

# Happiness at Work

## CWA Summit 2024



Arlette Bentzen  
Chief Happiness Officer

# Arlette Bentzen

Joined Arbejdsglæde nu in 2010.  
Certified in Positive Psychology in 2017.  
Owner of 'Arbejdsglæde nu' in 2020.

Happy volunteer  
Reformer pilates- & Dance instructor  
Yoga fan / Music fanatic  
Second-hand lover





Happy International  
**VOLUNTEERS' WEEK**  
2024!!



Arbejdsglæde  
(ah-bites-gleh-the)

Workhappiness



# WHAT

is arbejdsglæde?

Happiness at work is an overall sense  
that we enjoy our time – at work,  
feel personally driven,  
and know that what we do matters.

*- Emiliana Simon-Thomas*

*Greater Good Science Center, University of California, Berkeley, USA*



*“People who find meaning in the work they’re doing, have a significantly higher **job satisfaction** and also significantly higher **life satisfaction**.”*

- Amy Wrzesniewski

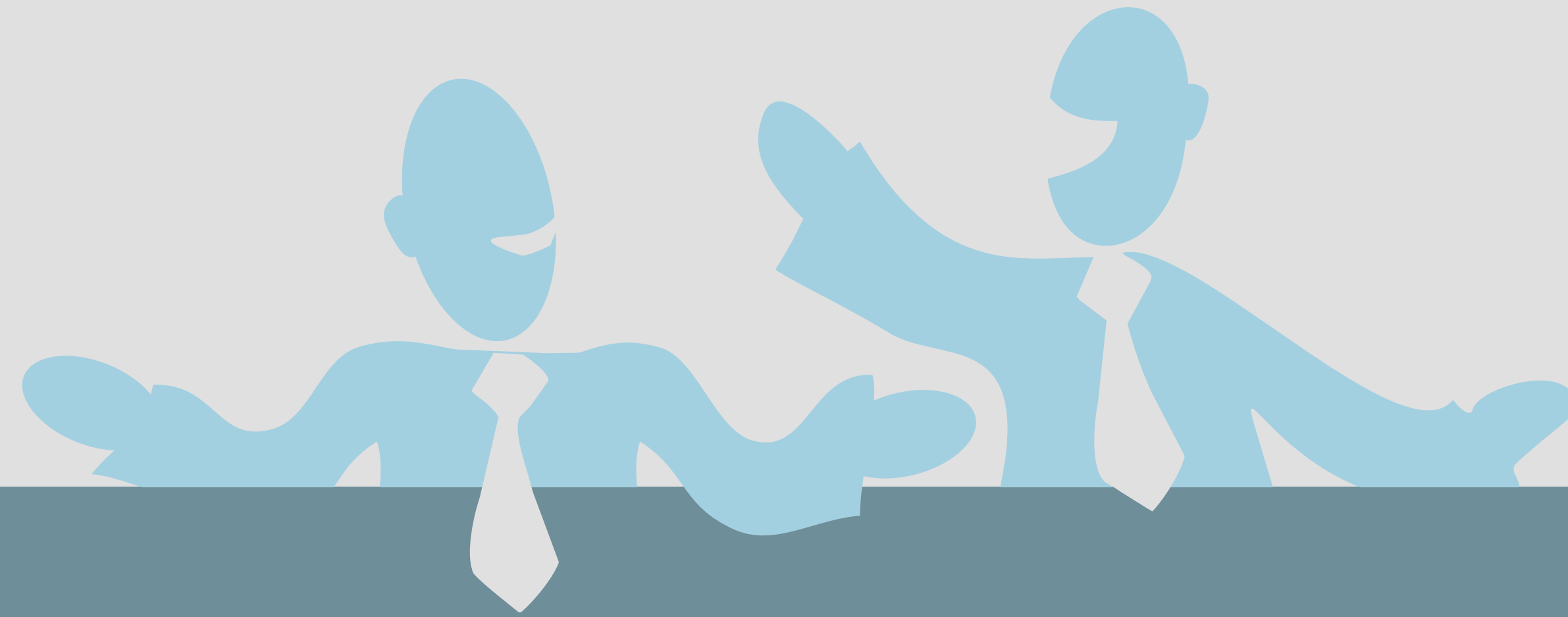


WHAT MAKES YOU  
HAPPY AT WORK?





Tell about a **great**  
**experience** you had with  
volunteering work.  
One that made you happy!

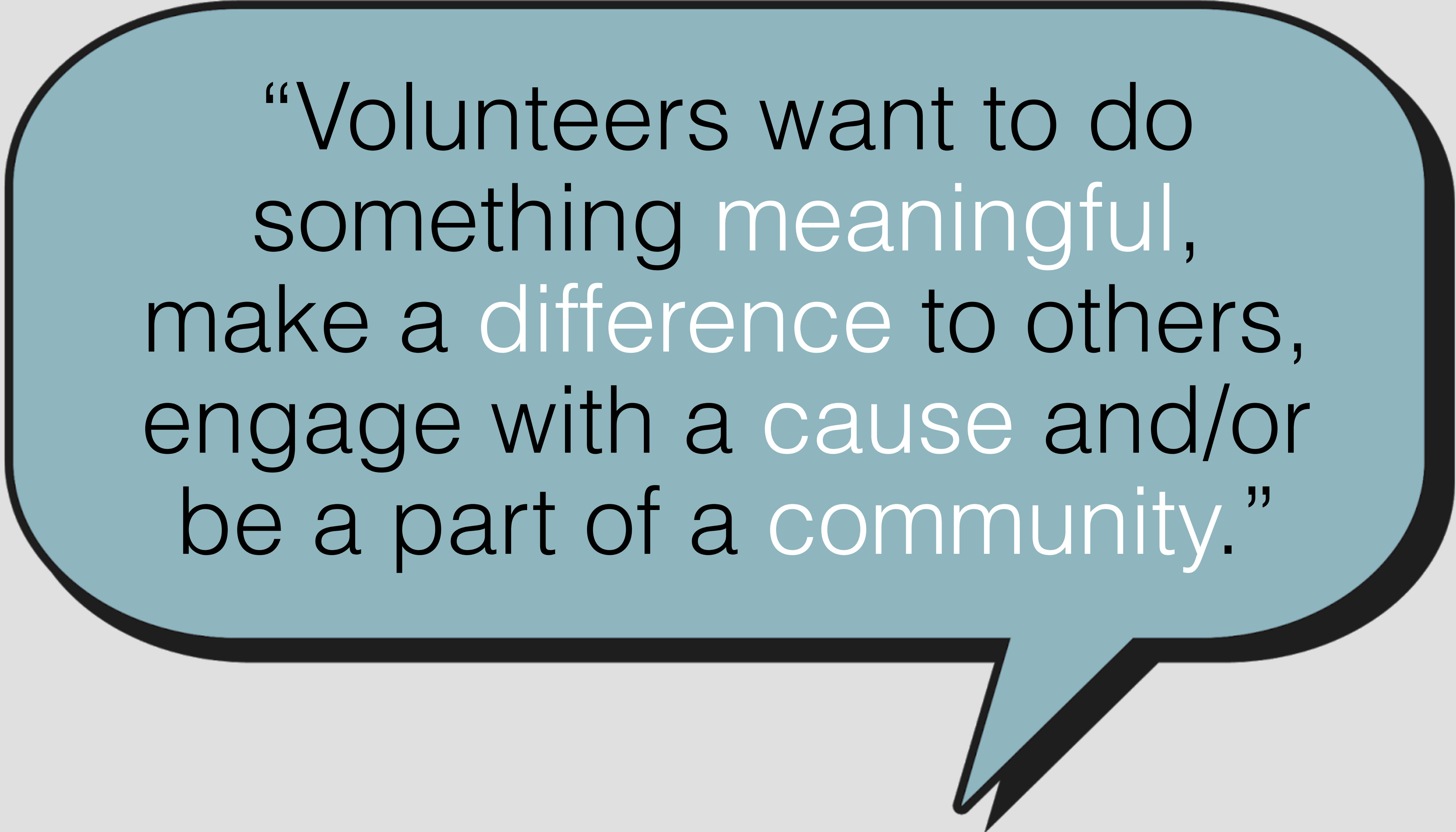


# 40%

of the Danish population  
volunteer

Sources: Frivilligrappporten, Center for Frivilligt Socialt Arbejde (CFSA), June 2019  
& VIVE Frivilligundersøgelse, 2020.





“Volunteers want to do something meaningful, make a difference to others, engage with a cause and/or be a part of a community.”



Volunteering is a wonderful way to give back to society and help others, which in turn makes you feel great.



Picture: <https://www.facebook.com/cyclingwithoutage>



# Proud of your company's mission



Picture: <https://www.facebook.com/cyclingwithoutage>



# WHY

happiness at work matters



HAPPINESS IS  
CONTAGIOUS





# 5 health benefits:

Prevent cardiovascular diseases

Resilient to stress

Stronger immune system

Healthier lifestyle

Live longer

*Sources: Kim, Smith & Kubzansky, Boehm m.fl., Davidson, Mostofsky & Whang / Smyth, Davydov, Steptoe m.fl. / Stone, Cohen, Marsland m.fl. / Dubois, Sapranaviciute-Zabazlajeva / Carstensen m.fl., Lawrence, Rogers & Wadsworth*





# Volunteering and health

lower depression  
lower mortality rate  
more life satisfaction  
higher wellbeing  
higher levels of self-esteem  
higher levels of happiness

Source: Is volunteering a public health intervention? A systematic review and meta-analysis of the health and survival of volunteers - University of Exeter Medical School, UK & School of Health and Population Sciences, University of Birmingham

# Happiness makes you more successful

More productive

More creative

More helpful

Better customer service

More focused on quality

Better team-players

More open

More likeable

Show more empathy

More resilient

More persistent

Better physical/mental health

More optimistic

More motivated

More engaged

More energetic

Learn faster

Better leaders



## Organizational effects

Lower absenteeism

Lower employee turnover

Lower recruitment/training costs

Less conflict

Attract talent

Better employee brand

Higher customer loyalty

Higher sales - Higher growth

More innovation

Higher profits



# Volunteers experience more arbejdsglæde and happiness in life

Arbejdsglæde  
76,1

Happiness  
78,6

VOLUNTEERS

People who volunteer alongside their paid work have a higher level of work motivation and happiness.

Arbejdsglæde  
73,1

Happiness  
76,4

NON-VOLUNTEERS



# Volunteers score higher on factors

1. They feel that they have **greater say in their work**.
2. They see **more meaning** in their job and feel they master their tasks better.
3. They feel that they have **more balance** in both the job and in the relationship between work and family/leisure life.

*Source: God Arbejdslyst Indeks, Denmark, 2017*

# HOW

to become happy at work



Happiness at work  
is something we do!

A photograph of two women from the chest up, wearing plaid shirts. The woman on the left is looking towards the camera, while the woman on the right is in profile, looking to the left. The entire image is covered with a semi-transparent blue overlay. The text "START WITH YOURSELF" is centered in white, uppercase letters.

START WITH YOURSELF



Take responsibility for  
your happiness at work






*“How can I make  
the most **significant**  
positive **impact**  
today?”*

- Garry Ridge, CEO WD-40





# NURTURE RELATIONSHIPS



Know each other

Offer your help / Ask for help

Knowledge sharing

Spend time together







COMMUNICATE  
MEANING AND PURPOSE



Communicate the impact  
you have on others





# Improved volunteer retention

Collaborative relationships

Team motivations

Strategic communication

*Source: Leadership Strategies to Improve Volunteer Retention  
Rudene Pauline Glass, Walden University, 2018*





SHARE THE  
MEANINGFUL STORIES





Today I had the most amazing Trishaw Ride in Dodder Valley Park, in the cockpit was my pilot Ian who was an absolute joy. We chatted, we laughed & we certainly enjoyed the beautiful scenery.

This is a super initiative, that can be enjoyed by many

JEANETTE

**THANK  
YOU!**

# Cycling Without Age helps older adults combat social isolation

*Jun 22, 2021 | by Maya Norris*

## Ældreacykling: Fem års succes med vind i håret

Esbjerg Kommune har de seneste fem år sendt beboere på plejehjem ud at cykle i rickshaws, og det har været en bragende succes og har givet både beboere, frivillige og personale gode oplevelser.

13 apr. 2020 kl. 06:00



AA





POSITIVE FEEDBACK



Ask for  
specific feedback



Frequently  
thank other volunteers  
for their contributions





HAPPINESS IS  
CONTAGIOUS  
AND  
HEALTHY





# More information



[arbejdsglaedenu.dk](http://arbejdsglaedenu.dk)



[linkedin.com/company/arbejdsglaede-nu](https://linkedin.com/company/arbejdsglaede-nu)



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# How happy is your team?

## Pulse survey: Heartcount



[www.arbejdsglaedenu.dk/ydelser/heartcount-arbejdsglaedemaaling/](http://www.arbejdsglaedenu.dk/ydelser/heartcount-arbejdsglaedemaaling/)





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