



Be Happy Teams – 9 Happy Team Habits

Dr. Leigh Kibby proposes his Team Happiness Factors based on his measure of Team Happiness - the Team Happiness Quotient or THQ. THQ involves measuring a number of behaviours and team perceptions of behaviours that contribute to happiness. These include how the team thinks and feels, how leaders **LEAD**, the behaviours leaders model, how leaders respond to the emotions and needs of their teams as well as team culture.

1. THQ Leader Factors - More than Monkey See Monkey Do

a. Be a Happy Leader

According to researchers, Leaders have a powerful effect on the emotions, thinking and behaviour of their teams. So leaders must act Happy appropriately.

b. Be Worthy and Wise

In 1997, Cacioppe wrote about the wise leader. A worthy and wise leader establishes a climate of integrity and trust where virtue, ethical and moral behaviour are rewarded.

c. Be Virtuous

In 2002 Odom and Green described how transformational leaders are inherently less likely to foster antipathy, unhappiness and dispute. The key then is to be transformational both charismatically and in response to issues. Noetic leadership proposed by Dr. Kibby holds the key here.

d. Authentic (Noetic) Leadership

Based on research by May, Gilson and Harter (2004) trusting relationships are crucial to meaning and are therefore crucial to happiness. So teams treat each other with respect which means leaders must be the example. A leader who sprouts, "Who am I going to sack today!" is the antipathy of the authentic leader.

2. THQ Culture Factors – Injecting the Happiness Virus

a. Authentic Cultures

Rebecca Abraham, discovered the need to let people express how they feel that means, remove dissonance i.e. the disconnect between how people feel and their need to express their feelings. Dissonance increases the likelihood of staff leaving. "In the workplace, emotional dissonance is the conflict between experienced emotions and emotions expressed to conform to display rules." (see The Journal of Psychology : Interdisciplinary and Applied, 3(4), 1999). The key is to enable appropriate expression of emotions with skills such as Emotion-Reflection-Action (ERA) and Emotions-Belief-Behaviour (EBB) from Noetic Psychology provides a significant edge here.

b. Emotional Health

Richard Lazarus, (see Emotion and Adaptation, Oxford Uni Press, 1991P 168) states "Well functioning people generally are good at reality testing yet manage at the same time to minimize emotional distress and maximise positive outlook." So, teach people skills ERA and EBB.

c. Have Fun

Fun and laughter makes a big difference to how much people care. Steve Williams and Wong Tze Shiaw, state "... the amount of positive affect [FUN] currently experienced by an employee significantly influences the employee's intention of executing specific acts of OCB (Organisational Citizenship Behaviours – i.e. Caring Actions)." (see The Journal of Psychology Vol. 133(6) 1999 p 664).

d. Recognition before Reward

Intrinsic motivators are far more powerful for people. Bob Nelson Author of 1001 Ways to Reward Employees has some of the answers which include recognition, listening to people and encouraging new ideas.

3. LIVE The 9 Happy Habits

Find ways for your team to practice the 9 Happy Habits (see the kinematic website and Press Releases).

For more about Happiness Habits and measuring your HQ, Dr. Leigh can be reached at (+61 3) 5222 7578 or leigh@kinematic.com.au The Kinematic web site is <http://www.kinematic.com.au>



BACKGROUND

Dr. Leigh Kibby, PhD; Grad Dip GW; B Ed; DipT

Dr. Kibby, known as “Dr. Leigh,” is one of the world’s truly innovative thought leaders having founded the Noetic Psychology movement and developed numerous new paradigms such as the:

- 9 Happiness Habits
- the Sustainability Triangle (Psychology-Sociology-Ecology)
- L.E.T. (Language-Emotion-Thought) framework
- Affective-Cognitive Integration Model (the NEW Emotional Intelligence)
- “Intelligence of Emotions” and
- Psychological Genome.

Leigh is also a former primary and high school teacher who has had three children’s books published, has designed a series of Australiana greeting cards. Leigh’s work roles include:

- Managing Director, Kinematic Pty, Ltd (<http://www.kinematic.com.au>)
- Quality Manager / Manager, Business Programs Unit, ACU, Office of International and Community Education
- Manager – Victoria, Youth Business Initiative, Victoria
- Managing Director, INSPIRATIONAL ENTERPRISES
- Teacher, VICTORIAN EDUCATION DEPARTMENT and SOUTH AUSTRALIAN EDUCATION DEPARTMENT
- Intelligence Officer, Australian Security and Intelligence Organisation

Other roles include:

Executive Manager of a group responsible for over \$30 million of projects with organisational wide impact and customer delivery impact.

Consultant to a multi-million dollar IT performance and quality team in order to produce savings of approximately \$8-10 million year on year.

\$500 000.00 income stream achieved for entirely new business within 18 months of launch.

A 200% increase in sales revenues for a division of a finance company.

National accreditation of professional mentoring programs for GPs - accredited by Royal Australian College of General Practitioners.

Cultural change program assessed as best in the world by Director of centre for business research in leading Australian University.

Qualifications

- PhD Thesis – Emotional Intelligence, Emotions Management and Ethical Behaviour, successfully completed 2004, Deakin University, Victoria
- Graduate Diploma in Group Work and Counselling, 1988, Adelaide University, South Australia
- Bachelor of Education (double major), 1986, Deakin University, Victoria
- Diploma of Teaching, 1979, RMIT University, Victoria

Publications / Presentations

- Joint Winner of the Best Paper Award at the 2002 International Emotions In Organisations Conference
- Two papers titled “Servant-leadership” and “Noetic Leadership” presented at the 2003 British Academy of Management Conference
- Presented two papers titled “Servant-leadership Skills” and “Noetic Leadership Skills” at the 2004 Gallup Leadership Institute Conference
- Co-author of “Intelligent Emotions Management” for the internationally released book Key Issues in Organisational Communication
- ERA technique cited in [Intercultural Communication 1st Edition](#)