



CONCLUSION: HAPPY CLIENTS, HAPPY LAWYERS



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The title of this chapter is “Happy Clients, Happy Lawyers.” Some people may argue that in today’s environment of economic uncertainty and widespread cut-backs, happiness is a luxury that clients and lawyers can ill afford.

But in fact, research shows—and everyday experience confirms—that happiness isn’t a frivolous luxury at work. In one of those life-isn’t-fair results, it turns out that the happy outperform the less happy.

Happy people are more altruistic, more productive, and more helpful. They’re more creative in solving problems—and more resilient when things go wrong. Because people prefer to be around happier people, happy people work better with others, and they make better team members, as well as better leaders. They’re healthier, and they have healthier habits. Happy people are less likely to show counterproductive work behaviors like burn-out, absenteeism, disputes, or counter- and non-productive work, than are less-happy people.

When we’re unhappy, we tend to become defensive, isolated, and preoccupied with our own problems. It’s hard for us to turn outward, to think about the problems of other people or the challenges at work.

Time, energy, and money spent to foster the happiness of clients and lawyers are resources well spent—both for the individuals affected and the firms and companies that employ them.