

State of Emotional Wellbeing Report 2024

Inputs for 2025

The State of Emotional Wellbeing Report 2024 is the second in the series of such reports that has been compiled from our counselling sessions.

In addition, it contains insights from clinically recognised assessments and screenings.

This report analyses data from **83,000+** counselling sessions, **12,000+** elective screenings, and **42,000+** assessments conducted between January and November 2024.

We hope this report is a reflection of the emotional well-being challenges our nation is facing and the collective action required to address them. As we strive toward becoming a **\$7-trillion**¹ economy within the next decade, **prioritising emotional health will be crucial to achieving our shared goals.**

We are pleased to report that counselling utilisation increased by **22%** from the previous year, which indicates organisations are already taking a step forward in the right direction.

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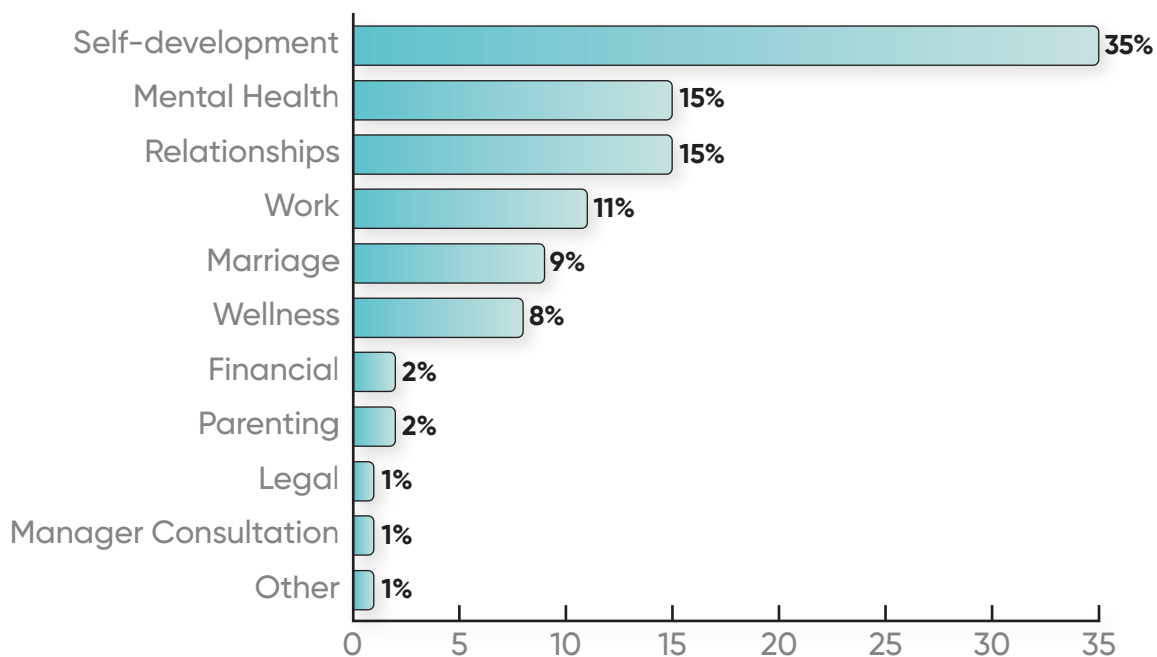
1. Growth marathon. (n.d.). CRISIL. <https://www.crisil.com/content/crisilcom/en/home/our-analysis/reports/2024/03/india-outlook-2024-report/growth-marathon.html>

Mental health related counselling increases

Compared to 2023, mental health concerns grew to become the second-largest concern for which members sought help in 2024. Growing awareness encouraged individuals to seek counselling for mental health concerns such as stress, anxiety, depression, ideations of self-harm/suicide and loneliness.

Counselling concerns

Counselling sessions availed in 2024 for each issue



23% of individuals seeking support for work-related issues wanted to work on **difficult workplace relationships**. They had difficulty with effective communication with managers and peers.

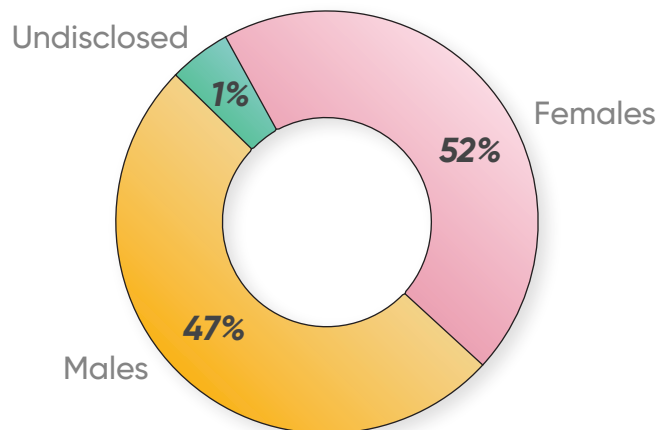
With the rise in mental health challenges, focus on psychologically safe workplaces is no longer optional—it's essential for the well-being of employees and the success of an organisation.

Men took more counselling sessions compared to previous years

While women are largely seen to be more accepting of counselling support due to awareness and reduced stigma; we saw a 7% jump in men who availed counselling compared to 2023.

Gender usage of counselling

Counselling sessions distributed among genders in 2024



70% of **financial** consultations were taken by **men**, **60%** of **relationship** counselling sessions were taken by **women**.

Men often exhibit stress from financial pressure and seek support. Meanwhile, women in their multiple roles as caregivers and professionals often disproportionately deal with the emotional labour that comes with holding these roles.

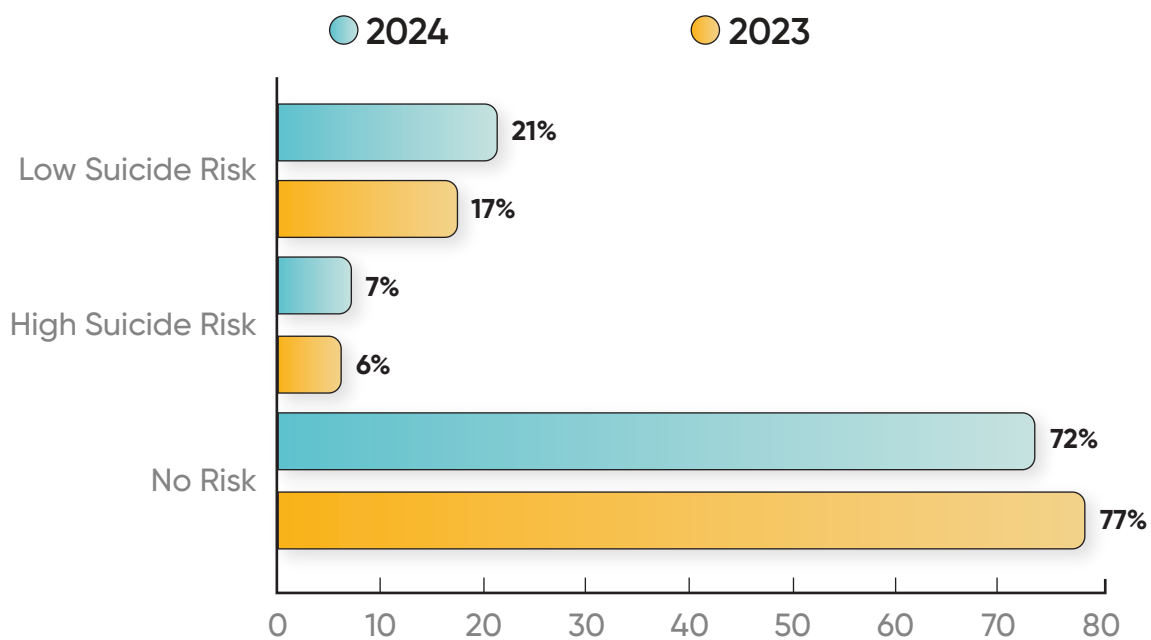
Men and women need different support at various life stages and transitions. Cohort specific interventions and peer support groups that address these gendered stresses may be most impactful.

Risk cases increased compared to last year

Compared to last year, **suicide risk** increased by **22%**, which can be attributed to greater participation in screening procedures driven by increased awareness of well-being programmes. **14%** of individuals reported to being **distressed** before availing counselling, which has **increased** from **12%** last year.

Suicidal risk in counselling

Counselling sessions distributed among risk category in 2023 & 2024



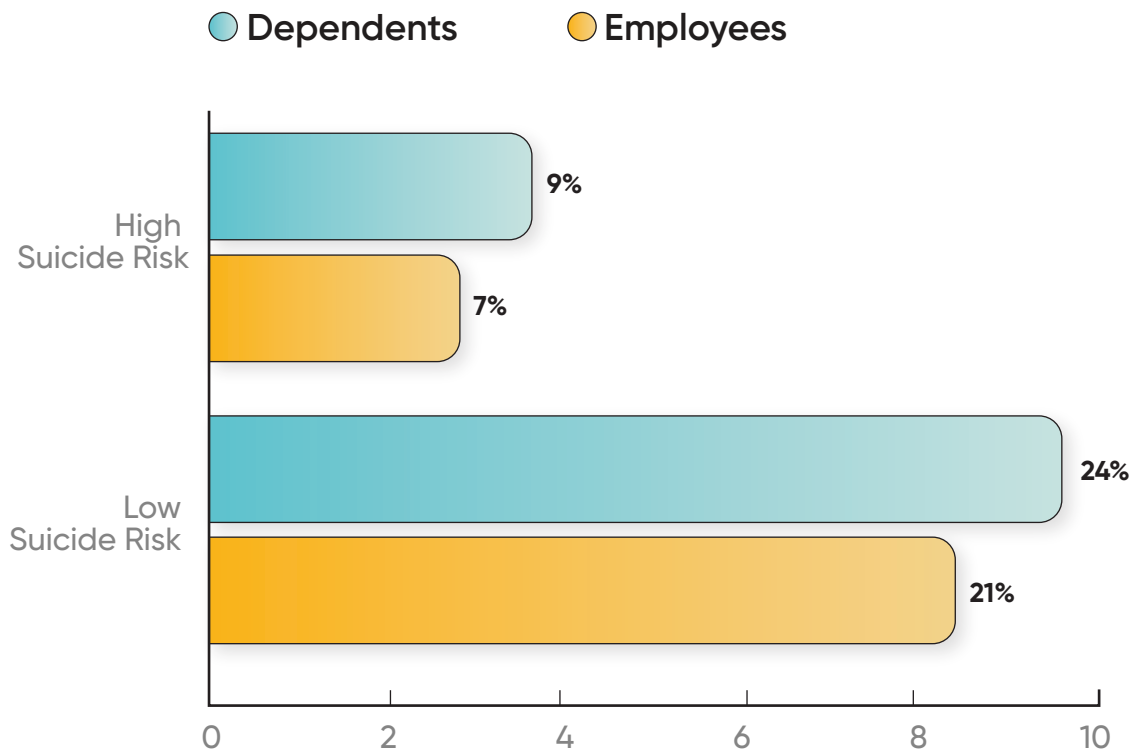
The increase in distress and suicide risk underscores the importance of accessible, reliable and timely support. Acting early and preemptively is crucial to employee well-being. Early interventions can mitigate the prevalence of high risk amongst individuals.

Leaders play a key role in raising awareness by encouraging the use of resources, sharing their own stories of struggle, and providing access to expert counsellors.

Dependents are at higher risk

Compared to employees, more dependents were identified to be at suicidal risk.

Suicidal risk among dependents and employees
Counselling sessions availed by dependents and employees distributed among risk category in 2024



Providing counselling support to dependents is crucial in addressing family-related stress that can significantly impact an employee's well-being and ability to engage.

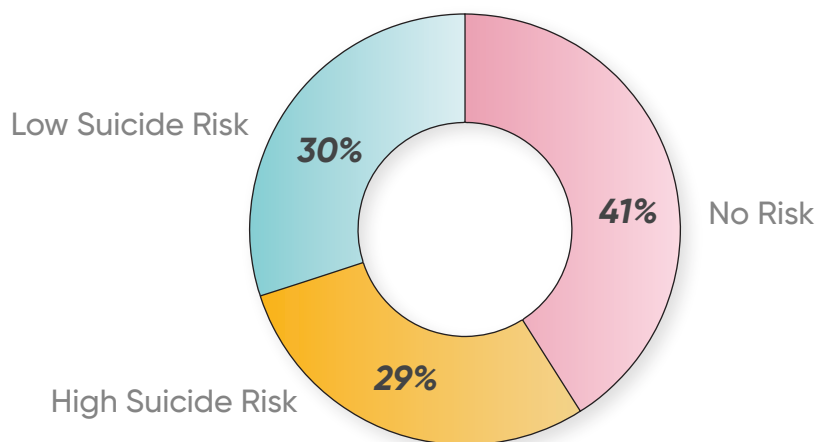
By extending the benefits of EAP to include family members, organisations reinforce their commitment to an employee's holistic well-being irrespective of where their stressors lie.

Majority of individuals referred by their manager displayed signs of suicidal risk

59% of individuals referred by their managers displayed some signs of suicidal risk. Managers play a critical role in recognising and addressing mental health challenges within their teams. **18%** of **awareness sessions** conducted in 2024 were for managers who were trained to identify distress and refer employees for counselling.

Suicidal risk identified by managers

Counselling sessions referred by managers distributed among risk category in 2024



Managers are often the first line of support for employees, who can make all the difference by ensuring they feel seen, heard, and understood, and more importantly, can guide them in accessing the help and support they need to recover and thrive.

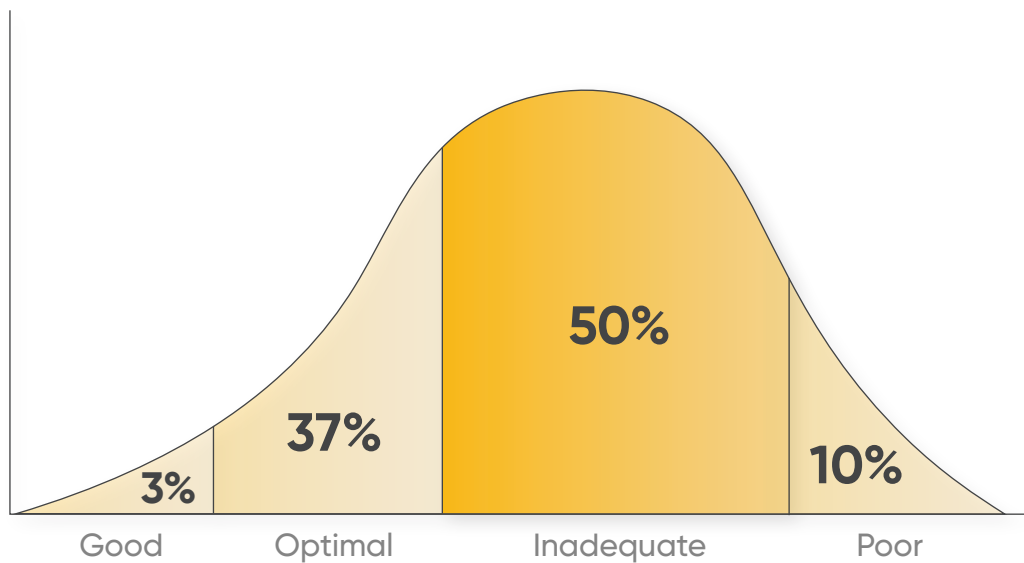
It is crucial to equip and sensitise managers to champion mental health initiatives for building psychologically safe workplaces.

Digital-life balance is need of the hour

Only **3** out of 100 individuals had a **good digital-life balance**. Majority of the individuals found it difficult to 'switch-off' or move away from their devices.

Report of digital life balance quiz

Results indicating the level of dependence on devices by an individual



The increasing reliance on technology has resulted in individuals struggling with their well-being.

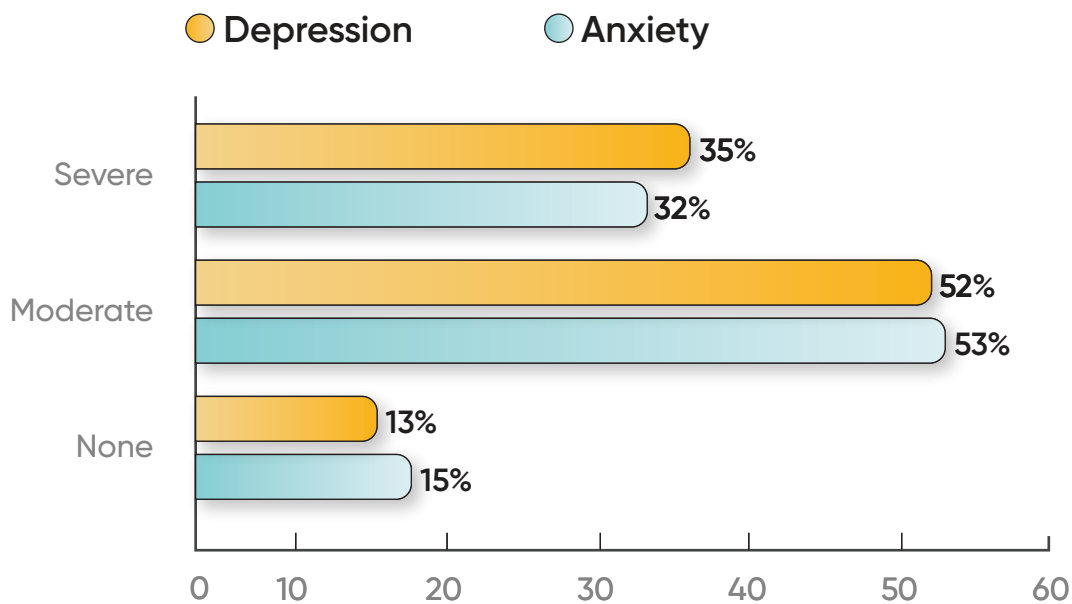
Leaders must prioritise non-digital interactions and equip employees with better coping strategies to reduce unhealthy dependence on devices.

More people screened positive for depression and anxiety

Compared to 2023, there was a 2% increase in people who screened positive for depression, in our elective pre-screening for first-time users.

Severity of depression and anxiety

Pre-screening data indicating severity of depression and anxiety in 2024



Counselling helps reduce depression and anxiety. Within 3 counselling sessions, **53%** of individuals who initially screened positive for **depression** experienced a **reduction** in symptoms, while **48%** saw a **decrease** in **anxiety** symptoms.

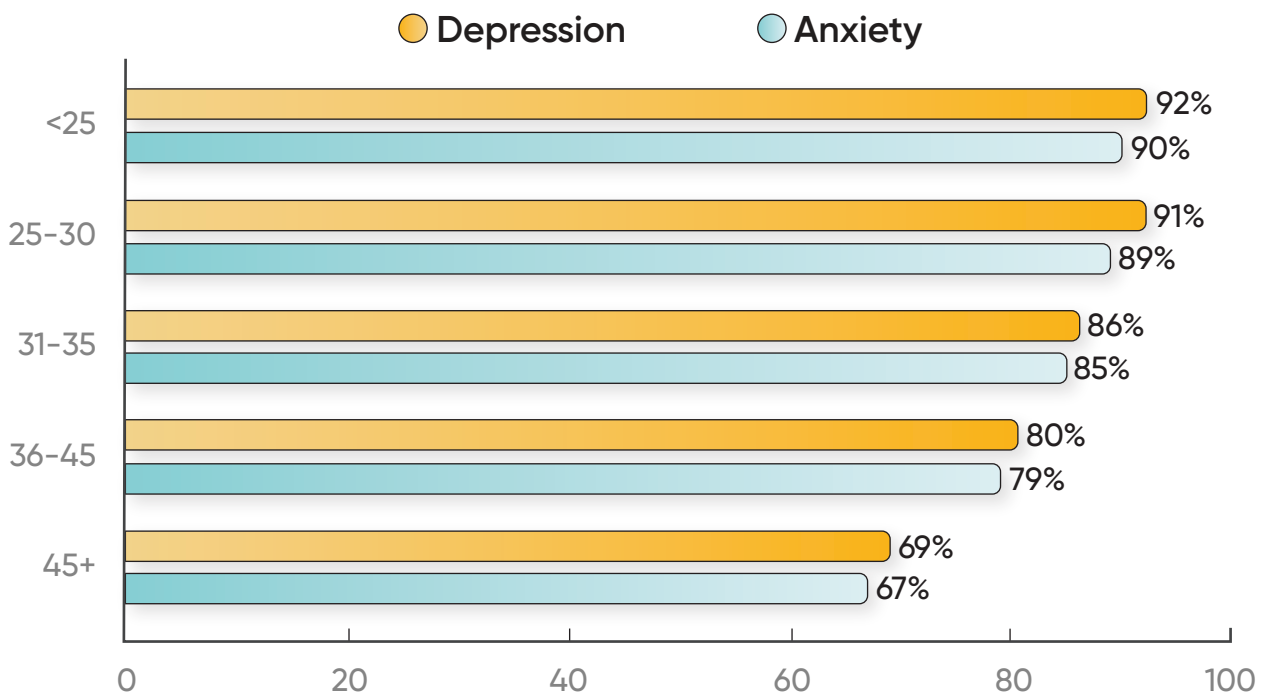
Our counselling interventions have been demonstrably impactful in reducing the symptoms of depression and anxiety, within as little as 3 sessions. While further support may be necessary, the results of the screenings show that individuals struggling with mental health conditions are being helped.

Younger generations are exhibiting more signs of depression and anxiety from pre-screening data

In our elective pre-screening for first time users seeking counselling support, there appeared to be differences in the prevalence of signs of depression and anxiety among different ages. Over 90% of the Individuals under the age of 35 who elected for counselling, screened positive for depression, anxiety or both.

Signs of depression and anxiety across age groups

Individuals within an age group showing symptoms of depression and anxiety from pre-screening data



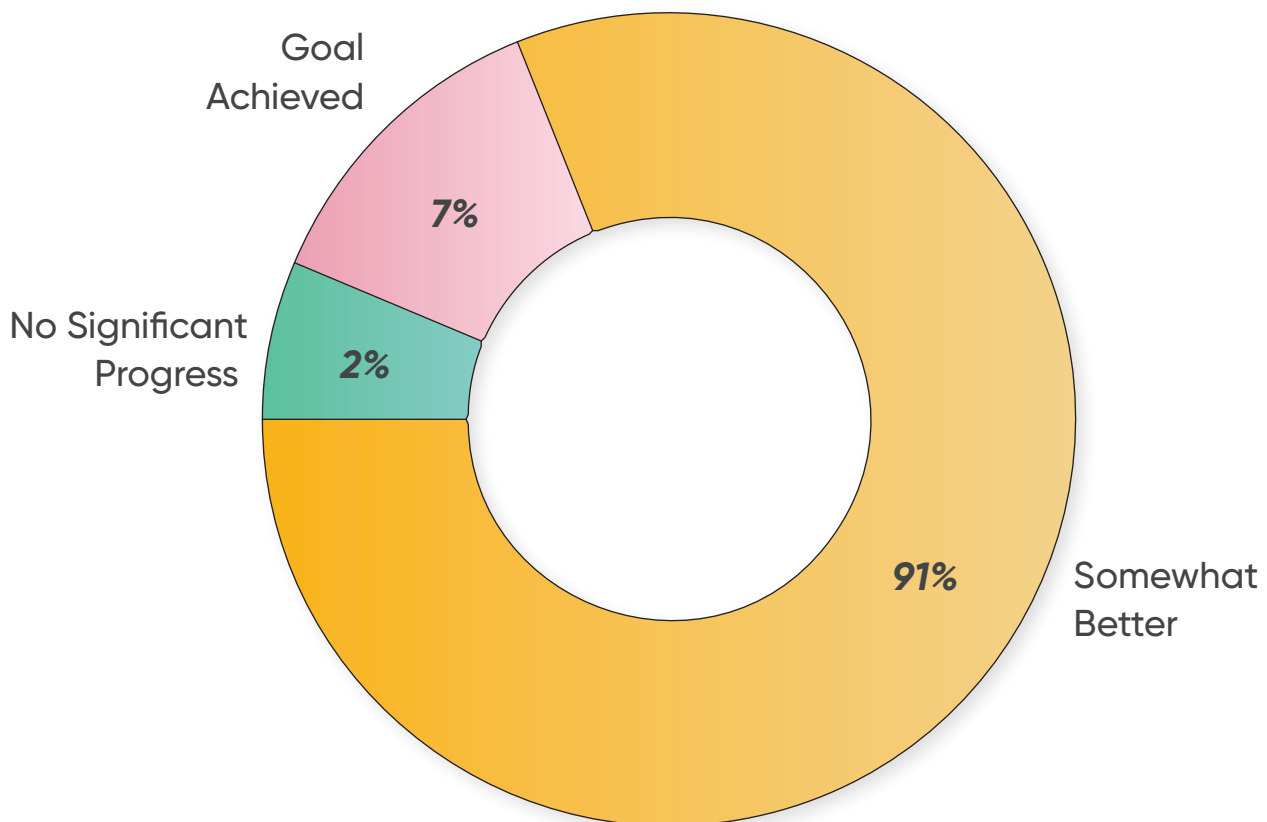
Expanding awareness around the sources of support available to young employees is critical. This can be embedded at various points for a young employee, starting at the time of orientation, through proactive check-ins and through programmes for managers to further reinforce this.

98% individuals progressed towards their goals within 3 sessions

Progress in counselling is measured by tracking changes in an individual's mental health status over time, allowing for a clear evaluation of improvement.

Goal achievement in counselling

Progress levels of individuals after 3 counselling sessions



A goal-focused approach to counselling can help employees prioritise, observe progress, improve self-efficacy, and be equipped with coping strategies that improve their resilience long term.

About 1to1help

For **24 years**, we have led the charge in promoting emotional and mental well-being as essential pillars of thriving organisations. Since our inception, we have covered **10+ million lives** and delivered over **1 million sessions**.

We are partnered with **1,000+ organisations** to strengthen emotional resilience and establish psychologically safe workplace cultures. **97%** of our sessions have been rated **helpful**.


Our Products


We offer cohort specific solutions for every personal and professional transition, equipping organisations to address evolving challenges and nurture holistic employee well-being.


- **Employee Assistance Programme (EAP)** empowers employees to prioritise their well-being with round-the-clock confidential support and expert-curated self-help resources.
- **1to1 Maternity Programme** pairs each prospective and new parent with a dedicated counsellor, offering emotional support and tailored guidance to ensure a confident, successful, and smooth return to work.
- **Emotional Risk Survey (ERS)** enables proactive assessment and management of emotional risk at the individual, team, and organisational levels through a survey, followed by personalised interventions.
- **Student Assistance Programme (SAP)** provides end-to-end solutions for student well-being crafted to meet the unique academic and campus life needs.
- **Emotional Care Champions (ECC)** prepares a select group of employees to act as "first responders" who can spot signs of emotional stress, offer support, and guide their colleagues to EAP services for help.

Contact Us

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