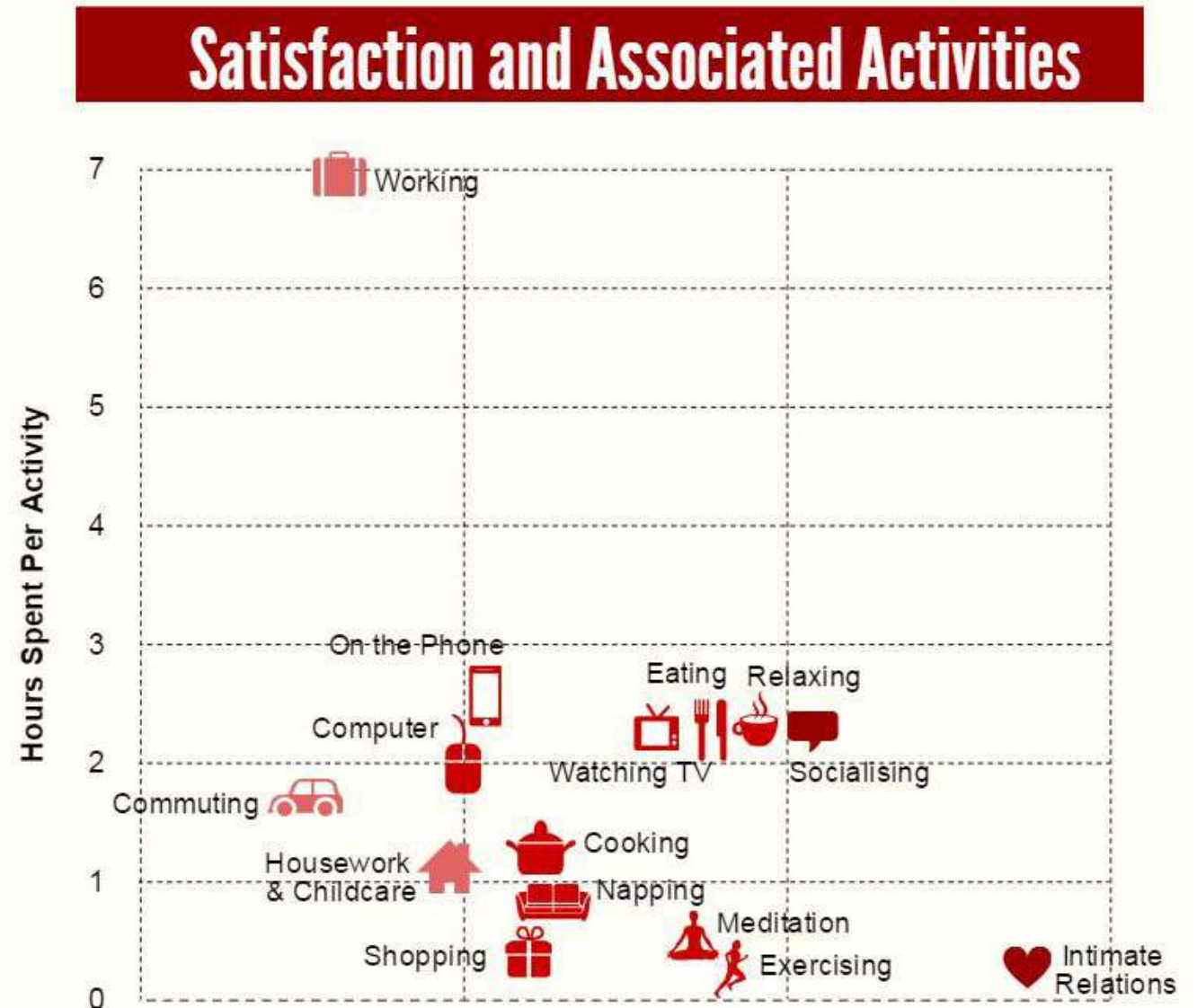
Step 1: A physically pleasant working environment



Step 2: A mentally pleasant working environment

But how?

How do we spend our time?



Above: Study done by Princeton University academics mapping out people's satisfaction levels, 2 being least satisfied and 5 being most satisfied.

Source: Kahneman, D., Krueger, A. B., Schkade, D., Schwarz, N., & Stone, A. A. (2004). A survey method for characterizing daily life experience: The Day Reconstruction Method (DRM). *Science*, 306, 1776-1780.

How do we spend our time?

versus

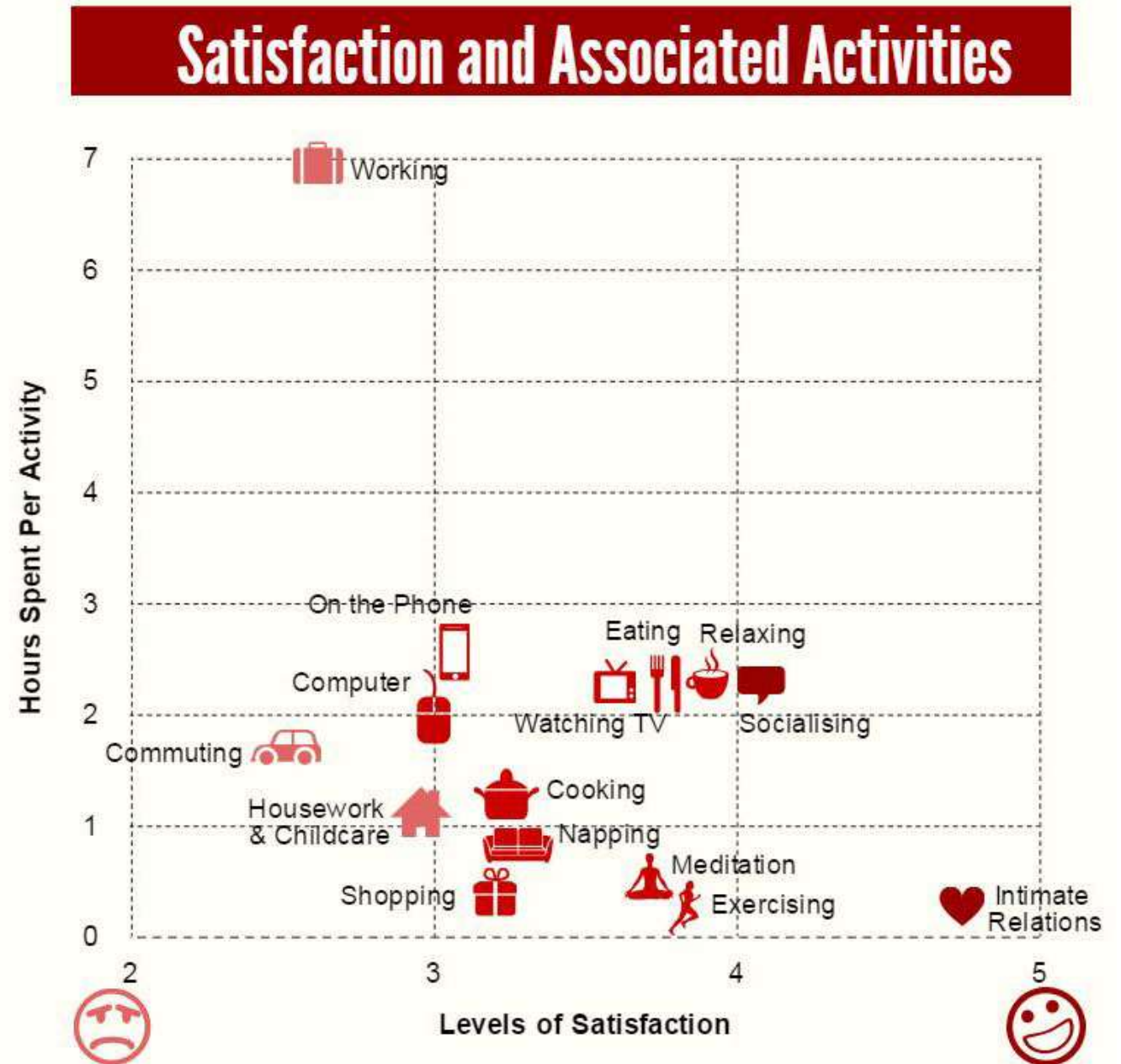
Enjoyment

In Malaysia:
78% unhappy at work

Survey of 1145 people by JobStreet (2012). Source [link](#)

Above: Study done by Princeton University academics mapping out people's satisfaction levels, 2 being least satisfied and 5 being most satisfied.

Source: Kahneman, D., Krueger, A. B., Schkade, D., Schwarz, N., & Stone, A. A. (2004). A survey method for characterizing daily life experience: The Day Reconstruction Method (DRM). *Science*, 306, 1776-1780.



A brand symptomatic of our relationship with the workplace

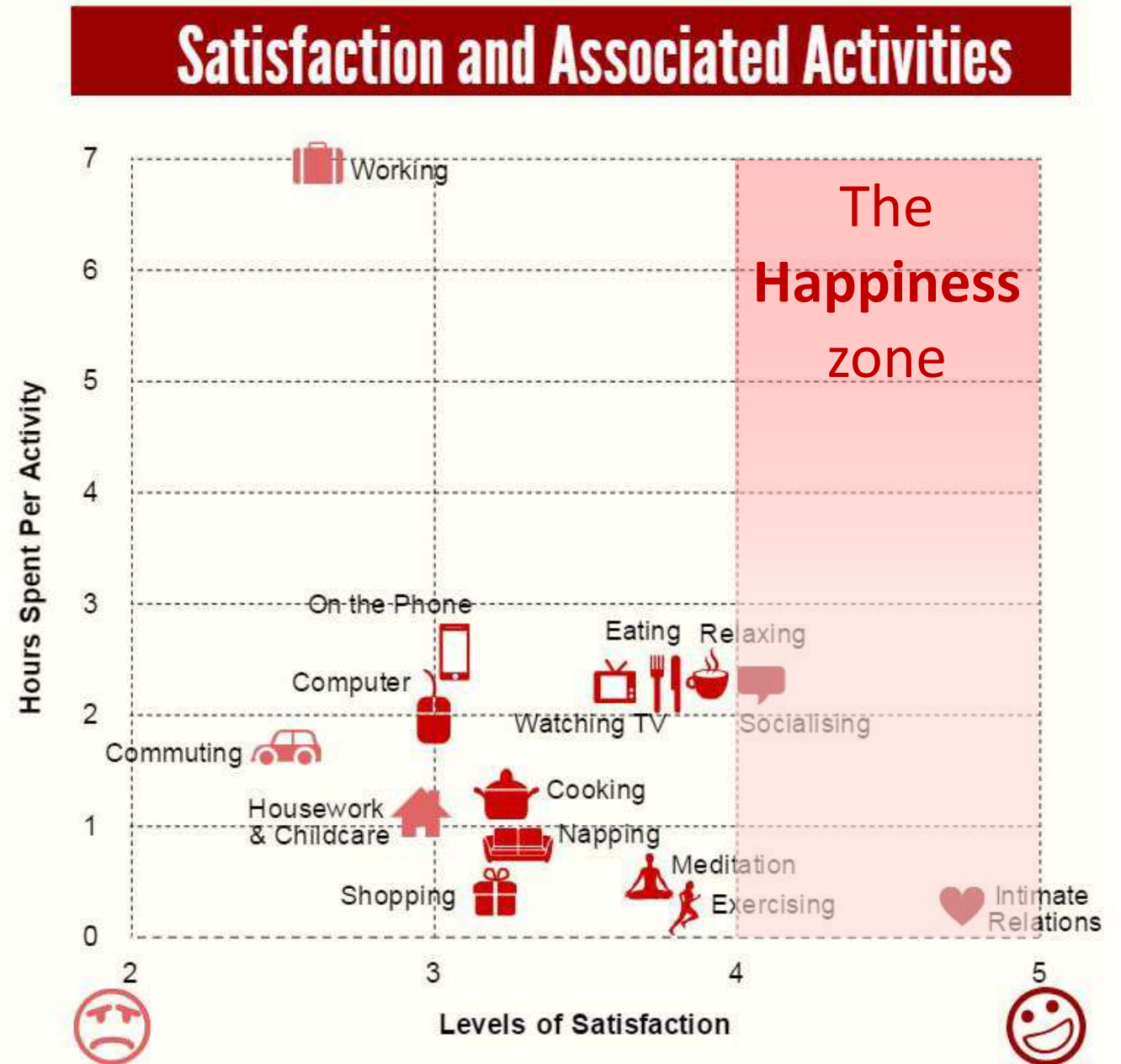


Named after the expression:
Thanks God! It's Friday

How do we
spend our time?

versus

Enjoyment



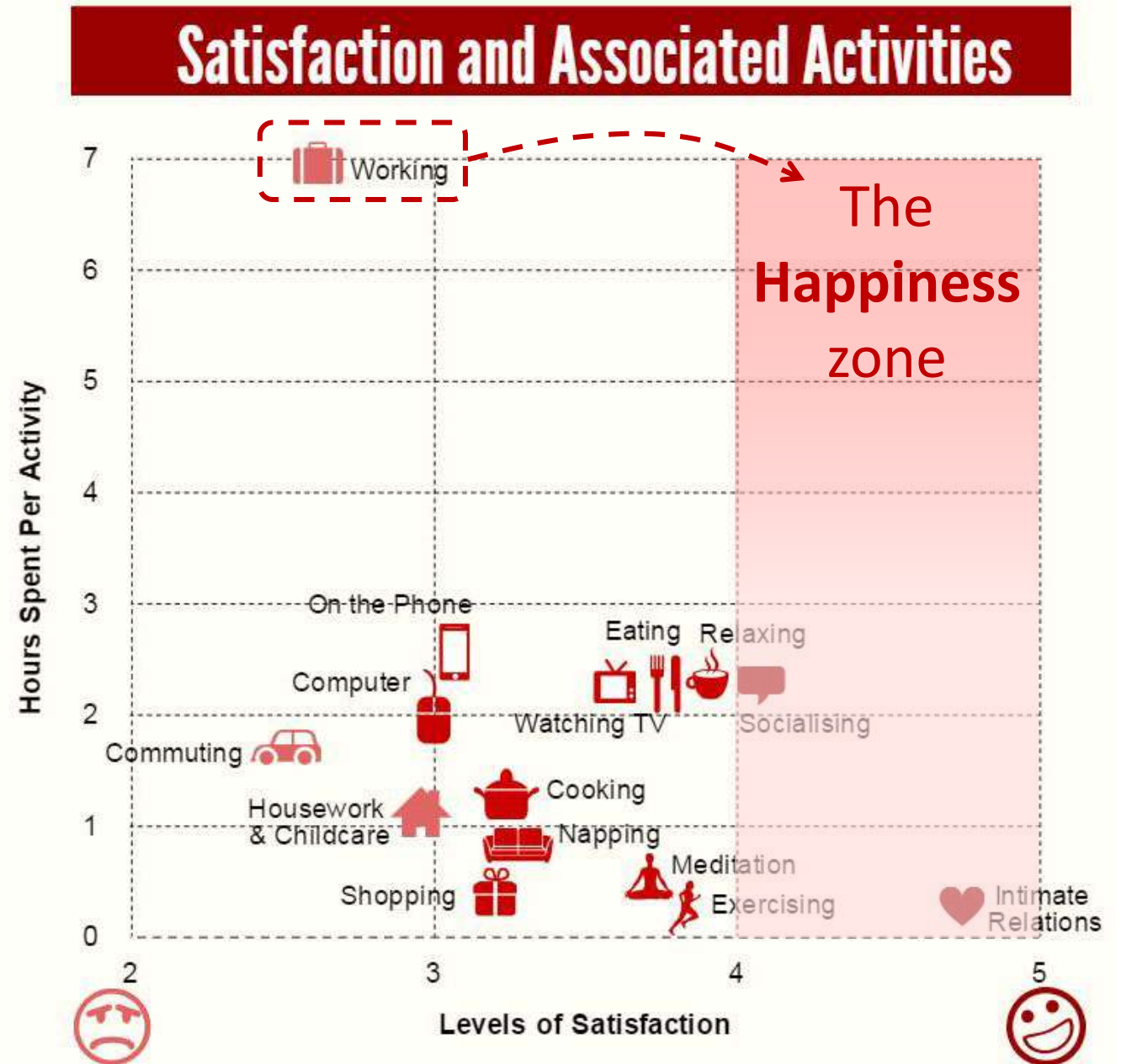
Above: Study done by Princeton University academics mapping out people's satisfaction levels, 2 being least satisfied and 5 being most satisfied.

Source: Kahneman, D., Krueger, A. B., Schkade, D., Schwarz, N., & Stone, A. A. (2004). A survey method for characterizing daily life experience: The Day Reconstruction Method (DRM). *Science*, 306, 1776-1780.

How do we
spend our time?

versus

Enjoyment



Above: Study done by Princeton University academics mapping out people's satisfaction levels, 2 being least satisfied and 5 being most satisfied.

Source: Kahneman, D., Krueger, A. B., Schkade, D., Schwarz, N., & Stone, A. A. (2004). A survey method for characterizing daily life experience: The Day Reconstruction Method (DRM). *Science*, 306, 1776-1780.

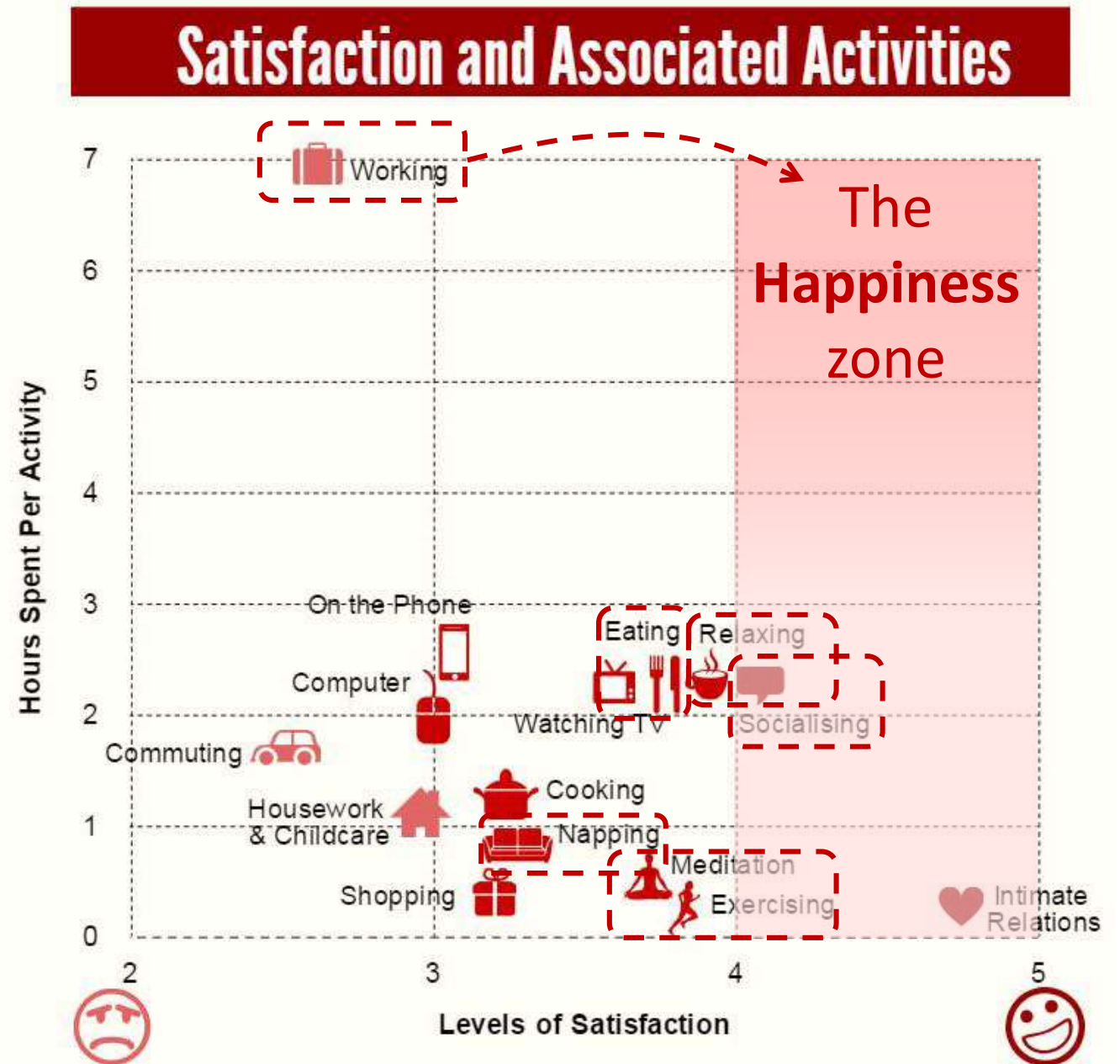
Blurring the lines

Invoking desirable activities at the work place

- **Friday Lunch**
Company invites everybody out for lunch every Friday
- **Friday Knowledge Sharing**
Joint sharing session on Friday afternoons, can be work related or personal. Good opportunity to learn more about your colleagues and the things that are important to them.
- **Friday Drinks**
The weekend starts 5 pm by socializing with your colleagues over a drink
- **Sleeping Room**
- **Showering Facilities**

Above: Study done by Princeton University academics mapping out people's satisfaction levels, 2 being least satisfied and 5 being most satisfied.

Source: Kahneman, D., Krueger, A. B., Schkade, D., Schwarz, N., & Stone, A. A. (2004). A survey method for characterizing daily life experience: The Day Reconstruction Method (DRM). *Science*, 306, 1776-1780.



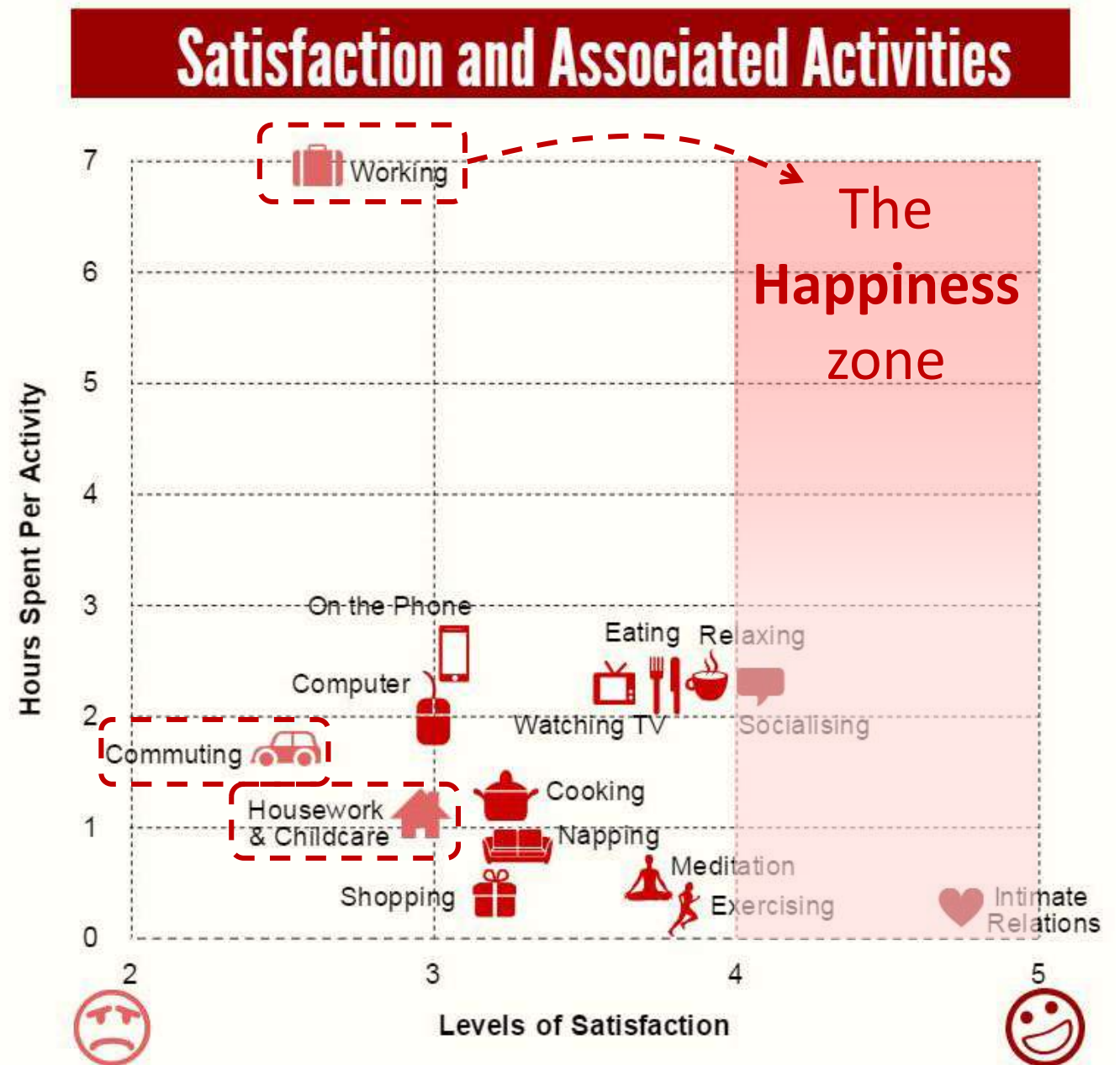
Blurring the lines

Assisting to alleviate stress from less desirable activities

- **Flexible Working Hours**
To minimize time waste in traffic, employees are allowed to have flexible working hours
- **Work From Home**
Sometimes, it is just more effective to work from home
- **Working Part Time**
Those employees, who have extensive commitments outside of work are allowed to reduce their working hours
- **Free Usage / Rental of Company Car**
Employees, who do not own a car, are allowed to use the company car, first 10 days for free, then low rental applies

Above: Study done by Princeton University academics mapping out people's satisfaction levels, 2 being least satisfied and 5 being most satisfied.

Source: Kahneman, D., Krueger, A. B., Schkade, D., Schwarz, N., & Stone, A. A. (2004). A survey method for characterizing daily life experience: The Day Reconstruction Method (DRM). *Science*, 306, 1776-1780.



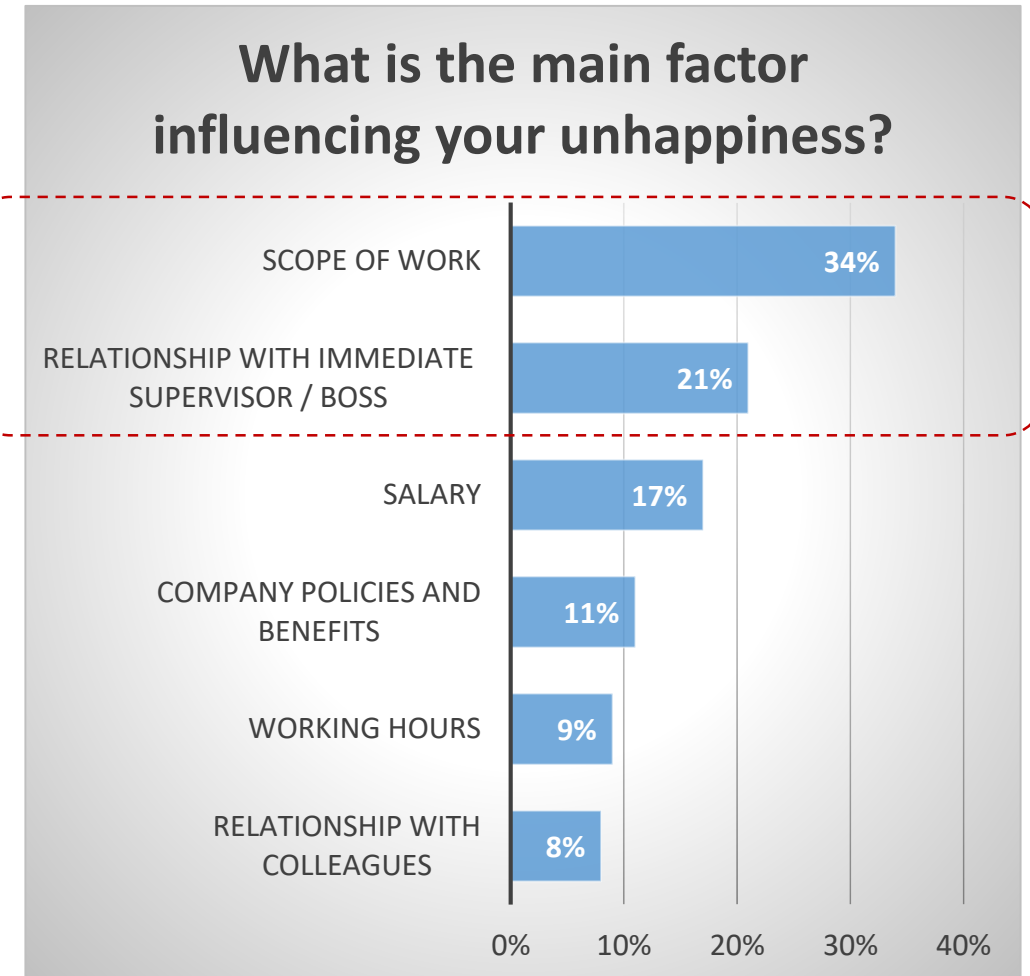
Two-Way Communication at the Work Place

brings about openness, acknowledgement, trust and purpose

Half Annual Employer – Employee Talk

1. A two way feedback session where the employer and the employee give feedback to each other on their performance, their weaknesses and strengths and where there is room for improvement
2. Jointly set development goals for the next 6 – 12 months

Addresses
the main
sources of
unhappiness



Happiness at Work in Malaysia. Survey of 1145 people by JobStreet (2012)

Passion & Purpose

kindling the fire of your employees

Testimonials:

- Ex-staff expressed the following in an email:
"For me, I didn't draw a fine line between work or leisure time. In IEN, they were somewhat integrated. One could be simply due to passion, another would be given the colleagues and work environment, it is a wonderful learning experience. There are days where I was [...] working at night, but without feeling any sense of over work. It's like I feel myself as part of the company to partake any struggle overtime in pursuit of the common good for everyone in the company. Well, that's primarily because the company is feeding my passion. And passion ripples a lot of good stuffs along the way. [...] And the best thing happens when your passion is validated by management who appreciates that passion."
- Current staff:
"I think I'm the luckiest and the happiest IENer. Part of that comes from the wonderful colleagues and the support from the manangement"

... and improving
productivity of your
employees



Monitoring the Happiness of “The IEN family”

- Annual anonymous survey for tracking of happiness level
- If employees are not feeling happy they are encouraged to approach the management for an informal talk on how the management can help to improve job satisfaction and purpose
- It's work in process



Annual tracking of “Happiness at Work”

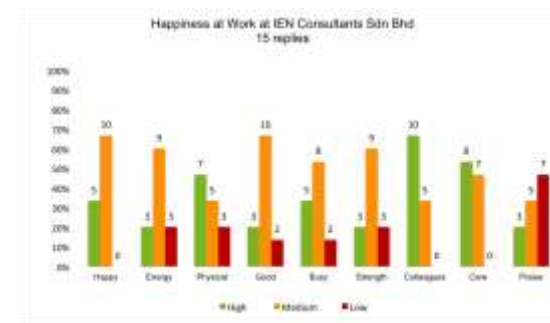
Results from anonymous survey to all staff at IEN Consultants



Focus on Happiness @ Work

session with an external 'chief happiness officer'

- 3-hour interactive session
- Good feedback from the staff
- Main take-aways were:
 - a) Happiness at work is a collaborative effort by employer and employee
 - b) Social interaction at the workplace is important
 - c) Give compliments
 - d) Create sense of purpose



Ms. Eliza Goh

Chief happiness officer

<http://www.thehappinessfirm.com>

eliza@thehappinessfirm.com



Thank you



Gregers Reimann

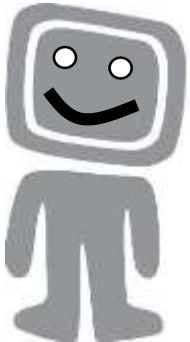
Managing director, IEN Consultants Sdn Bhd

gregers@ien.com.my | +60122755630

Singapore | Malaysia | China

Thank you

**Thanks God!
It's Monday!**



Gregers Reimann

Managing director, IEN Consultants Sdn Bhd

gregers@ien.com.my | +60122755630

Singapore | Malaysia | China

Appendix Slides

Core business of IEN Consultants Sdn Bhd as
Energy Efficient & Green Building Consultants

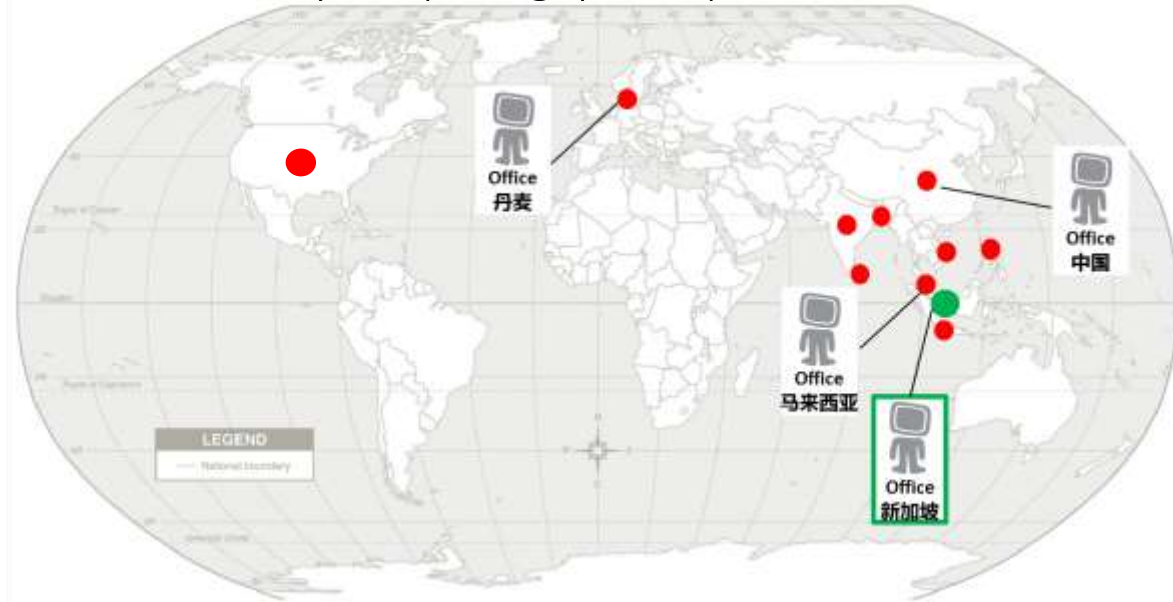
IEN Consultants

3.2 million square meters
of green building space



Gregers (MD) Poul (Founder)

Malaysia | Singapore | China



Our Services

IEN Consultants had its beginnings in year 2000 as the pioneering green building consultancy in Malaysia. We are a specialist consultant that works closely with the existing building design team to ensure that the building becomes energy efficient and green. We use detailed computer simulation to validate and optimise designs, and as such, play an active role in shaping the passive architectural design and conceptualizing and sizing the M&E systems. We follow an integrated design approach to avoiding over-sizing of systems and ensure energy efficient operation of the buildings, which helps the client to save money with an attractive return of investment.

BUILDING OPTIMISATION

- Energy Simulation
- Daylight Simulation
- Rainwater Harvesting
- Indoor Air Quality
- Thermal Comfort
- Visual Comfort
- Natural Ventilation (CFD)

GREEN BUILDING CERTIFICATION

- GBI
- LEED
- Green Mark
- GreenRe
- WELL
- Living Building Challenge
- Active House

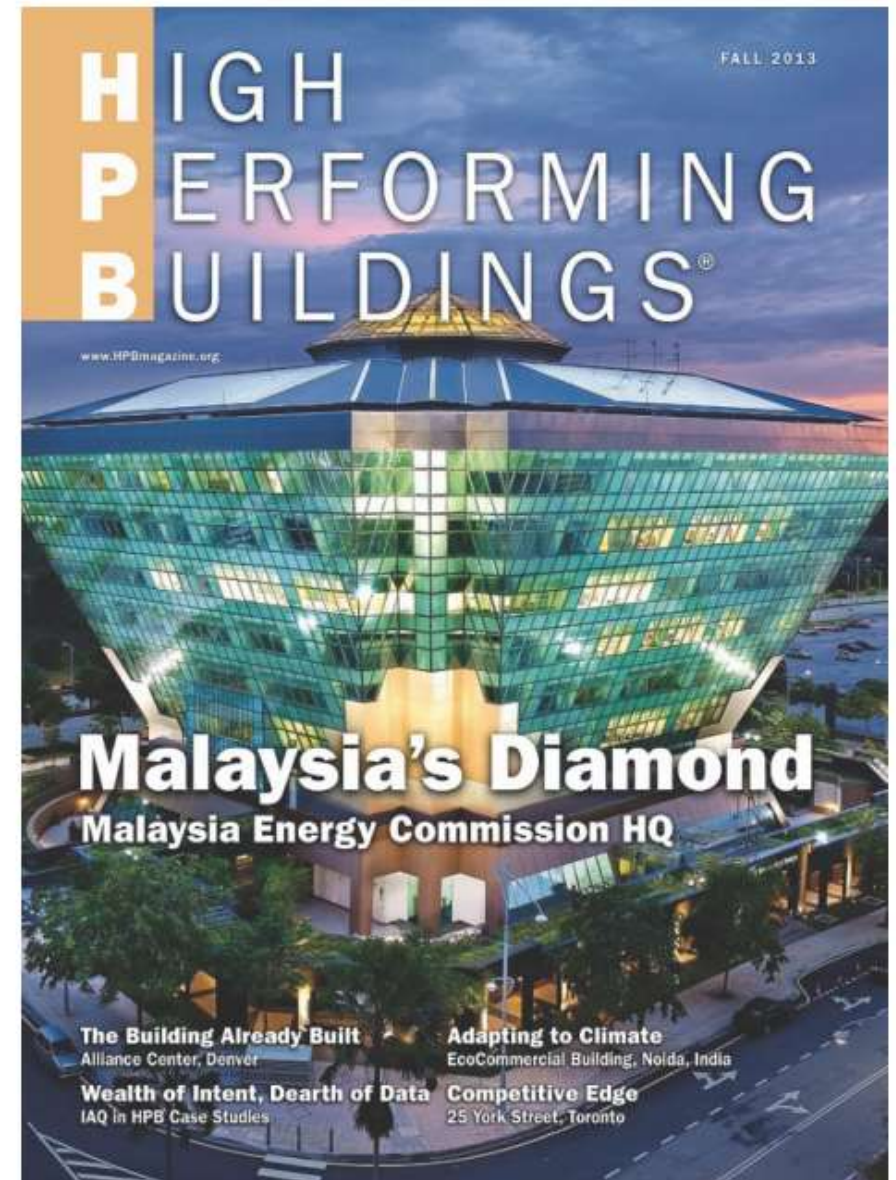
Energy Efficient Case Studies

The case studies below are all completed projects and the energy consumption data is from several years of energy bills.

Energy savings of 50% or more have been achieved. The additional construction cost to achieve this high level of energy efficiency is only about 3%. The substantially lower energy bills means that our projects typically have a payback time of just 3 years.

Our Diamond Building in Putrajaya was featured on the front page of the US magazine “High Performance Buildings” (see insert on the right) because of its outstanding environmental performance and innovative design solutions.

Our buildings have won numerous national and regional awards. Our Diamond building was the runner-up to the prestigious global ASHRAE Technology Award, which is awarded to the building in the world that achieves highest energy efficiency as well most innovative implementation of technology.



Energy Efficient Case Studies



LEO Building



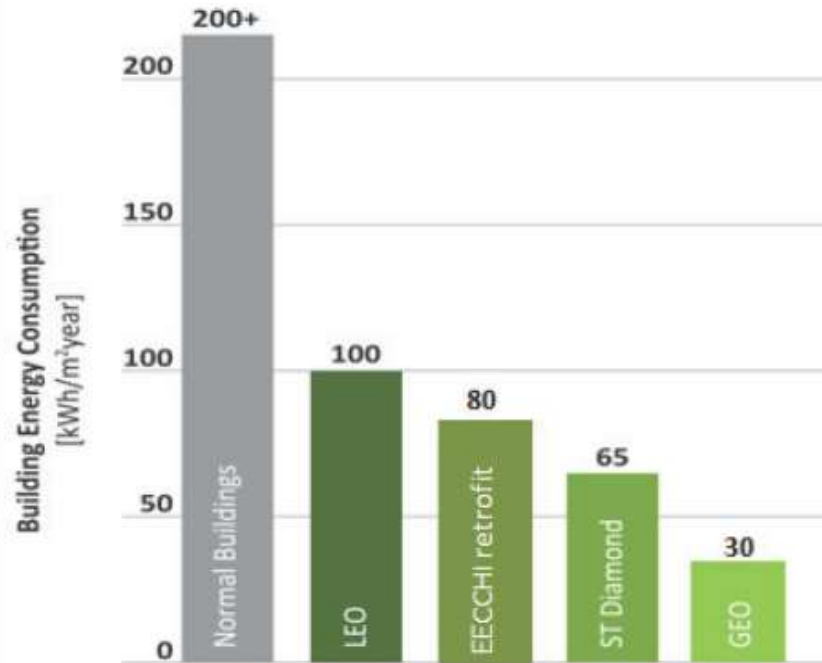
GEO Building



ST Diamond Building



EECCHI retrofit



Energy Consumption of Green Office Buildings

Measured data for New and
Retrofitted Buildings
by IEN Consultants

Completed year: 2004 2010 2010 2007

IEN Consultants Expert Staff



IEN Consultants

Hover the cursor over a person's head to see a short presentation and click to see a detailed personal description or click on a name in the list below.

We are a diverse group of
individuals

5 different degrees
6 different nationalities
4 LEED AP
8 GBI Facilitators