

TRAINING PROGRAM: The Happy Class: Virtual Wellbeing Program Series  
PRESENTED BY: Marilyn Suttle, CVP, Suttle Enterprises, LLC

## SUMMARY

The Happy Class, a multi-session wellbeing course, provides the know-how for participants to become happier, more resilient, and engaged even during the most challenging of times. Research by Gallup, Harvard, and Hay Group shows that happiness improves personal and workplace effectiveness, increases productivity and builds self-trust and confidence when interacting within various networks of relationships. The material is backed up by science, research, and practical application.

Each action-packed, fun-filled virtual session is designed (by a certified virtual trainer) to keep participants engaged and eager to practice what they learn. Sessions include a variety of stimulating activities, stories, interactive virtual tools, and seven-minute breakout sessions. Breakout rooms add a strong engagement factor that increases program outcomes and creates a tangible way for employees to connect with each other and the material.

Participants gain tools to create a greater sense of wellbeing in every area of life. This course has a high attendance rate. There is a strong desire for happiness and wellbeing, especially during uncertain times. The problem is, without wellbeing-training and practice employees are more likely to burn out, disengage and experience mental or physical challenges during times of uncertainty. This proven multi-session program supports participants to apply and practice what they learn and share their successes.

## TOPICS INCLUDE:

- Increasing Happiness Set Points, Self-Awareness and Gratitude
- Restoring Peace During Challenges and Chaos
- Practicing Three Keys to Success and Happiness at Work & in Life
- Wellbeing Practices for Uprooting Habits of Unhappiness
- Challenging Self-Limiting Beliefs
- Igniting passion and purpose

These are not fluffy notions. You'll get practical skills and practices that work.

For more detail, view the Program Description on the following pages, along with background information about the presenter, Marilyn Suttle, CVP.

PROGRAM DESCRIPTION:

Session #	Module	Description	Length
Session 1	Happiness Set Points, Self-Awareness & Gratitude	<p>The objective of session 1 is to enable participants to:</p> <ul style="list-style-type: none"> <li>• Discover the three areas of their happiness set point: 1. Genetics. 2. Outside influences, and 3. Learned behavior</li> <li>• Understand the body's response to gratitude</li> <li>• Use specific practices for raising happiness set points and growing awareness of moments to appreciate.</li> </ul>	1-hour over Zoom
Session 2	Restoring Peace During Challenges and Chaos	<p>The objective of session 2 is to enable participants to:</p> <ul style="list-style-type: none"> <li>• Discover the power of choosing various responses to difficult events</li> <li>• Gain skill in finding the gifts received from challenges</li> <li>• Explore features of the mind that support and challenge happiness</li> </ul>	1-hour over Zoom
Session 3	The Three Keys to Success and Happiness at Work & in Life	<p>The objective of session 3 is to enable participants to:</p> <ul style="list-style-type: none"> <li>• Gain a greater sense of realistic optimism</li> <li>• Increase positive sources of social support</li> <li>• View stress as a challenge rather than a threat</li> <li>• Release the prisoner of "woe"</li> </ul>	1-hour over Zoom
Session 4	Happiness Habits & Wellbeing Practices	<p>The objective of session 4 is to enable participants to:</p> <ul style="list-style-type: none"> <li>• Identify one key unhappiness habit to replace</li> <li>• Remove and replace poor habits with Happiness Habits</li> <li>• Create a plan to habit-stack new practices into everyday routines.</li> </ul>	1-hour over Zoom
Session 5	Challenging Self-Limiting Beliefs	<p>The objective of session 5 is to enable participants to:</p> <ul style="list-style-type: none"> <li>• Understand the mechanism of repetitive thought</li> <li>• Reduce the charge of emotional memories that sabotage happiness.</li> <li>• Create an evidence journal of beliefs that support wellbeing</li> </ul>	1-hour over Zoom
Session 6	The Passion Test	<p>The objective of session 6 is to enable participants to:</p> <ul style="list-style-type: none"> <li>• Identify their current top 5 passions.</li> <li>• Gain clarity on what matters most to participants</li> <li>• Include more of what they love in their life</li> <li>• Activate a stronger sense of wellbeing at work and in life</li> </ul>	90 minutes over Zoom

## WHAT DO PEOPLE SAY AFTER TAKING THE HAPPY CLASS?

*"The Happy Class was a true gift for our employees. Thank you for teaching people how to find more happiness!"*

*"Employees rated her highly for offering practical, helpful tools and insights they could use."*

*"It has made me want to wake up in the morning and start working."*

*"I'm participating [in the] Happy Class and I'd like you to know that your teachings are definitely making positive changes on my journey!"*

*"I want you to know how much I enjoyed the Happy Class... I learned so much. I was on vacation during session #6 and I finished it today. The way you explained how to identify passions was so helpful. Thank you so much! This class has been so helpful to me!"*

*"Excellent learning experience. Thank you for sharing the gift - The Happy Class Life skills!"*

*"It has made me challenge my own thoughts, feelings, and actions in the way I interact with people."*

*"This has been sunshine in my week!"*

*"I have a better outlook on life and how to interact with others."*

*"It's changed my negative self-talk."*

*"I'm being more mindful of how I can change my response. I have also shared these tips with others!"*

*"Now I have more tools for changing my moods and 'tudes."*

*"It's improved my positive habits."*

## WHY SUTTLE?

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Marilyn Suttle, CVP works with companies that want to stand out as a provider of choice and with teams that want to work well together. She is a Customer Care expert and Employee Wellbeing & Engagement Speaker | Virtual Trainer | Coach.

- President of [Suttle Enterprises, LLC](#)—a personal and professional growth training company—for over 20 years.
- Triple Certified Virtual Presenter, Certified Event Host, and trainer for multi-national audiences in Fortune 500 companies—such as Kimberly Clark Corporation, Pfizer, and Cummins—and small to mid-sized firms in a variety of industries. Designer of energizing training programs, both onsite, hybrid, and virtual.
- National Brand blogger/podcaster and newspaper columnist featured posts on work/life balance, wellbeing, and relationship-strengthening skills.
- Three-time bestselling author. The American Management Association published *Who's Your Gladys?* *How to Turn Even the Most Difficult Customer Into Your Biggest Fan* in 2009. Followed by two more bestsellers.
- Hand-picked by BTE from 150 of North America's top customer service authors, speakers, and trainers to develop and be a featured expert in [The Customer Service Road Map Online Video-Based Course](#). This online training program has delivered lasting behavior change for thousands of service professionals. Based on her books, the course covers 7 core skills: A Winning Attitude, Communication Skills, Conflict Resolution, Customer Loyalty, Continuous Improvement, Resourcefulness, The Customer Experience
- Listed by Global Gurus International as one of the **World's Top 30 Customer Experience Speakers** for four years in a row, 2018-2022.
- Human Potential Trainer and coach with an advanced certification in the Canfield Methodology—a high engagement training methodology focused on success principles. She is also a Certified RIM Facilitator—Regenerating Images in Memory—an advanced coaching method (approved by NASW) that quickly and easily resolves mental and emotional blocks that hold clients back.
- Regularly sourced as an expert in major media outlets, including Psychology Today, Ladies Home Journal, U.S. News and World Report, and Inc. Magazine to name a few.
- Programs bursting with humor, compelling storytelling, high engagement, and retention strategies—all designed to cement learning and inspire action long after the training ends.

