

# Global employee assistance programmes



Willis Towers Watson 

## Meeting the challenge of supporting employee wellbeing remotely

When poor emotional wellbeing and physical health combine with a lack of work-life balance, a health crisis can occur, not just for employees but for their employer too. 60% of workplace absences are due to psychological issues and job stress.\*

### A lifeline in the new normal

Employee wellbeing has become a central pillar of clients' corporate duty of care during the COVID-19 crisis. As a global solution, Employee Assistance Programmes (EAPs) are a quick and affordable way for employers to safeguard the wellbeing of their workforce around the world.

The COVID-19 pandemic has changed our lives immeasurably and we have all had to make personal adjustments and shifts to life in the 'new normal'. For many, this doesn't come without a cost and stress and anxiety is the payment.

An EAP is a voluntary, work-based programme that offers employees, with personal and/or work-related problems, access to free and confidential assessments, short-term counselling, referrals and follow-up services.

Whether your employees are in the local office, working from home or on the other side of the globe, an EAP, now more than ever, can help businesses show employees that they care.

### Key benefits for wellbeing



#### Physical

Sleep management, nutritional resources, smoking cessation



#### Financial

Financial management, legal resources, career transition or planning, retirement resources



#### Emotional

Leader/manager support, caregiving support, coping with change



#### Social

Telephone and app-based counselling for depression, stress, anxiety, relationships, bereavement support

\* The European Network for Workplace Health Promotion (ENWHP)

## Getting the most from your EAP

- Not all EAPs are created equal, so make sure you have a provider that offers a consistent global service that addresses all aspects of wellbeing.
- Utilisation can be low at times. Working with your provider, make sure you are driving engagement with different groups of employees, using different modalities to access your EAP.
- Challenge your provider to help you interpret usage, using data to drive promotion of the most appropriate benefits for your employees.

## How we can help

- WTW have enhanced terms agreements to bring EAP solutions with rich benefits to clients quickly and cost effectively.
- Talk to us about your wellbeing strategy to find out how EAP can play a central role in providing duty of care for your employees on a local, regional and global level.
- Let us help you get more out of your investment by reviewing your current EAP provision and comparing it with the competition.

### Case Study

#### Background

A global engineering firm contacted WTW following an acute mental health incident. Fast implementation of a global EAP service was requested as part of increased focus on employee wellbeing.

#### Action

Upon discussion of the clients' requirements, it was concluded that speed of implementation, global reach and competitive pricing were paramount in delivering EAP options. It was agreed to obtain an enhanced terms quote from a preferred EAP provider.

#### Outcome

A global EAP solution for almost 2,000 employees, spread over 12 countries was implemented within 30 days of contract exchange. Initial COVID-19 telephone services were set up within 48 hours.

## More information



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