

Operational Planning: How to Build a Culture of Happy Associates

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Goal (What you should get out of this)

- 2-3 ways you can make your associates feel awesome on a daily basis
- Ideas on how to elicit feedback
- What happens when folks feel heard and awesome

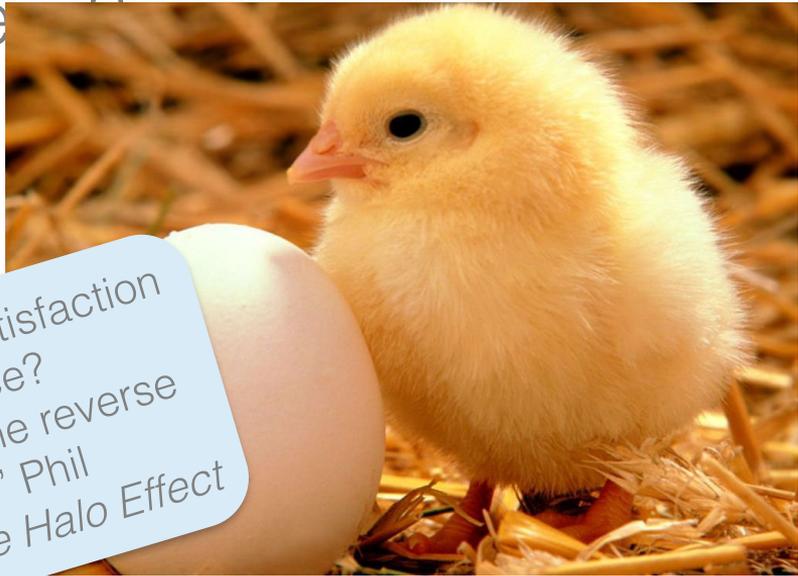


UGH! It's difficult!

- Does success lead to happiness, or does happiness lead to success?

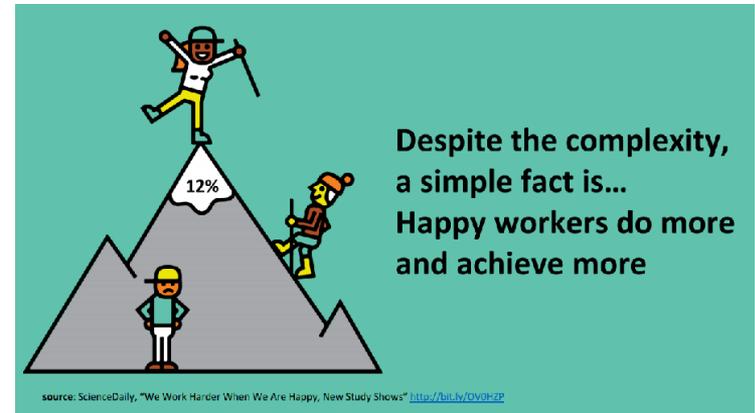
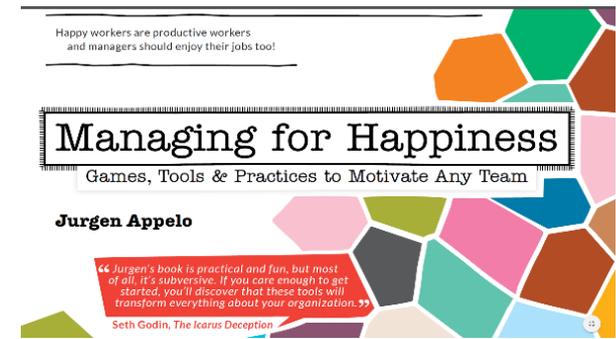
"We now know that happiness is the precursor to success not merely the result." Shawn Achor, *The Happiness Advantage*

"Does employee satisfaction lead to performance? Probably, butthe reverse effect is stronger." Phil Rosenzweig, *The Halo Effect*



Points by Jurgen

- Offer products with meaning
- Change is easier when people share food
- Teams should have a reason to celebrate success and learning
 - Embrace playfulness
 - Experiment



12 Steps to Happiness (all backed by science)



Thank



Exercise



Meditate



Give



Rest



Socialize



Help



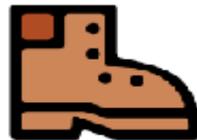
Experience



Aim



Eat Well



Hike



Smile

Write down your 2 best 'steps' and your 2 most challenging

Walmart's Strategy

- Sam Walton's 10 rules of successful business

- #7

“Listen to everyone in your company and figure out ways to get them talking. To push responsibility down in your organization, and to force good ideas to bubble up within it, you must listen to what your associates are trying to tell you.”

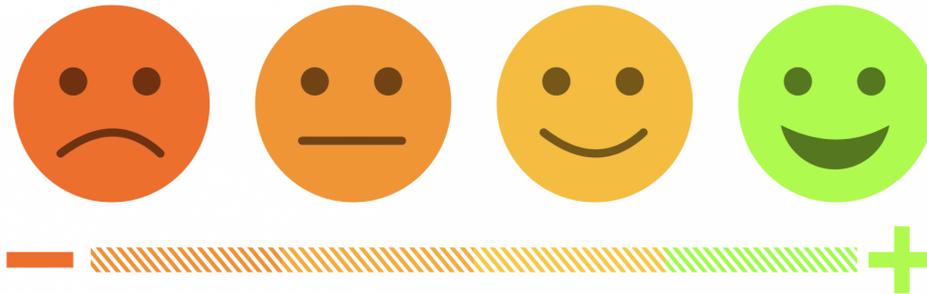
- Associate Engagement Survey

Insights to AES

- Began over 25 years ago, once a year
- In 2017, became shorter and more frequent
- Spin off of Net Promoter Score
- Action plans

How to gather feedback

- Find a way to get the info you want and BE CREATIVE
 - 1:1
 - Suggestion box/Some sort of Survey
 - Jar of Marbles



Happiness leads to high performing teams

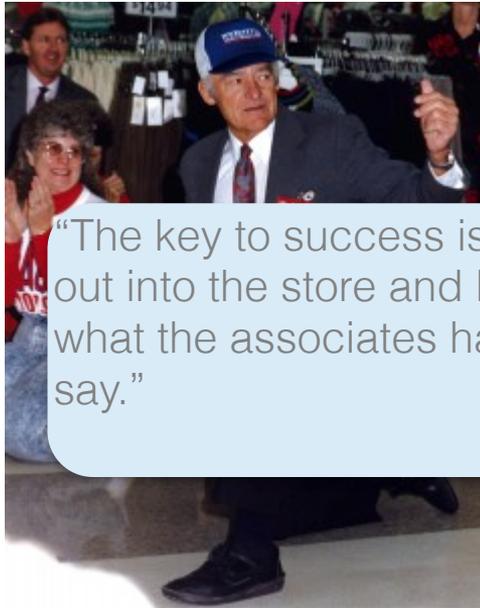
- Physical environment
 - Are you comfortable?
- Things you need to do your job
 - Can you be your best with what you have?
- Knowing “why”
 - Informing people

Self reflection

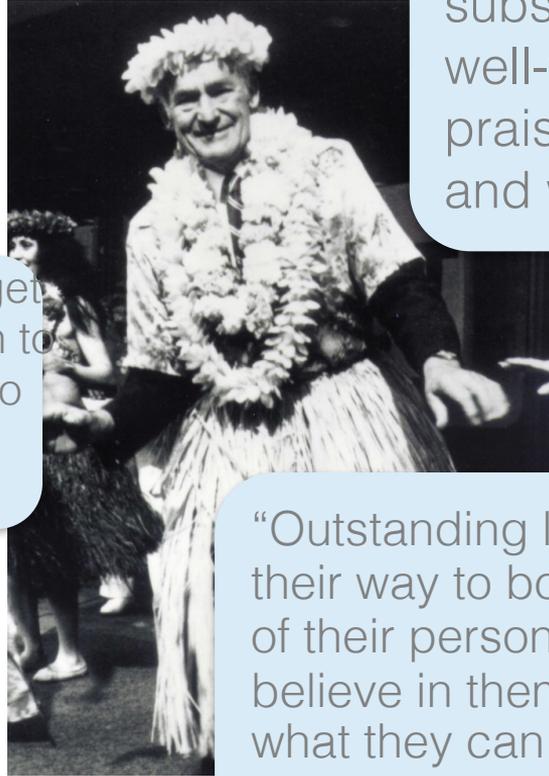
- How will I elicit feedback?
- What will I do with that feedback?
- What can I do to spread happiness in the workplace?
- How can I encourage other leaders to do the same?

Final Thoughts

“Nothing else can quite substitute for a few well-chosen, well-timed, sincere words of praise. They’re absolutely free and worth a fortune.”

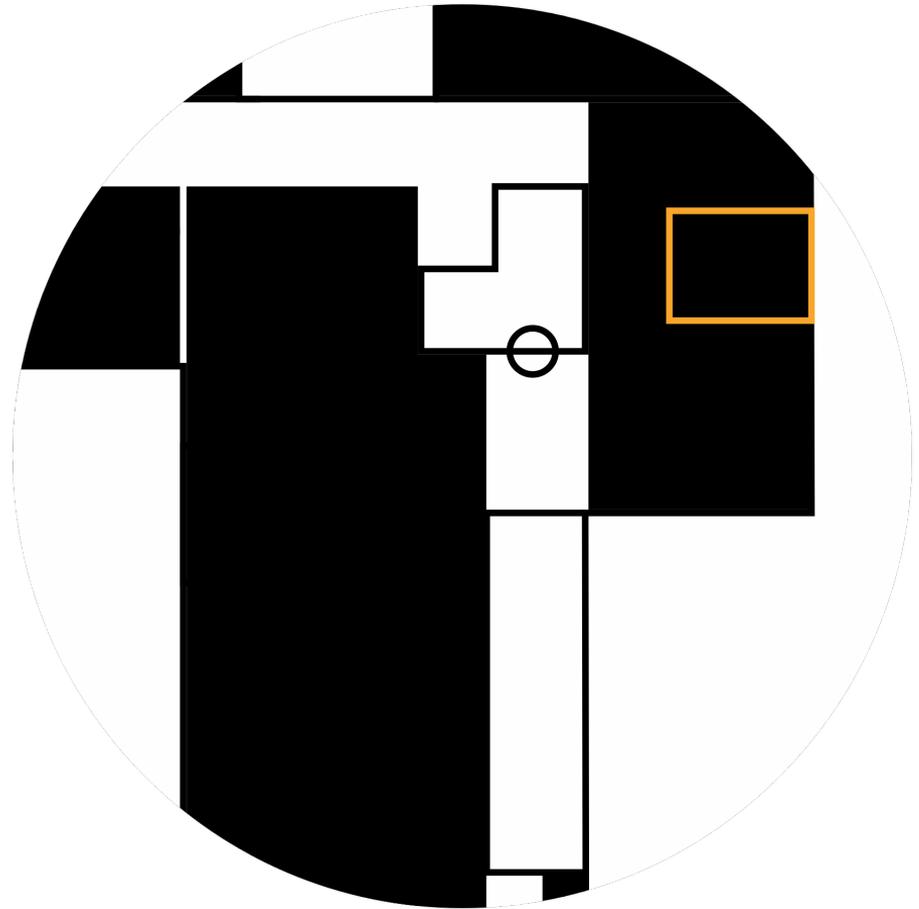


“The key to success is to get out into the store and listen to what the associates have to say.”



“Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it’s amazing what they can accomplish.”

Sponsor Map for 1:1 meetings and sponsor tables



○ REGISTRATION DESK

□ INSPIRATION 1:1 MEETINGS

□ CHARGING LOUNGE

retail Innovation conference



#RIC19