

HEADS UP

SUCCESS STORY:

WELLBEING WINS



THE BACK STORY:

ANSWERING THE CALL FOR A BETTER WORKPLACE



A mid-sized technology company with 1000, mainly remote employees, was grappling with declining employee engagement and high turnover rates.

Despite implementing various initiatives, the company struggled to understand the root causes of dissatisfaction, which hindered meaningful interventions. Leadership recognized the urgent need for a data-driven approach to address these challenges.

THE CHALLENGE:

WORKPLACE WOES: MENTAL HEALTH, SAFETY, DIVERSITY

The key issues identified were:



Unaddressed mental health issues leading to increased absenteeism and decreased productivity.



Reports of discrimination and lack of diversity initiatives.



Concerns over workplace safety, including instances of harassment and bullying.



THE TRANSFORMATION:

HEADSUP FACILITATES POSITIVE CHANGE

Seeking a comprehensive solution, the contact center turned to HeadsUp. The goal was to utilize HeadsUp's innovative methodology to identify, address, and prevent issues affecting employee well-being. HeadsUp employed the following strategy:



Enhanced Wellness Reporting:

Implemented HeadsUp's wellness reporting feature to monitor and analyze employee feedback related to mental health, diversity, and safety.



AI-Driven Insights:

Utilized HeadsUp's AI capabilities to intelligently identify comments and feedback that indicated potential well-being concerns.



Proactive Support Plans:

Based on the insights gathered, the contact center developed and executed targeted support plans, including mental health resources, diversity training programs, and enhanced safety protocols.



THE OUTCOME:

RESULTS AND WRAPPING UP

Quick Results



Proactively addressing suicidal thoughts.



Diversity and inclusion training.



Reduction in reports of bullying and harassment.

- The proactive approach led to the identification and support of employees facing mental health challenges, with over 12 employees receiving critical interventions for issues including thoughts of suicide.
- Diversity and discrimination concerns were directly addressed, resulting in the implementation of comprehensive diversity and inclusion training and the establishment of a safer, more inclusive workplace culture.
- The enhanced focus on safety and the proactive resolution of harassment issues led to a more secure working environment, significantly reducing reports of bullying and harassment.

The "Well-being Wins" success story illustrates the profound impact of HeadsUp's methodology on improving workplace well-being. By leveraging advanced AI to identify and address critical issues proactively, the contact center not only enhanced the mental health and safety of its employees but also fostered a culture of inclusivity and respect.

This holistic approach to employee well-being significantly contributed to improved engagement, productivity, and overall workplace morale, showcasing the tangible benefits of integrating well-being into the core of employee engagement strategies.



THANK YOU

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For more information on how HeadsUp can transform your workforce engagement, visit headsup.co or email hello@headsup.co. Discover the difference of a solution that values both innovation and the well-being of your team.

