

how to have a

**good
day**[®]

Our services

Our Mission

We help people be at their best at work, every single day, using techniques that blend rigorous science with deep practicality.

Science as a source for optimism in the workplace

The past few decades of research in the **behavioral sciences** (behavioral neuroscience, psychology and economics) are giving us an increasingly clear picture of what it takes for human beings to think and feel at our best, and to truly flourish in modern life. Studies have pinpointed **small changes** that can have a **disproportionately large impact** on our ability to handle heavy workloads, difficult conversations and complex problems. It's enormously encouraging. But most people's daily routines don't yet reflect these research findings.

And that's where How to Have a Good Day comes in

For nearly 20 years, we've been translating this science into practice, showing professionals how to apply research-based insights to improve their **performance, productivity and wellbeing**. We've done this by coaching leaders, teaching workshops for groups, advising companies, and writing a bestselling book that has been published in more than 60 countries. We're on a mission to make the working world a better place – and we're proud to be able to say that we've helped create millions of better days at work. Here's to more good days for all!

Our Workshops



Give us just a few hours, and we can make Good Day habits easy to learn, apply and share. That's because we pay close attention to the how, why and who of the learning experience →

How

HANDS-ON
PRACTICE

Why

EXPLAINED BY
SCIENCE

Who

TAILORED
TO YOU

Our Workshops

How

HANDS-ON PRACTICE

We don't just share interesting ideas for people to go away and reflect on. In our workshops, people spend most of the time applying the techniques we teach to **real situations** they're dealing with. This **learning-by-doing** not only means that the concepts stick – it also means people see immediate impact from attending our sessions.

Why

EXPLAINED BY SCIENCE

We explain the **key scientific ideas** behind the techniques, in simple and engaging language that anyone can grasp. We've found people are far more likely to embrace and hold onto a technique if they understand **why it works** – and this deeper level of understanding also makes it easier for them to share the techniques with their colleagues.

Who

TAILORED TO YOU

We have a lot of tried-and-tested material, but we never do truly "off the shelf" work because no two organizations are the same. Once we have learned about your context through **in-depth discussions** with you, we design our sessions to make sure we're focusing on the exercises and examples that are **most relevant** in your context. We aim to speak your language, echoing your terminology and priorities as we teach, and helping you link our workshops to your wider learning goals.

The result? People walk out of How to Have a Good Day® workshops with an unusual level of commitment and clarity about the practical steps they can take to be at their very best every single day.

Our Process

It's not just about delivering a workshop.

We help you select the right session for your organization, customize it to your needs, link it to your context, and help you make sure the impact sticks long after people have gone back to their day jobs.



Connect



Prepare



Teach



Support

We speak to you to learn about your workplace context, culture and aspirations, to jointly agree what will help take you to the next level of performance, productivity and wellbeing. We also do additional independent research to better understand your organization's context.

We carefully choose the exercises that will help you meet your goals. We then tailor them to your needs, design a flow for the workshop that will feel natural and logical, and prepare the supporting materials needed.

We come to your workspace or an offsite location and create an enjoyable, transformative, interactive learning experience for you and your colleagues. By the end, people have already started to apply the concepts, and have a clear path forward.

We give you excellent summary materials and a follow-up plan – including, for example, automated reminders, journal pages, and an app – to help you and your colleagues embed what's been learned, day after day.

FOR CURIOUS GENERALISTS:

How to Have a Good Day



In this workshop...

You'll get a broad-based toolkit to help you use insights from behavioral science to take more control of the quality of your everyday experience of working life.

Tackling each day on your own terms

Whether we have a good day at work depends partly on things we can't control – perhaps we run into an unexpected crisis, or our colleagues seem unusually cranky. But behavioral science shows us that many things that seem fixed or random can be surprisingly strongly influenced by our own actions, once we understand just a little of how our brain works. In this workshop, you will learn how to use a range of practical science-based techniques that are easy to build into your daily routine and that will transform the **enjoyment, effectiveness and productivity** you're able to get out of each day.

How to Have a Good Day

Half Day

The workshop covers a **core set of techniques** that will enable you to:

- Get significantly more out of the time you have
- Boost your intelligence when you're tackling difficult tasks
- Shift other people's bad behavior in the right direction
- Shift the overall tone of your day toward something more positive

In a small amount of time, you'll see how to put many more good days within reach.

Full Day

In the full-day workshop, you'll learn about the **three central behavioral science ideas** that underpin all our interventions, and you'll learn **seven practical techniques** that equip you to:

- Set the tone for your day
- Manage time more effectively
- Ace difficult conversations
- Boost your creativity
- Get your ideas heard
- Increase your resilience to ups and downs
- Lift your energy from day to day

FOR THOUGHTFUL LEADERS AND MANAGERS:

How to Create a High-Performance Team Culture



In this workshop...

You'll learn how to use insights from behavioral science to raise your game as a leader – equipping you with ways to get the best out of your colleagues every single day, and boosting your own performance and wellbeing in the process.

Leadership skills for the future of work

The workplace is set to change dramatically in the coming years, as predictable and routine tasks are increasingly automated. But humans have distinctive advantages over even the most sophisticated robot: we can make wise decisions and creative choices in situations where the answers aren't black and white; we can be empathic and inspiring, even in challenging times. In the future, there will be a premium on leaders and managers who know enough about behavioral science to be skilled in creating team environments where those precious human strengths – **wisdom, creativity, empathy, inspiration** – can flourish. This workshop teaches you how to do exactly that, with confidence.

How to Create a High-Performance Team Culture

Half Day

In this workshop, you will:

- Learn the everyday norms and habits that enable people's brains to function at their cognitive and emotional best
- Practice science-based techniques that enable you to get more out of the individuals and teams you work with
- Discover the most effective ways to manage people's time and energy

Full Day

Everything included in the half day, plus some or all of the following:

- **Resilience** in the future of work: Learn how to help your colleagues navigate uncertainty and upheaval in their ways of working
- **System change**: Explore how to apply these insights to the design of processes and norms, to more fully future-proof your team and organization

This [McKinsey Quarterly article and video](#) give a taste of this leadership workshop's themes.

FOR OVERLOADED PROFESSIONALS:

How to Make Your Time and Energy Go Further



In this workshop...

However large your workload, you'll learn how to create the conditions for maximum productivity and minimum stress, to end each day with more of a sense of meaningful achievement and progress.

Less burnout, more brilliance

We all want to make the most of the hours in the day – but it's not always easy to see how to keep our balance when we are surrounded by the always-on demands of modern professional life. And as we advance in our careers the sense of being overstretched often intensifies. We may be good at prioritizing what's important – and yet feel stressed by the fact that we can't hope to complete everything on our plate on a given day. This advanced productivity workshop shows you how to create the optimal conditions for your brain to function at its best as you tackle a heavy workload, allowing you to better sustain your mental energy and achieve more of what matters each day.

How to Make Your Time and Energy Go Further

Half Day

In this workshop, we will cover:

- Techniques for achieving greater focus, better insight and more output
- A “calendar clinic” to help you reorganize the way you structure your days for maximum productivity
- A “to-do list clinic” to help you rethink the way you frame your priorities
- An approach to help you define and set your boundaries more effectively

Full Day

Everything included in the half day, plus some or all of the following:

- **Procrastination:** How to make progress on the tasks that never seem to get done
- **Insight:** A range of techniques to unblock your thinking when you’re exhausted
- **Stress reduction:** A range of tools to help you stay calm when situations at work threaten your sense of balance

Read about one of our [productivity-enhancing techniques](#) in this [article](#) in **Business Insider**.

FOR COMPLEX SITUATIONS:

How to Boost Your Resilience to Setbacks and Uncertainty



In this workshop...

You'll learn how to stay calm, clear and creative while navigating challenging situations, and how to rapidly get back on track if things don't go as you hope.

From choppy waters to smooth sailing

Disappointments, frustrations and periods of uncertainty are inevitable in any modern job. Perhaps a project falls short of its goals. Maybe there's a tense situation over resourcing, or a question-mark over your role. At times like these, we all want to respond wisely. And yet, studies have found that our brains don't perform as well when we're stressed or irritated – and that can make it hard for us to do the right thing when we're under pressure. Luckily, behavioral science research points to a number of techniques we can use to stay centered and sharp while navigating tricky situations, as well as effective ways to move forward after the storm has passed. You'll walk out of this workshop knowing exactly how to use them in your own life and work.

How to Boost Your Resilience to Setbacks and Uncertainty

Half Day

In this workshop, you will learn:

- A range of techniques for staying calm and centered in the heat of the moment
- How to most effectively prepare for interactions or situations that are likely to be stressful
- Approaches that help you move on from difficult situations and think clearly about the right way forward

Full Day

Everything included in the half day, plus some or all of the following:

- Uncertainty: How to feel in control and think clearly in ambiguous situations
- Crisis response: How to frame discussions of problems and mistakes to reach better, wiser solutions
- Problem-solving: How to make complex issues more manageable and overcome blindspots in thinking them through

Read about one of the [resilience-boosting techniques we teach in this Quartz article](#).

FOR BETTER COLLABORATION:

How to Master Challenging Conversations



In this workshop...

You'll gain a new level of confidence in your ability to have productive, positive conversations that leave your relationships in a better place, even when you're starting from a point of clear disagreement.

Turning tension into trust

In even the happiest of workplaces, there are occasional tensions that arise because of differences of opinion, mismatched expectations, or unhelpful behavior. Ideally, you find a way to surface these issues in a way that leaves everyone in a good place. But all too often, a fear of conflict leaves important things unsaid – or if a conversation does happen, it's tinged with anger or frustration, and doesn't move the situation forward all that much. The good news is that there are proven ways of handling these sorts of conversations that lead to stronger relationships, more empathy, and better professional outcomes. In this workshop, we'll explain the science behind why those approaches work, and you'll have a chance to try out each technique by planning and rehearsing real conversations that you'd like to have (or would like to have handled differently).

How to Master Challenging Conversations

Half Day

In this workshop, you will learn:

- The two types of mental preparation that help us handle important interactions skillfully and gracefully
- Safe step-wise route-maps through the most common types of “difficult” conversations we typically encounter: giving feedback, raising serious issues, resolving disagreements, dealing with mistakes or problems

Full Day

Everything included in the half day, plus some or all of the following:

- **Coaching:** How to help a colleague respond to feedback they’ve received on their behavior
- **Diversity & Inclusion:** How to encourage and harness diverse perspectives in your group discussions

For more detail on these coaching and diversity modules, see the next page →

Read about one of our [conversational mastery techniques in Harvard Business Review](#).

How to Master Challenging Conversations

Coaching

Once you've learned how to have an effective feedback conversation with a colleague, wouldn't it be good to know exactly how best to help them improve and develop in response to that feedback?

In this session, we teach a set of foundational coaching skills that any professional can use to help a colleague improve their performance, shift their behavior, or solve a problem. We demonstrate the power of non-directive coaching versus simply telling people what to do differently, and we equip participants with a clear 4-step framework to guide them through both formal coaching conversations and informal "corridor coaching."

As part of the session, participants will have plenty of chance to practice the techniques by coaching each other on real topics – which means that apart from learning to coach others, they will walk away with a clear way forward on at least one of their own personal priorities.

This **Coaching** session can be run as stand-alone half-day workshop.

How to Master Challenging Conversations

Diversity & Inclusion

We know that diverse perspectives help groups get to better answers, by helping them overcome common decision-making biases such as groupthink and default bias.

And yet, most of us instinctively tend to prize alignment and harmony in group discussions. It feels good when everyone's pulling in the same direction, and it can quickly feel tense when people have different views on a topic. So with the best of intentions, you can have people with different demographics and life experience sitting around the table – and still fail to have a discussion that properly includes different points of view.

So this session teaches a number of group discussion techniques that enable you to get the best of both worlds – bringing diverse and challenging perspectives into group discussions, while helping everyone feel that they're truly on the same team. It's a toolkit that can also be used by participants to reduce their own blindspots doing solo problem-solving.

This **Diversity & Inclusion** session can be run as stand-alone half-day workshop.

Bespoke Services

Interested in combining multiple workshops into a more extensive development program, or building an offsite program around How to Have a Good Day content?

We have nearly two decades of experience in designing longer-term training and development programs and multi-day transformational offsite events. If you would like us to create a program that integrates multiple workshops, or would like us to embed our workshop content into a larger-scale intervention to support your organizational effectiveness goals, please let us know. We'd be delighted to help.

Interested in fully customized support to help you strengthen your workplace or team culture?

We have two decades of experience in helping leaders make large-scale cultural change happen in their organizations, drawing on robust insights from behavioral science. So let us know if you're interested in how we might design an intervention or create a program of support that is just for you. Examples of our recent work include:

- **A train-the-trainer program**, equipping a leadership team and 8 internal change agents to roll out a customized version of one of our workshops to improve collaboration and staff engagement
- **A series of team development workshops** for a global executive team, to help them unite around new priorities and lead change in an inspiring way
- **Advice** on ways to use insights from behavioral science in supporting positive system-wide change, e.g. through changes to leadership development programs and communications
- **Coaching programs** for senior individuals and small groups of peers

Testimonials

A SELECTION OF COMMENTS FROM OUR
HOW TO HAVE A GOOD DAY® WORKSHOPS:

“

Thank you for a truly great day! What a joy it was to host you. You were engaging and fun and we learned so much. I've heard nothing but great comments from everyone. Thanks for inspiring us all to have better days in the future.

”

“

This session was awesome. Caroline Webb is a great speaker and used really good real-life examples and exercises. She also used her own personal experience to illustrate her points. I left this session with useful tips and ideas that I could immediately put into practice.

”

“

Thank you for so thoughtfully putting together your workshop. I know how difficult an interactive workshop can be with a group of this size, but you hit it out of the park.

”

“

What a pleasure to meet you and go through the session today. You weave together your experience, personal storytelling and science with the ease of a beautifully flowing river. I know it represents years of hard work. Hope to see you again. Thank you!

”

“

Caroline Webb was the star standout of this conference...She was engaging and very relatable. I thoroughly enjoyed her session and the topic. I would love to attend any of her events in the future.

”

For more testimonials, visit howtohaveagoodday.com/workshop-testimonials

FAQs

Who are these workshops for?

The language and concepts in our workshops are applicable to anyone in your organization, from executives to the front line. The only exception is our workshop on “How to Create a High Performance Team Culture” which is designed primarily for people in leadership and management roles, or those needing to influence and engage others to achieve their goals.

How many can attend?

There is no lower or upper limit on the numbers. We know how to create intimacy even within large groups.

What's the format?

Our sessions are hands-on, with the bulk of the time spent with people applying our techniques to real situations through a mix of solo reflection, pair or small group work, and plenary discussion. We use workbooks and flipcharts to introduce the key ideas and set up exercises, and avoid slides (unless we're in a huge room, when a presentation can be a net benefit).

Are you flexible on the length of your workshops? I'm not sure we can take an entire day out, or even a half day off to do one.

Absolutely! We can adjust the length of our workshops to fit your schedule and needs. The more time you can spare, the more we can cover.

I have a different question. How can I reach you?

Excellent - please drop us a line at info@howtohaveagoodday.com.

We'll be delighted to hear from you!