

BUILDING A STRESS-FREE WORKPLACE WITH MENTAL WELLNESS INITIATIVES

How a large ITES organisation managed to keep their employees stress-free and highly productive during demanding project periods with 1to1 Help Employee Assistance Program (EAP) services.



CLIENT PROFILE

Industry:

ITES

Number of employees:

50,000+

Number of locations:

Global business with multiple offices in
10+ locations across the country

Employee demographics:

Average age is about 24 years with a 70:30 male to female gender ratio. Most of the employees are graduates often from small towns.

THE BUSINESS NEED

The client, a large IT/ITES provider with offices all over the world, had high targets to reach in the highly competitive market they operated in. And their employees were being impacted mentally and emotionally with the quantum and nature of work. To address this problem and ensure that the workforce were well-equipped to handle deliveries, the client wanted to adopt proactive measures to encourage mental wellbeing at work.

THE SOLUTION

1to1 Help took this opportunity to enable employees to make positive changes in their lives. With a detailed plan that covered multiple locations, 1to1 Help rolled out services that were both valuable and meaningful.

REGISTER EMPLOYEES

All employees were pre-registered on the 1to1 Help portal and updated every month.

IDENTIFY CHAMPIONS

EAP Champions from the HR fraternity, with support from 1to1 Help SPOCs, were trained to identify and refer employees for counselling.

REVIEW PROGRESS

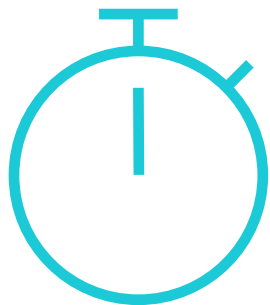
Monthly EAP utilisation reports were submitted to the senior leadership to ensure no business unit lagged behind in registrations.

RECOMMEND CHANGES

Critical cases and mental wellness initiatives under the EAP umbrella were discussed and recommendations made based on quarterly reports.

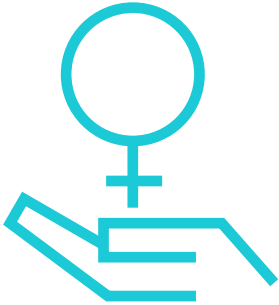
1TO1 HELP SERVICES USED

With an extensive range of EAP solutions on offer, 1to1 Help launched a customised plan for the client across all locations.



SHIFT LAG PROGRAM

Helps employees on night shift develop strategies to handle stress.



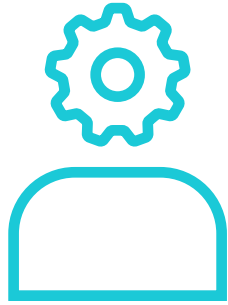
GENDER DIVERSITY SUPPORT

Psychological help for high-performing women employees.



CRITICAL INCIDENT STRESS / SPECIAL STRESS DEBRIEFING

Pre-incident preparedness and crisis management techniques for employees who have undergone trauma.



FOCUS GROUP SESSIONS

Stress redressal by counselling psychologists for employees who are finding it difficult to cope with workloads.

THE SOLUTION



“It was remarkable that during stressful times of financial crises, not a single suicide was reported while in the past the organisation had struggled with handling several cases of emotional crisis situations.”

- Senior management

1to1 Help services were very well-received by the employees with productivity and morale improving within the organisation.

Suicidal intent, workplace violent behaviour, abusive relationships, downsizing and other change management challenges – were all handled effectively by 1to1 Help’s trained counsellors and holistic programs. All employees

had a confidential space at the workplace to talk about the problems they were facing and were given adequate mental and emotional support.

Within a short span of time, 1to1 Help was able to bring about a positive change in the employees and build an emotionally healthy workforce.