

# JOY ON THE JOB!

**Doris Helge, Ph.D.**  
***The Joy on the Job Coach***  
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Enjoy easy, proven tips  
that will immediately  
increase your  
happiness at work



## IS THIS EZINE FOR YOU?

The ***Joy on the Job Ezine*** is designed specifically for you if you are a member of one of the following groups.

- ◆ Employees
- ◆ Managers and supervisors
- ◆ Trainers
- ◆ Business faculty and students
- ◆ Entrepreneurs
- ◆ Team leaders
- ◆ Seminar leaders
- ◆ Students of life

Each issue of the ***Joy on the Job eZine*** is packed with powerful, proven ways you can share your very special talents while you make valuable and unique contributions to the world. I personally guarantee that you will discover how to enjoy work that is more meaningful. You'll also decrease stress, escalate your productivity, and have much more fun on the job. If you are a manager or team leader, you will explore new leadership methods that create rewarding environments that boost creativity, motivation, and performance.

### WHERE DID THIS INFORMATION COME FROM?

As a consultant and seminar leader regarding employee satisfaction and retention, I was perplexed. Why had job dissatisfaction reached an all-time high? In a world starved for talent, why do gifted people hunger for happiness at work? Even more puzzling, when two employees work side by side performing similar duties for the same pay, why does one person whistle and the other glowers? The scenario was so intriguing that I began a quest to discover the answer to two questions.

- ◆ What is causing an epidemic of delight-deficiency disorder at work?
- ◆ What are the secrets of joy on the job?

I never dreamed my passion would become a ten-year quest. After pouring over stacks of studies and interviewing entrepreneurs as well as employees and managers in 21 diverse organizations, I discovered over 400 secrets for joy on the job. I then validated the techniques in a series of ***Joy on the Job Seminars***. These wonderful techniques have now been published in the book, ***Joy on the Job***. This ezine will share examples of this rich harvest of 400 secrets. It has already helped thousands of individuals just like you discover happiness at work.



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## **GAIN THE RESOURCES YOU NEED**

by Doris Helge, Ph.D., *The Joy on the Job Coach*

We are much happier at work when we quickly gain the attention of those who will buy our products, complete a task, provide a resource, or grant a promotion.

Whether you are an entrepreneur, employee or manager, you also need to be able to quickly and succinctly communicate your unique talents and the special services you can provide. People have increasingly short attention spans, so discover how to enchant your listener instantly.

Identify your primary audience and practice capturing their attention. Emphasize specific benefits you can provide. Here are three examples:

### ◆ **Ask for a resource.**

“As soon as you make the XYZ resource available, I will be able to produce \_\_\_\_\_.”

Note: This is short and sweet and there’s absolutely no begging involved. Stick with “Here’s what I need and here are the benefits you’ll receive.”

### ◆ **Request follow through.**

“Thanks in advance for getting other team members to turn in their supply requests on time. This will guarantee that everyone’s needs are met, including yours.”

Note: An advance “Thank you” is a powerful motivator. It emphasizes a positive working relationship. This technique also provides reassurance that everyone’s needs will be met, including the person you are asking to assist you.

Be open to the sweet surprises that emerge when we are conscious enough to perceive spontaneous events that can generate brand new opportunities. Practice a 30-second “elevator speech” that will grab a listener’s attention. Your goal is to make the gears in your listener’s brain begin to spin so they will ponder how what you offer relates to their needs. Here’s an example.

◆ **Sell your abilities.**

“I help employees, managers, and entrepreneurs instantly enjoy more fun and fulfillment at work. Testimonials from my clients confirm that my work escalates productivity and boosts employee retention.”

Note: This short elevator speech emphasizes *benefits received by specific groups*. Client testimonials and evidence of positive changes in the organization enhance credibility. I use this strategy because the testimonials and evaluations I collect allow others to sell me as much as I sell myself.

No matter how you structure your elevator speech, you want:

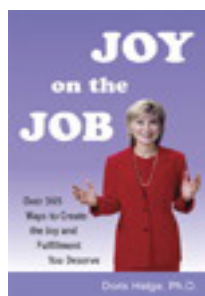
- ◆ Appropriate resources, including people and new opportunities, to gravitate toward you.
- ◆ Prospects unrelated to what you offer to de-select (on good terms) so you can focus on opportunities with true potential.

Practice a short introduction to new people that specifically, in as few words as possible, states:

- ◆ Your target audience. Who can you help?
- ◆ The specific benefits and services you will provide
- ◆ Any limitations you want to impose, such as the geographic area or the size of group you are willing to serve.

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## **ATTENTION MANAGERS AND TEAM LEADERS**

by Doris Helge, Ph.D., *The Joy on the Job Coach*

People are *not* your most valuable resource! . . . They are your *only* resource, whether they are employees, clients, or customers.

How can you support the people who are supporting you?

Happiness at work isn't related to salary, status, awards, perks, or the state of the economy. Money and recognition are appreciated, but their perceived value fades if the true ingredients for happiness at work are absent.

Thousands of studies have concluded that primary sources of job satisfaction include interesting and challenging work and compatible relationships with coworkers. Effective and encouraging supervisors and team members, supportive company policies, and opportunities for advancement are also highly rated.

Pay and other financial benefits must be "adequate" but not necessarily "excellent." Employees consistently rate the desire for higher pay behind their wishes for respect, fair treatment, opportunities for advancement, and a friendly work environment. Concerns about rank and title are dwarfed by yearning for a flexible schedule.

In each issue of the *Joy on the Job Ezine*, you will discover new ways to create a work environment that guarantees employee motivation and retention as well as customer loyalty. Here's just one example of over 400 strategies discovered during the past 10 years of interviewing entrepreneurs as well as employees and managers in 21 diverse organizations.

Humans at work are similar to gorillas in the jungle. People are community oriented even though our culture has distorted this reality by encouraging aggressive behavior. Humans are hardwired to receive support from a community and to nurture each other. We are genetically programmed to work for the survival of our species.

Factors that conflict with this deeply ingrained truth hasten the departure of good employees. Awards programs that encourage cut-throat competition and

belittle the achievements of employees who perform to the best of their ability but don't qualify for top awards don't serve anyone. Inadequate feedback and coaching encourages employees to seek another job.

Deficient career growth and advancement opportunities are a sure-fire recipe for frustration, inadequately trained employees, and employee loss. A mismatch between the jobs employees hold and their abilities, passion, and skills acts like a fountain that can't be shut off. Stress and boredom spew forth until good people flee the premises.

Sincere recognition and positive feedback are essential, but employees are insulted by meaningless awards or perks. When employees consistently feel their contributions are unrecognized or devalued, a stack of resignations piles up. Anxiety from chronic overwork and work-life imbalance eventually result in voluntary terminations and job-related illness.

Effective employee recognition programs include immediate acknowledgment for a job well done. Employee motivation and productivity rises when workers are thanked as individuals (not just in a group setting) for *specific* valuable behaviors and attitudes. Top your "Thank you" off with a sincere question, "How can I help you develop your skills to an even higher level?"

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## **CAN WORK BE PLAY?**

by Doris Helge, Ph.D., The Joy on the Job Coach

Like monkeys on a tropical island, humans are hardwired to interact, cooperate, and play. Some savvy companies play miniature golf in the hallways. Others appoint Humor Teams and Play Squads. However, most of our organizations suffer from delight-deficiency syndrome. We think we must play OR work.

Why does play at work produce hefty financial rewards? When we are relaxed, we produce better quality. We function at a higher mental level. Our physical output is elevated. Play activates an alpha or theta brain state that stimulates joy and creativity.

Here's an example of how a repetitive or boring task can become joy on the job. David Smith and Mark McCahill are computer scientists who were well aware of how tiresome the task of composing spreadsheets can be. In the Cro-



quet Project ([www.opencroquet.org](http://www.opencroquet.org)), Smith and McCahill created a virtual reality that merged play and joy with formulating spreadsheets. The scientists incorporated characters similar to video game icons into an open-source system with interactive three-dimensional virtual worlds.

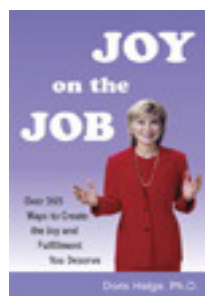
Please don't let this scientific language fool you. Human employees got to fulfill their need to be like primates at play . . . the staff clowned around while they shared resources. Employees manipulated their avatars to cooperatively edit text files and spreadsheets. The quality of their work was excellent.

Play is its own reward. It's also  
a massive aid to productivity.

Can you have fun at work if you don't have two computer scientists to design an interactive system? Absolutely! When I interviewed entrepreneurs, employees, and managers, I discovered a multitude of no-cost and low-cost techniques that incorporate our needs to act like monkeys . . . caring, sharing, and laughing. Allied Systems, Inc. employees set up game and puzzle areas and encouraged everyone to contribute to a group mural. They designed seasonal contests. One of my favorites was a mural where staff and customers posted bumper stickers for Santa's sleigh like "I brake for cocoa." Royal Bounty International organizes spontaneous improv theatre when times are tough. O'Brian Management staff take turns setting up treasure hunts. There is an endless list of ways you can dissipate stress through levity. The mere act of planning a fun break often keeps people chuckling for hours.

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## **ACHIEVE JOY ON THE JOB BY CONNECTING WITH YOUR AUTHENTIC SELF**

by Doris Helge, Ph.D., The Joy on the Job Coach

Self-awareness escalates joy on the job. Happy employees know what feeds their souls and they focus on how they can make a positive contribution.

Each of us possesses a True Self and a False Self. Your True Self is the essence of who you are, no matter what other people have told you about yourself. Unfortunately, your True Self is often overshadowed by your False Self. This self-image includes erroneous negative perceptions and self-judgments.

You can easily tell the difference between the two. Since your True Self is the real you, when you are living that reality, you are more likely to feel confident, think clearly, and be contented or joyful.

When your False Self is in control, you are more likely to judge yourself harshly and feel separate from others. Your outlook on life will be negative. You may compare yourself unfavorably to others, or vice-versa.

Your False Self thrives by being out of sync with the present moment and the infinite possibilities available to you. It plays old movies that vividly portray a wide variety of unpleasant events from your past. Sinister soundtracks screech



and hiss. Your False Self Theater also specializes in graphic, detailed horror movies regarding potential, but very unlikely, future events. When False Self runs the show, it is as if you invited the most critical commentator you could find to shadow you 24/7 and deliver a devilish documentary detailing evidence that you are capable of making mistakes. (Who isn't?) The dreadful dialogue ends with the forecast that your life will never improve.

The next time you notice that your False Self is running the show, make a decision to create inner peace by spending a few minutes reconnecting with the real you. Here's an easy exercise that produces rapid positive results. The procedure uses a multisensory process because self-awareness develops through our senses.

Exhalations are emphasized because the process of exhaling opens our mind to mental imagery. It expands our consciousness so we can perceive and use multisensory input. The closed-eye process expands awareness of sensations. The activity has a meditative quality because meditation also develops self-awareness. Note: this exercise is only one of over 400 strategies for creating happiness at work that you can read in the book, ***Joy on the Job***.

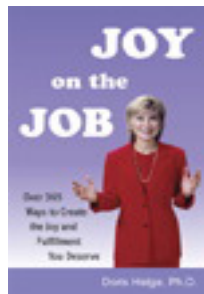
1. Find a place where you won't be disturbed. Relax and close your eyes. Breathe five long, deep breaths. Concentrate on your exhalations. When you think you have totally exhaled, exhale more . . . and then a little more. Notice tense areas in your body and release muscular tension with each exhalation.
2. Continue to breathe slowly and deeply. Count to five after each inhalation and each exhalation.
3. When you are relaxed, anchor the pleasant sensation by imagining that the smell of one of your favorite aromas, such as vanilla or chocolate, is wafting through the air. Pretend to breathe this scent deeply into your lungs. This creates a positive neural connection in your brain that will help you avoid unnecessary stress.
4. Pause to savor the positive sensations you have created. Because we manifest what we focus on, with feeling, this state of being will ensure that you create more of what you want in your work life.

5. Reflect on how you can achieve more fulfillment at work and simultaneously make a positive contribution.

As time progresses, notice that you are more compassionate toward yourself and others, less frustrated, and more hopeful. Since your cells and your external reality respond to how you feel about yourself and life, this new level of acceptance will provide a sturdy foundation for spontaneously creating additional job satisfaction. Because we are holistic beings (body, mind, and spirit), pleasant feelings and sensations are much more powerful tools for creating beneficial changes than merely using positive thoughts.

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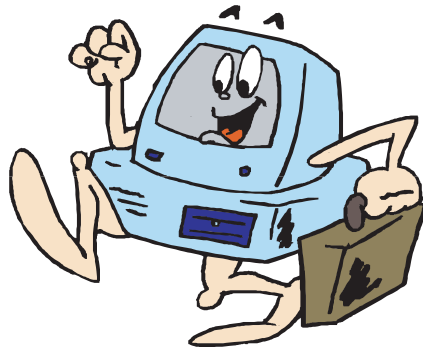
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## USE TECHNIQUES THAT EARN THUMBS-UP REVIEWS

by Doris Helge, Ph.D., The Joy on the Job Coach

We never notice how important our thumbs are until they rebel from over-use. “Blackberry Thumb” isn’t funny. It can progress to DeQuervain’s Syndrome or other serious nerve injuries. DeQuervain’s is quite painful and very difficult to heal, so prevent overuse whenever you can.

- ◆ Instead of using your thumb nonstop when using your Blackberry™, use your second, third, fourth, and fifth fingers more often. This new hand position will probably seem awkward at first. As you adjust to the change, check to make sure your posture is erect and your shoulders aren’t tense.
- ◆ To avoid overusing your fingers, at least every 20 minutes, hold your arms in front of your chest and stretch all of your fingers with your fingers pointed forward. Gradually curl your fingers back toward your body as long as this doesn’t cause pain. Hold your fingers in this position for at least five seconds, 20-30 seconds is better. Then rest your hands in your lap, palms up, for at least 30 seconds. Breathe deeply and release shoulder tension.
- ◆ Honor your right to choose physical health. Here’s an example. Abbrevi8 txt msgs.
- ◆ Listen to your body. Consult a physical therapist or physician if your technological tools cause you pain.



## **IS HAPPINESS A CLOSED HAMPER?**

by Doris Helge, Ph.D., The Joy on the Job Coach

If you place your dirty clothes in an open hamper or a clothes basket in your living room, they will constantly remind you of what you haven't accomplished. Each time you trip over the basket and smell the strong fragrance of yesterday's socks, you'll be reminding yourself of what you haven't gotten done. You'll forget to congratulate yourself on your many achievements.

Building a long to-do list has the same effect. You drain the energy you need to reach your peak performance by feeding anxiety with self-judgment.

You are really the only boss you'll ever have. When you treat yourself with the respect you deserve and celebrate your accomplishments, managers and customers will do the same. The energy we radiate to the world is reflected back to us by others, usually in a magnified manner.

Develop a two-stage "to-do list" that will build your self-esteem, motivation to achieve, and your success. Stage One is a to-do list called "Priorities." This list is composed of items you can definitely achieve in a given period of time such as a half day, full day, or even a week. After listing these tasks, note a realistic time for completion by each item.

Stage Two is your "Hamper List." It's composed of things that need to be done but not as quickly as the items on your Priority list. Place a lid on your hamper so you won't be distracted by stinky socks while you work on priorities. Put a simple note at the bottom of your Priority list, "Notice what I've accomplished. Select new priorities from my Hamper List." You'll address this item when your priority timeline expires, but not before, so you will be fully attentive to your highest priorities.

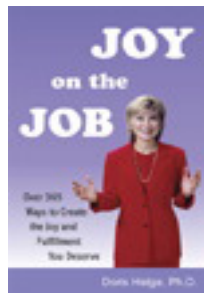
Notice how different you feel during the next two weeks as you use this technique. You'll usually get all or most of everything done on your priority list. If not, learn to more realistically estimate your timelines and manage interruptions that zap your progress. This will also enrich your self-esteem and efficiency.

People who use the two stage to-do list have told me they are more enthusiastic and motivated. They have abundant mental and physical energy to do what needs to be done because they focus on doing meaningful activities that matter.

All of the entrepreneurs, employees, and managers I interviewed when I was writing *Joy on the Job* were very clear that meaningful work and focus are keys to happiness on the job. With a Hamper List, you get more done faster and you never have to trip over unfinished tasks.

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You are now part of a very special, growing global community of entrepreneurs, employees, and managers. We are all helping each other experience more joy at work. This means you are never alone when times are tough. Share your successes and request solutions to your dilemmas. Communicate with me by writing: [Doris@joyonthejob.info](mailto:Doris@joyonthejob.info) Tell me what topics you would like this ezine to cover.

Take full advantage of the opportunity you gave yourself when you subscribed to this eZine.

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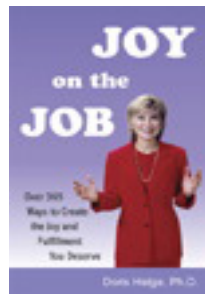
### **SIGN UP FOR INDIVIDUAL OR GROUP COACHING**

Individual or group coaching kicks in where ***Joy on the Job*** leaves off. To apply for coaching regarding happiness at work, e-mail [Doris@joyonthejob.info](mailto:Doris@joyonthejob.info)



## BUY JOY ON THE JOB TODAY AND GET A FREE 20-MINUTE COACHING SESSION WITH THE JOY ON THE JOB COACH

The strategies in this ezine are only a tiny representation of the over 400 secrets for happiness at work I discovered during the last 10 years of research. Readers tell me they are much happier each time they use even one of the very special techniques you will discover in ***Joy on the Job***. Buy your copy today. I don't know how much longer I can offer the bonus of free coaching, so take advantage of this extraordinary opportunity now.



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**P.S. You deserve to enjoy your job as much as a five-course meal in an elegant restaurant.**

## **BRING DORIS HELGE, PH.D. TO YOUR ORGANIZATION!**

Doris Helge, Ph.D., has delivered thousands of presentations and training seminars to employees and managers at organizations as diverse as Regence BlueShield, the American College of Occupational and Environmental Health, Royal Bounty International, Bristol-Myers Squibb, Exxon-Mobil, the National Athletic Trainers Association, the University of Texas, the American Association of Occupational Health Nurses, and Vanderbilt University.

Doris' dynamic presentations are packed with proven strategies based on over ten years of research that included interviews with entrepreneurs as well as managers and employees of 21 diverse companies and associations.

Her work is guaranteed to enhance leadership and elevate productivity, employee morale, and motivation. Because Doris is a master trainer, her audiences laugh while they learn the latest ways to improve performance and job satisfaction. Participants immediately use the new tools she teaches because she uses accelerated multisensory learning strategies that generate excitement and follow through.

Managers and employees explore innovative methods to easily resolve conflicts and improve communication. Doris prepares them to thrive during times of intense challenge and change. Leaders discover bold new ways to unlock their own peak potential, so they spontaneously motivate employees. Thorny diversity issues transform into organizational strengths. Harmony replaces the dysfunctional "difficult people syndrome," so customer service improves remarkably. Work becomes much more fun and fulfilling for everyone.

If you want remarkable results from a professional speaker you will love to work with, contact Dr. Helge about a keynote speech, *Joy on the Job Seminar*, or consulting.

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