



# HAPPY 365

Do you want to have shiny happy people  
and be a great place to work?

*Of course you do!*





## About Law 365

Law 365 is an award-winning national firm exclusively serving Microsoft Partners. We specialise in commercial, technology and employment law, taking care of all your daily contract negotiations and employment and HR needs.

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## Disclaimer

This is a summary of our employment and performance coaching services. The information does not constitute legal advice and should not be relied on as constituting legal advice.

Fancy a natter about legal matters? Email [happy365@law365.co](mailto:happy365@law365.co)

How can I attract and retain the best people?

How can we be recognised as a 'best company to work for'?

What's the best way to ensure stability and profit for my business?

How can I promote happiness and help my team to thrive?



**We have combined the best of employment services, people development and coaching to create HAPPY 365, designed to help you grow a happy workplace, with less risk.**

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HAPPY 365



# 01

## HAPPY 365

The Science of Happiness

If you want to create a great place to work, you need happy people! But do you really know what makes people happy? Peter Drucker famously quoted that 'culture eats strategy for breakfast'. You simply can't achieve one without the other. A brilliant strategy will fall flat if you don't have a successful work culture. You probably already know this, but given how essential culture is to your business, how much effort do you put into building a great work culture?



“ Culture will determine the lengths of what we will achieve.

**SATYA NADELLA**

CHAIRMAN AND CHIEF EXECUTIVE OFFICER, MICROSOFT<sup>1</sup>

## A Foundation of Positive Health

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The health and wellbeing of your people has to be your top priority. Successful leaders know they need to care deeply to attract and retain the best talent. Without a healthy, happy workforce and happy leadership your business will not thrive in a sustainable way. The future of work is down to authentic leaders being able to put this at the top of their agenda and deliver it. But why is this important?



Martin Seligman<sup>2</sup>, the Founder of Positive Psychology, discovered through his research that the happier and more optimistic people are, the longer they live. Happy people have less risk of cardiovascular disease, they are more productive at work, more creative and innovative, and importantly, they are more resilient and able to bounce back from setbacks.

So what does this mean for you? Through HAPPY 365, we help you identify where there may be gaps in your people's wellbeing and general outlook on life. Then we help to strengthen and fill those in. For your workplace to be strong and to succeed, you want to build it on solid foundations of positive health and happiness.

## Start with Purpose

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To have happy people requires you, as a business owner and/or business leader, to be really clear about your purpose. You need to have a strong and defined value system and provide excellent career progression opportunities for employees. These values will help to develop a great culture where people have fun, trust is high and good relationships are fostered.

We know that there are ripple effects when you promote a culture of happiness – happy employees do great work and provide excellent service, making your clients thrive, which makes your business grow, which means you can stay true to your purpose and make a difference to others.





This is something we are proud to say we do well at Law 365, thanks to Kim's vision and dedication to creating a happy, great place to work. Here we articulate what the concept of the science of happiness means through HAPPY 365 and how you can apply this within your company to create happy, high performing teams and a great place to work.

Read on to find out what this means for you!



## Who inspired our quest for happiness at work?

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Tony Hsieh wrote his bestselling book, 'Delivering Happiness' after selling his business Zappos for \$1 billion to Amazon. In the book, he shares his theory that by concentrating on the happiness of those around you, you can increase your own, and the success of your business. He realised that if the culture was right, and his team felt connected to the common purpose of the business, it gave them a sense of control over their destiny. Having a common purpose improved performance and happiness, which meant business boomed.



Dan Pink also talks about a similar concept in his book 'Drive' which is focused on what motivates people. He discusses how the traditional concept of the carrot or stick doesn't work long term. Just because you pay someone well it does not necessarily equate to excellent performance. People need to feel connected to the purpose of what they're doing, find meaning and interest in their work, and they need to have autonomy over how, when and where they work. They also need to achieve mastery, which means they need to have excellent opportunities for progression and training in order to be challenged and motivated. Only when these needs are met will they perform at their best and be fundamentally happy.

## DON'T JUST TAKE OUR WORD FOR IT

You only need to look at some of the global talent and employee engagement trends that have come out of the past 18 months to understand that creating the right culture and looking after your people is what makes business thrive and is what employees are demanding.

Most businesses are struggling to attract and retain notable talent. The shortage of talent has escalated as the pandemic has caused people to re-evaluate what's important to them.



The LinkedIn Global Talent report 2022<sup>3</sup> found that work-life balance trumps even bank balance for job seekers, 63% of professionals select this as their top priority when picking a job, closely followed by compensation and benefits and then culture and colleagues.

A 2022 Microsoft survey<sup>4</sup> found that 53% of people now put their health and wellbeing over work and the top three motivators at work were wellbeing, work life balance, and flexibility.

The World Wellbeing Movement<sup>5</sup>, which is due to be launched in July 2022, is a high-level campaign to persuade business leaders and policymakers to make wellbeing a central objective and to measure it. If we flip this around you can see how vital it is to ensure that your business is set up to thrive, that it's being led well and that you are minimising your exposure to risk.

According to the World Happiness Report 2022<sup>6</sup>, over the last ten years, there has been a transformation of public interest in happiness. Policymakers worldwide increasingly see it as an important and overarching objective of public policy. The EU asks its member countries to put wellbeing at the heart of policy.

So can you get ahead of the game and make this a priority now?



## What is HAPPY 365

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HAPPY 365 has evolved from the concept of the science of happiness and the field of positive psychology, which incorporates these 5 key pillars.



### **Health**

Healthy organisations are built on resilient happy people and a culture that champions wellbeing and optimism.



### **Autonomy**

People need to have control over their destiny.



### **Purpose**

Why do you do what you do? What drives you? People need to feel part of something bigger than themselves.



### **Progression**

People need to progress in their lives and careers.



### **Your Connections**

People need to feel a connection with those that they work with to be united with a cause, similar values, and have a good social connection.

# WHAT DO YOU NEED TO FOCUS ON TO GET YOUR HOUSE IN ORDER?



## HOW OUR EXPERTS AT LAW 365 CAN HELP

HAPPY 365 provides a clear and practical framework to help you figure out which elements in your business need your attention, and in which order, whether this be developing your teams with performance coaching or getting all your employment policies and legal matters in order.

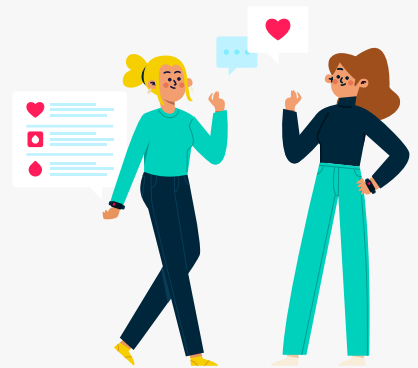
We know that it can sometimes feel overwhelming to know where to start and that is where our experts at Law 365 can help. Good health is the foundation of a happy workplace, so our program begins there.

# HEALTH

## RESILIENCE IS THE KEY TO YOUR SUCCESS

We can help you identify how happy and resilient you and your people are and where there are gaps that need attention. We know that happy people show more resilience and are more productive which means your people's health and wellbeing is paramount to getting your house in order.

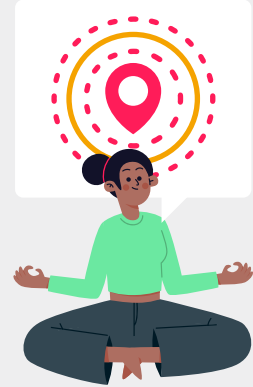
We can work with you through 1-2-1 or team coaching to create bespoke programmes to build your foundations of resilience, growth mindset and positive wellbeing.



# AUTONOMY

## RECOGNITION AND REWARDS

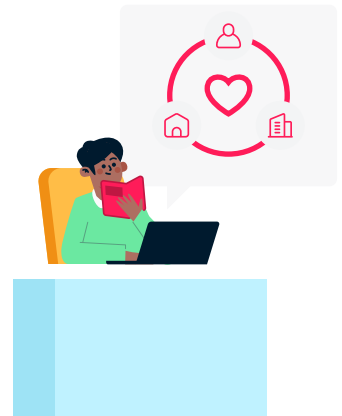
We can help you make sure you have your house in order when it comes to employment policies and reward systems so that your people feel like they have control over their future.



# PURPOSE

## IDENTIFY YOUR COMMON VALUES, GOALS AND PURPOSE

We can support you through this process by helping you connect to your purpose. We provide team coaching and workshops to help you define and understand your why, refine your values and outline your dream culture. This can be particularly helpful if you are trying to align multiple cultures after a merger to get everyone on the same page.

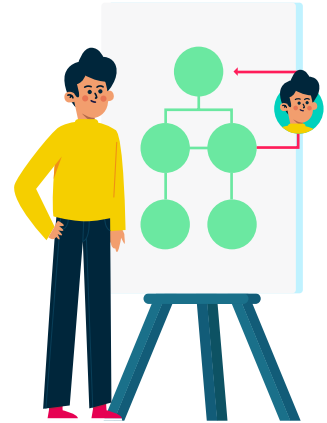




# PROGRESSION

## SET OBJECTIVES AND KPIS

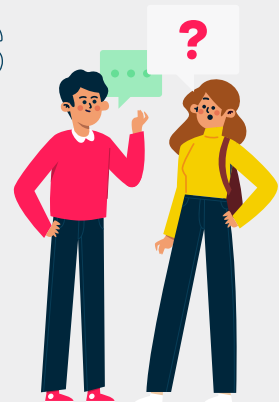
We can collaborate with you to design and roll out ambitious career pathways, set clear objectives and KPIs for your teams and coach your people so they can be confident, self-aware, and empathetic managers and colleagues, who are all engaged and committed to growing high performing, happy teams.

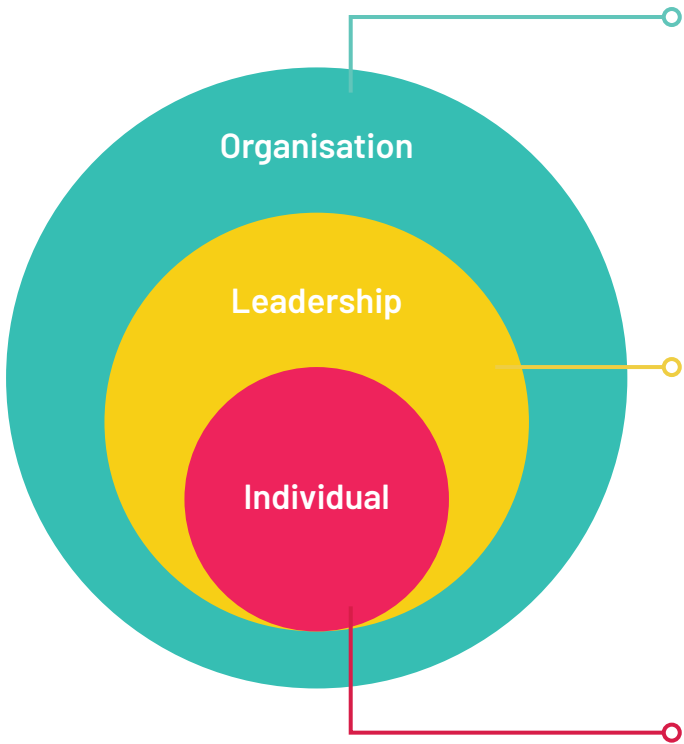


# YOUR CONNECTIONS

## BUILD TRUST AND STRENGTHEN RELATIONSHIPS

Finally, we can help you build more trust within your teams, create stronger connections, and embed excellent communication which creates a high performing, happy culture.





At an organisational level, happiness is systemic and should be top of the agenda for any business to maximise profits.

At a leadership level, happiness is about showing compassion and a drive to champion others. This all starts with building your own self-awareness and understanding what impact you can have on others.

At an individual level, happiness is a choice: Mo Gawdat says, "if you invest in happiness, you will get it back, it's a mathematical equation". Promote what you love. Promote the positive.

## HOW CAN HAPPY 365 HELP YOU GROW YOUR BUSINESS WITH LESS RISK?

By embedding these principles, you will

- ✓ Attract top talent
- ✓ Reduce attrition rates
- ✓ Ensure your managers are confident and self-aware enough to lead with empathy and compassion
- ✓ Make more money!

We all have a responsibility to make the happiness of our people a priority. We are all creators of happiness. Imagine if every one of you prioritised happiness and shared this forward, the compound effect would be incredible on both your people and your profits!



“

The coaching I have had with Louise has been impactful and has really supported me in addressing key hurdles and working through clear actions and commitments of what I needed to do to go forward. Louise has an empathetic style and I really felt she connected with my perspective and conversation flowed easily. She also has well-timed and perfectly worded quality questions which are thought-provoking, which together with her active listening, created a space for me to be empowered in my own resolution.

In my view, everyone needs a coach, no matter what your goals are and no matter what stage of life you are in – we all benefit from coaching. Coaching gives you an opportunity to create a roadmap for yourself of the steps you need to take to move along your path. Louise’s impact in supporting me moving from Point A to Point B was significant and has enabled me to have the right steps that I have needed in 2022. I would highly recommend reaching out to Louise to support you on your journey.

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**Tamsin Ashmore**  
**CHIEF FINANCIAL OFFICER, ULTIMA**

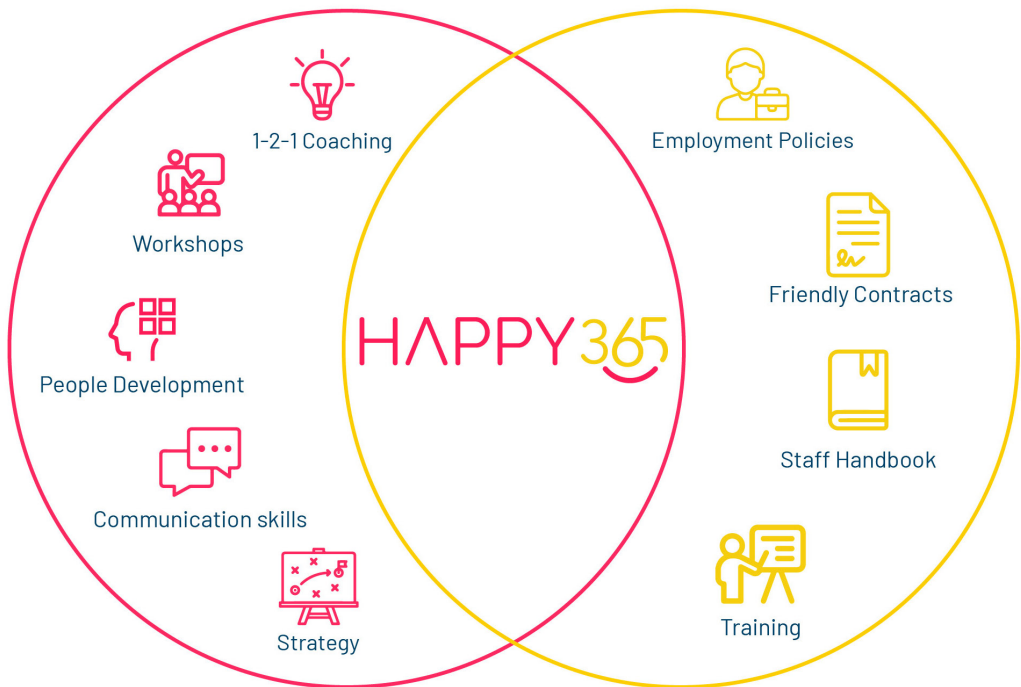
HAPPY 365



02

**How Law 365  
can help**

We have combined the best of employment services, people development and coaching to create HAPPY 365



Designed to help you grow a happy workplace

HAPPY 365



# Coaching Solutions

BUILDING A HAPPY WORKPLACE

**These are some of the solutions we can help you to embed into your organisation. We will partner with you to design and create solutions that are right for you.**

### **Health**

- ☑ Introduce an evidence-based positive psychology framework to enable you to identify and develop great resilient behaviours so that your people can navigate and bounce back from challenges and uncertainty with strength and optimism
- ☑ We use strengths-based 1-2-1 and team coaching to bring this to life

### **Autonomy**

- ☑ Identify, create and train your A-team of new managers and leaders to be fully supported in their new roles
- ☑ Coaching to support managers and leaders in developing their leadership potential, improve communication with their teams, identify strengths and weakness
- ☑ Enable managers to define clear career paths and objectives for their teams and to lead them with empathy



**Purpose**

- ✓ Team coaching to build trust, raise levels of awareness and emotional intelligence
- ✓ Design offsites to align objectives and be clear on challenges and cultural alignment
- ✓ Connect employees to the purpose, values and vision

**Progression**

- ✓ Team coaching to maximise team communication, emotional intelligence and growth mindset
- ✓ Coach managers and leaders to set and deliver on their teams' KPIs and objectives
- ✓ Talent management and employee engagement

**Your Connections**

- ✓ Arm your employees with the tools they need to stay strong and manage their own wellbeing and resilience
- ✓ Create opportunities between groups for greater connection, feedback and open communication

A photograph of five business professionals (three women and two men) sitting around a table in a meeting room. They are engaged in a discussion, with some looking at laptops and one man pointing at a globe. The image is overlaid with a green tint.

# Employment Solutions

TRUST, TRANSPARENCY AND  
CONSISTENCY

When we create policies, consultancy agreements or employment contracts or when we advise a CEO, have a laugh with Julie from HR or lend a compassionate ear to the troubles of an Account Manager feeling poorly treated, we are mindful that the principles of trust, transparency, and consistency are essential to employees. When we draft a settlement agreement, consider an IR35 issue, or challenge a party head-on in a TUPE dispute, employees are at the centre of this work and everything we do as employment legal experts. So, in turn we are conscious of the expectations of employees that these principles will be adhered to by all decent employers who want happy employees.



## Trust

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Employment law has developed over recent decades to strengthen the trust between employer and employee. Policies and laws now ensure that a woman can have greater faith that she can't be dismissed for being pregnant and that she will receive the same remuneration as her male colleagues. Staff policies indicate the values and ethos of an employer and employment contracts are promises made between employer and employee. Across the board they should reflect the core values of a company.

## Transparency

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This is a fundamental principle that goes straight to the heart of the employment relationship and the rule of law itself. We believe that transparency and openness in the workplace leads to higher engagement, stronger two-way communication, and on further to greater levels of creativity. We advise our clients of their responsibilities as employers and how they can protect their interests and those of their employees. It is important that everyone knows where they stand to make the right choices and decisions. After all, we want our clients to grow with less risk.

## Consistency

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With consistency comes fairness. Inconsistency can be the downfall of management. Our work with HR on company procedures extends far beyond paying lip service to what might be some lesser-known law; we strengthen internal processes and train key individuals in organisations to ensure policies are implemented and adhered to. Processes are the starting point and end point for the management of a company, its employees and ultimately its smooth running.

We are now in what has been called ‘the great resignation’. Workers are on the move and employers are seeing high turnover of staff who are looking for something new. Our employment law team can help Microsoft Partners grow their company in a way that benefits both employer and employee. We can ensure your company values and mission will be reflected in and flow through your internal contracts and policies to support happy smiley employees!

“

I have had the pleasure of working with Megan on a number of projects now. As a stand-alone HR person, the practical advice, knowledge and guidance I get from her is so valuable. We are a growing organisation and ensuring our policies and other documentation is up to date is vital. Megan has been instrumental in getting that work done, she is really good at explaining her advice and actions which is helping build my knowledge and will go the extra mile to ensure we meet deadlines needed. Thank you!

”



## Julie Phillips

**PEOPLE, CULTURE AND EXPERIENCE LEAD,  
COEO**

“

Megan is fantastic to work with, she is very knowledgeable and quick at responding on all kind of topics. As a start-up we had a lot that needed done without having much time to brief her, however we always felt confident Megan would produce documents with a quick turnaround. Not only Megan is very professional and an expert in her field, she also has a great sense of humour and great recommendations!

”



## Liz Boot

**BUSINESS OPERATIONS & HR COORDINATOR,  
LEDGEREDGE**

A background image showing a group of people in a meeting or collaborative work environment, overlaid with a red tint. The image is partially obscured by the large number '03' and the main title.

03

# Why your 'WHY' is so important

People don't buy what you do, they  
buy why you do it

Yes, we are lawyers, that's what we do. But why do we do what we do? You're a Microsoft Partner, working with technology is WHAT you do. But WHY do you do what you do?

How much time do you spend connecting your team to the WHY – or common purpose – of your business? Do you understand that sharing a common purpose and having a sense of belonging to something bigger than yourself is core to driving excellence?

At our recent Law 365 company retreat we wanted to work with the team to connect to our common values and to discover what this means for clients and our staff. After two days away from the office together, we went home with a greater sense of belonging in the team, and a stronger trust and connection to the vision and purpose of the company.

The return on investment on a company retreat like this is exponential!



We know that when the individual members of a team are happy, they will perform at a higher level and they will be more aligned to the company values.

Ultimately we know that, by growing and sustaining a great place to work, we're better able to give our clients a world class experience.

## 4 reasons why 'WHY' is so important in creating a culture of high performance.

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Your WHY is your Purpose. WHY do you do what you do? What motivates you and those around you?

# 01

### **WHY** connects your people

It pays to invest time in people to allow them to connect with each other on a deeper level by understanding their own values. If you allow them to realise that everyone is unique and has something different to offer, you will create a team that has a high level of emotional intelligence, trust, and awareness of each other, which ultimately creates an excellent working culture.





The science of happiness teaches us that the more people can work collectively towards something that they believe in, the more successful and happy they will be. People need to feel connected to a purpose bigger than themselves because it helps them to understand how they can then progress towards it. It gives individuals a sense of control over their future and helps them to feel connected to one another.

One way to ensure your people are on board with this is to get them together in a meaningful way! This is not rocket science but how often do you really connect with your team? Not just beers in the pub, but how often have you allowed your team to share stories, to open up about their dreams and aspirations and to really listen to each other? Creating an opportunity where this can happen will deliver incredible results!

# 02

## **WHY** drives behaviour change

What are your values? Have you discussed values with your employees?

Understanding the collective values in your team helps to shape the collective WHY.



Defining the core values in your organisation allows you to set the standards and create the culture that drives what people love about the company. This then makes it easier to hire other people who will fit in with these values.

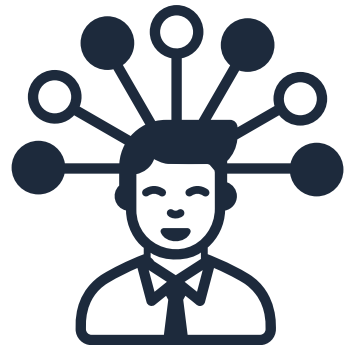
This work must be done at an individual and team level so these values can become embedded into the fabric of the organisation.

When you unite people with common values you can have a diverse workplace and culture that embraces the differences and is values-led.

# 03

## **WHY** boosts performance

If you spend time understanding what underlies your reason for being, what drives you, what motivates you and what makes you happy, it makes sense that you will be more productive! Working with a coach to understand what your personal values are and how these align to the work you do is always enlightening and can sometimes be uncomfortable. We are often unconscious of our values and yet they can be a big drain on our energy and performance if we are not living and working in alignment with them.



According to a study referenced in a recent Harvard Business Review article<sup>7</sup>, ‘workers who knew they were pursuing social purpose were 24% faster and had 43% less downtime than those who didn’t, and there was no loss of quality.’

What this means is that those workers who were connected to the purpose behind why they do what they do and were aligned with their values were ultimately better workers! Doing this work can feel hard (or perhaps a bit fluffy) but the results are indisputable.

# 04

## **WHY** celebrates diversity



At Law 365 we asked our team:

*“What is your reason for existing on this planet?”*

This is a big question. It can be hard to answer and is met with a broad range of answers as we are all so unique. We didn’t expect everyone to have an answer roll off the tongue unprepared, but it has sparked a myriad of conversations since that has created a greater sense of openness and curiosity in the team.

Taking people out of their comfort zones and getting them to talk about themselves and where they have come from can help us to understand what’s important to them. It breaks down some of the barriers we put up to protect ourselves, and creates a sense of belonging with one another, which ultimately enable us to work more effectively together.

“

Law 365 hosted a round-table review with my sales team to explore ‘The Art of Negotiation and Effective Communication’. The round-table provided the team with a good understanding of key terms in our agreement, their commercial importance to our business and the opportunity to test our negotiation tactics in a safe environment – a great learning experience for the team.

Law 365’s performance coach, Louise Otton, really focused on how we engage and build trust with our clients effectively. The discussion was very natural, highly engaging and crucially helped the team develop new ways of working that we look forward to putting in to practice when engaging with prospects.

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**Matt O’Callaghan**  
**CHIEF SALES AND MARKETING OFFICER,**  
**PEPPERMINT TECHNOLOGY**

HAPPY 365



# 04

## HAPPY 365 in practice

# Case study #1

## SILICON REEF - SYNERGY FOR SUCCESS

Silicon Reef, a successful and growing Microsoft Partner, asked for our help to realign their leadership team after a recent acquisition. Acquisitions and mergers can present unique challenges in the workplace – a clash of cultures, different values and purpose and a bigger mix of personalities to navigate – so, they knew there were a few hurdles to clear before they could achieve their dream.



We enrolled them on our HAPPY 365 'Good to Great' Programme (inspired by the book: "Good to Great: Why Some Companies Make the Leap...and Others Don't" by Jim Collins) with the promise of transforming their leadership team by uniting them with a common goal and equipping them with the skills to manage and develop others. We took the leadership team offsite for an afternoon of team coaching using the Belbin Team Roles as a framework for discussion. Getting away from the office gave them the time to think clearly to make some strategic decisions about who did what role within the team and the Belbin analysis really highlighted where the team was strong and where they needed support in order to be successful.

**We asked them, “Who do you want on your ‘bus’ on your journey to becoming a better workplace?”**

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This is a really useful exercise for any leadership team and especially post-acquisition where sometimes there can be people filling multiple positions, duplicating work or there may be gaps in the team. For Silicon Reef, the issue they needed to address was clarity of job roles and there were some gaps to fill. There are only a certain number of seats to fill on your metaphorical bus and it can require some juggling to get the right people in the best seat before you can head off in the right direction. They reassessed their ‘bus’ and moved their leadership team into roles that played to their strengths.

**Now they needed a roadmap**

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So Silicon Reef’s bus was ready to roll, and the next step was to make sure everyone knew where they were going and why. It’s vital to work together to agree a common purpose that includes everyone so that you can head in the same direction united.

**The teamwork was followed by 6 months of 1-2-1 coaching**

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This work can sometimes be uncomfortable and challenging because it requires self-awareness (which is where great leadership begins!) – but it’s almost always enlightening. Fortunately Silicon Reef has already seen incredible improvements, both for individuals and as a team, and is completely converted to the power of coaching.

## They're now investing in the next level of leaders

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We're now providing the next level of leaders with the same experience – giving them the gift of time to think, to focus on their goals, identify their strengths and to understand how their behaviour impacts others. Using DISC or Myers Briggs MBTI psychometric profiles helps to drive deeper levels of self-awareness and improves communication.

While our Executive Coach addressed the systemic issues in the business post-merger, the Employment team supported Silicon Reef with some challenging processes and decisions to streamline their resources. They worked in partnership with the leadership team to determine the best way forward for the business.

Our job is to protect our client, so we're always looking for ways to mitigate risk and anticipating issues that might arise so the business is prepared for the widest range of possible reactions and outcomes.

We worked closely with them to understand what they wanted to achieve and the available options. We were able to help in the following ways:

- Risk analysis
- Timetabling and project management
- Scripts (e.g. for employee meetings from restructuring to performance reviews)



- > Support and troubleshooting
- > Regular reviews and re-assessments as the processes progressed to ensure the best result for the business in all the circumstances.

Next we're helping them to re-launch their employment contracts. We want to bring together the work the team has done with Louise and embed the values and culture of the business in every policy and contract. Our goal is to create fun and friendly employment contracts that do what Virgin Atlantic did for the in-flight safety announcement – taking them from drab to fab!



Since working with Law 365 and their Performance Coach to implement HAPPY 365 at Silicon Reef, we have reaped the rewards in more ways than one! By focusing on the 5 building blocks of Health, Autonomy, Purpose, Progression and Your connections, we have developed both our business growth and our ethos of 'Work Happy'. Through team coaching, 1:1 coaching, support with KPI and objective setting and ensuring that our employment legalities are in order, Law 365 is really helping us.



Alex Graves

CEO AND FOUNDER, SILICON REEF

## Case study #2

### CREATING YOUR HAPPY PLACE

Infinity Group is a highly successful Dynamics and Managed Services Partner, serving small and mid-market clients. They already had a good culture but they wanted to be the best. They'd started working on their three year growth plan and knew that people were key to their success. Infinity really embraced the concept of HAPPY 365 and asked us to help them to embed it into their culture. So we set to work!



#### What are your values?

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Starting at the top is key to role modelling the change you want to see in your business. So we started with the senior leadership team, helping them to identify and define their set of core values. If you want to be a purpose-led organisation, you need to be clear why you do what you do and what drives you to do it in the way you do it.

### **How can you embed your values in your culture?**

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It's all very well having values but if you don't put them into action, they are meaningless. We asked the leaders to answer, "What would an ideal person living the company values be thinking and feeling and how would they behave?" Importantly, what behaviours would you not want to see? The senior leaders are now having these conversations with their individual teams – asking them to share their own stories around what the values mean to them and building a sense of excitement and ownership of their workplace culture.

### **Great leadership starts with self-awareness**

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Following the successful team session, all the senior leaders dedicated time in their diaries to invest in their personal development through 1-2-1 coaching. Taking time to grow into a more mindful and conscious leader can feel like a luxury for any busy person but the results show that it helps them to nurture happy teams and prepares them to move forward through the sticky times. We all know that ineffective leadership can be toxic, fortunately the long term benefits of great leadership also has a ripple effect on the overall culture and performance.

Our Employment team is now playing the vital role of capturing Infinity's values in all paperwork, so they become part of the fabric of the way they treat employees and work with others:



We wanted to understand more about what was important to Infinity, so we started with some collaborative meetings to define the priorities for their people policies and the contract of employment. We listened, we clarified, and we joined forces to come up with a plan. We love it when a plan comes together!



We also "ran a diagnostic" on their current set of policies, the handbook and contract of employment to resolve any gaps and issues.



With some great insight and context our next step is to work our magic with a brand new "easy-to-read" contract of employment. We like to go the extra mile, so we presented the client with a couple of options - a visually-fun design with graphics and photos and a more formal contract. They chose the latter. Now we're creating new employment policies with a keen eye to embed Infinity's culture and values in each one.

Infinity Group is already impressed with the transformation it's seeing and the improvements it's making. Rob Young, Infinity CEO, is set on building a great place for people to work so the company can scale rapidly.

## How coaching and employment services impact the bottom line

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It's simple maths:

Your business + HAPPY 365 = Happy people, increased staff retention, recruitment success, higher profits.

- > *Highly engaged teams show 21% greater profitability<sup>8</sup>*
- > *The average cost of employee turnover, based on the average UK salary, is around £11,000 per person. The cost to replace a senior staff member can be anything between £40,000 - £100,000<sup>9</sup>.*

Imagine what would happen if you invested your resources a better way – increasing engagement and supporting and motivating your people? Isn't your time better spent figuring out the purpose of your business and embedding those values in your employment contracts and policies?

Engaged employees show up every day with passion, purpose, presence, and energy. Your clients will notice!

“

Investing in your people is simply good business. Imagine you are a Microsoft Partner with 50 employees, a turnover of £5 million, with £500,000 of profits and an attrition rate of 17%? The associated costs of recruiting and onboarding new staff, plus the time spent and know-how lost in the business, could be costing you £115,000 a year. That is 23% of your profits lost because people are not as engaged and happy as they could be. And the cost of finding new people is another pain point for any business, especially now. It's not just the percentage you pay the recruiter – there's the advertising, and the training it takes to get your new hire up to speed, and the many hours it takes your senior team to mentor them and grow their confidence and skills. Don't let that investment walk out the door! Keep them HAPPY instead.

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## Tim Wallis

**CHIEF VISION OFFICE AT LAW 365  
AND FOUNDER OF CONTENT AND  
CODE**

HAPPY 365



# 05

## Meet the Team

## Meet the Team

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### About

# Megan O'Hara

PARTNER

Megan is shiny and happy when she is advising and supporting Law 365's clients with solutions to their complex employment law conundrums or offering legal counsel to business owners and Chief People Officers seeking commercial and legally robust options.

Megan is a skilled employment lawyer providing clear, reassuring and insightful advice across a wide range of HR and employment law issues. She has been delighted to assist Law 365's clients with their aim to be progressive, trailblazing and supportive of their employees by drafting innovative policies including transgender policies.

Megan is commercially astute and able to swiftly and thoroughly assess the practical needs of clients delivering solution-driven, sensitive advice confidently with a keen eye for mitigating risk.

She is friendly and down to earth. She is often told she is "not a typical lawyer" (although she does love to win an argument)!

Contact Megan:

[megan@law365.co](mailto:megan@law365.co)





### About

# Louise Otton

EXECUTIVE  
PERFORMANCE COACH

Louise is energised by supporting Law 365 and their clients to be the best version of themselves so they can step into their roles with confidence, maximise their impact and performance, while balancing their wellbeing and resilience both at work and home.

Her coaching style is fun, supportive and challenging. Louise engages, encourages and empowers you to move towards your desired outcomes. Through listening, asking insightful questions, being a thinking partner, positive psychology, neuroscience, psychometrics, mindfulness, coaching tools, exercises and self-reflection, she builds your self-awareness, confidence, growth mindset and inspires you to find fresh perspectives and unlock any personal blockers to growth and identify solutions.

As an ICF PCC post-graduate coach, Louise draws on a wealth of experience. She has worked in large corporate environments with senior executives, overcome ill-health from chronic fatigue syndrome, survived redundancy, and become a mother while starting a new business. Her life experience has fuelled her interest in the psychology of behaviour.

Contact Louise:

[louise@law365.co](mailto:louise@law365.co)

## References

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- 1 [Microsoft 2021 Annual Report](#)
- 2 [Authentic Happiness](#)
- 3 [The LinkedIn Global Talent Report 2022](#)
- 4 [Microsoft Survey](#)
- 5 [The World Wellbeing Movement](#)
- 6 [The World Happiness Report 2022](#)
- 7 [Why Your Values Belong at Work](#)
- 8 [Gallup Survey: 10 Timely Statistics About The Connection Between Employee Engagement And Wellness \(forbes.com\)](#)
- 9 [Croner.co.uk](#)

## Further reading

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|--|--|
| 1 <a href="#">Drive, Dan Pink</a>                  | 4 <a href="#">Solve for Happy, Mo Gawdat</a> |
| 2 <a href="#">Delivering Happiness, Tony Hsieh</a> | 5 <a href="#">Dare to Lead, Brene Brown</a>  |
| 3 <a href="#">Start with Why, Simon Sinek</a>      | 6 <a href="#">Good to Great, Jim Collins</a> |

**HAPPY 365**

R S W U M Z C J S R M R C C O R Q J I Y  
L R X H A E Q B Q M U A G T V C T R M L  
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D E V E L O P M E N T R Y C A B O G U C  
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**AUTONOMY COMMUNICATION CONNECTEDNESS CONSISTENCY  
CULTURE DEVELOPMENT GROWTH HAPPY HEALTH PEOPLE  
PROFIT PROGRESSION PURPOSE RECRUITING RETENTION SUCCESS  
TRANSPARENCY TRUST VALUES WHY**



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