Organisational well-being solutions

Comprehensive solutions to enhance the well-being of companies and employees.
We also offer consulting services with our most experienced clinicians and can develop tailor-made solutions to meet your individual organisational requirements.

Individual physical well-being
These services also include prevention education and information to help manage current health conditions.
These services are developed in consultation with the organisation and are designed to encourage health awareness. Health assessments or biometrics, flu vaccinations and health fairs are among popular trends presently seen in the marketplace.

Organisational health
Based on over 30 years of experience, we have developed a broad range of programmes to promote a healthy organisation.
These programmes include workshops and consultative services designed to promote behaviour change and address areas such as:
• Conflict and mediation services to resolve team issues
• Workplace support services
• Peer support programmes
• Supervision
• Well-being checks
• Fitness for work
• Coaching of individuals, managers or senior executives
• Off-the-shelf training programmes delivered on site

At Optum we understand that overall employee well-being is impacted by a range of factors including mental and physical health, as well as a healthy organisation.

Our suite of behavioural solutions is designed to benefit three key areas:
• Individual mental well-being
• Individual physical well-being
• Organisational health

Individual mental well-being
Our Employee Assistance Programme (EAP) helps your employees manage personal and work-based issues that can impact their behaviour, productivity and performance.
Employees and managers can receive telephone, face-to-face or online access to a professionally qualified counsellor who will support the individual through his or her issue.
This service is delivered confidentially, offering individuals complete peace of mind, and is designed to encourage behaviour changes. As an employer, providing this service to employees enables you to create a healthier and happier workplace with reduced absenteeism and improved productivity.

For more information please call us today on +1-800-102-7293
With an extensive network of counsellors, associates and well-being providers, Optum is the complete health and well-being solution for your organisation.

From its expansion into India as PPC Worldwide, Optum has become an industry leader in delivering EAP, EAP Plus and employee well-being solutions.

Optum provides quick and timely access to a comprehensive range of counselling and well-being services to small-, medium- and large-scale businesses around the world.

Optum at a glance:
• Global team of more than 65,000 people
• Provides services in over 140 countries
• Serves more than 60 million individuals globally
• Is a division of UnitedHealth Group

Our network
With unrivalled scope both in India and internationally, our network of offices and affiliates has both the local knowledge to service smaller companies and the global reach to assist blue-chip multinationals.

Optum has:
• More than 250 affiliate service providers across India
• Qualified and professional psychologists, counsellors, and health and well-being providers

Our work
Optum assists leading companies across India to manage the mental and physical well-being of their staff. On an annual basis, Optum develops, implements and manages health and well-being programmes for many leading organisations across diverse industries across diverse industries.
EAP
Employee Assistance Programmes (EAP) provide confidential short-term counselling and well-being support to all employees and, if eligible, immediate family members. EAP services include:
• Counselling
• Member portal and online tools
• Critical incident support
• Manager consultation service
• Disaster response
• face-to-face, online and phone-based delivery

EAP Plus
Programmes designed to develop high-performing individuals and boost productivity within your organisation:
• Well-being checks
• Coaching
• Peer support programmes
• Team assessments
• Workplace support services

Employee well-being solutions
Activities and programmes are designed to engage employee interests and positively impact the health and well-being of your workforce:
• Flu vaccinations
• Health fairs
• Health screenings and biometrics
• Exercise and relaxation
• Nutrition and healthy eating advice
Qualified professionals, quality service
All Optum counsellors are qualified psychologists and social workers, with peak industry body accreditation and vast experience.
Manager consultation service
Specialised advice and support for managers and executives through a dedicated and confidential hotline. Our Manager consultation service helps you help your employees. The hotline is resourced by our most experienced senior consultants who can provide support regarding any employee or organisational issues that may arise. This hotline is both phone- and online-based.

Critical incident services
Critical incidents (CI) are any sudden or unexpected incidents which have the potential to significantly impact an individual’s or group’s physical, emotional or psychological well-being or sense of safety.

Employee Assistance Programme (EAP)
Enhancing your employees’ well-being

With your Employee Assistance Programme (EAP) and Livewell, you can relax knowing that your employees will be able to confidentially discuss any work or personal issues that are an inevitable part of life.

What is EAP?
The Employee Assistance Programme (EAP) provides confidential short-term counselling and well-being support to all employees and if eligible, immediate family members.

The EAP will assist individuals to resolve a broad range of work or personal issues before they adversely impact adversely them or cause deterioration in their health and well-being.

EAP benefits
When an issue affects your employees’ peace of mind, it affects your company’s bottom line. Our highly professional and caring team of qualified psychologists and social workers provide effective solutions across a wide range of issues including:

- Stress and coping strategies
- Anxiety and depression
- Maximising performance
- Relationship and marital problems
- Children or family member concerns
- Conflict and communication
- Eldercare issues
- Addictions
- Work-life balance

How it works
- As an employer, you can purchase an Employee Assistance Programme (EAP).
- Your employees can receive the support they need by phone, online or through face-to-face counselling.

What is Livewell?
Livewell provides employees with interactive and user-friendly information on work and personal issues. In addition, there are a number of self-help tools available such as:

- Ask the psychologist
  A confidential email-based support service which gives employees access to qualified, professional counselling anywhere you have access to the Internet.
- Email@ssist
  This online advice and information service allows employees to get answers to simple questions without the need of counselling.

To learn more about our EAP solutions, please speak to your account manager.

+1-800-102-7293
Regardless of your sector or market, our range of well-being solutions can provide practical assistance and peace of mind.
Fit for Work supports an organisation’s policies and procedures for a safe and risk-free environment. For example, Optum assesses an individual’s understanding of the risk factors and implications of continued substance abuse or fatigue. The goal is to establish risk, social and usage patterns and to assess the individual’s motivation for change and factors that might impede change.

How it works
• Discussions pre- and post-assessment are conducted with managers.
• The employee has a one-on-one assessment review.
• Psychological education on the long-term impact of their behaviour is provided.
• A report is provided to the organisation regarding future risk of recurrence.
• Referral to drug and alcohol agencies or sleep specialists are made if deemed necessary.

Benefits
• Increases productivity and safety in the workplace.

Workplace support services
Workplace support services is a manager-referred and tailored intervention Programme that supports individuals whose behaviour or life circumstances are impacting their performance and/or their team’s functioning.

It is a partnership between the employee, employer representative and an Optum consultant to identify the issue, its impact on the workplace and design the most appropriate intervention to achieve desired outcomes for both the individual and organisation.

Issues addressed can range from inappropriate displays of emotion and language, to anger, anxiety, workplace harassment and return to work after trauma.

How it works
• Discussions to agree on goals and outcomes are conducted with an employer representative and employee.
• Upon agreement, a plan of action and desired outcomes are set.
• The employee receives several one hour consultations with a senior clinical psychologist.
• Scheduled reviews and concluding discussions are held, with reports made available to managers.

Benefits
• Improves individual’s working behaviour, increasing safety and productivity.
Take care of your most precious resource.
Human capital is the cornerstone of any organisation. Optum can assist the people that drive the continual success of your business.
Alternative dispute resolution services
Alternative dispute resolution services are used to address challenging and complex conflict situations. These services can include specialist services such as mediation, internal investigations and facilitated discussions.

How it works
• Initial discussions are held with managers.
• Sessions are conducted between aggrieved parties in the presence of a facilitator.
• The facilitator works to achieve agreement between all parties and the organisation.

Benefits
• Workable and implementable decisions that foster personal empowerment.
• Provides agreements that are more effective than simple compromises or win/lose outcomes.

Supervision
Supervision consists of confidential, group sessions to review challenging and complex situations such as change, stress, resilience and workload.

How it works
• Small group participation for one to two hour sessions
• Conducted by senior clinicians monthly, every two months or quarterly

Benefits
• Opportunity to support staff with professional development
• Greater understanding of your workforce through monitoring stress and resilience

Team review and rebuild
Team reviews are targeted at building effective work teams, developing strengths and overcoming challenges in areas such as team culture, practices and behaviour.

How it works
• Includes one-on-one interviews with the entire team to assess morale, team health and team dysfunction.
• Based on a report from interviews, a programme is subsequently developed to support a team rebuild. This can be in the form of coaching, workplace training etc.

Benefits
• Improved relationships and teamwork amongst staff, resulting in a measurable increase in productivity and quality of work.

Coaching
Coaching is aimed at developing employees and providing pathways for greater contributions to the organisation.

The sessions can have a number of goals, from developing emotional intelligence and improvement of interpersonal skills, to building high-performing teams and managing relationships and pressures in the workplace.

How it works
• Individuals attend one-on-one sessions with a qualified and experienced senior Optum consultant.
• Individuals will learn techniques and skills to improve their personal performance and to make more effective contributions to the organisation.

Benefits
• Empowered individuals with increased productivity and performance
• Improved relationships among staff

Executive guidance
Executive guidance is designed to help senior leaders develop the emotional intelligence needed to optimise team performance.

The programme is designed to help senior managers develop high-level people management and leadership skills, as well as the ability to manage difficult workplace dynamics, such as conflict and interpersonal communications.

Benefits
• Improved self-confidence and working relationships between senior executives and their teams
High performers, profitable businesses
Developing high-performing employees and teams doesn’t happen overnight, but with Optum you can be sure you’re well on your way to a culture of excellence.
Off-the-shelf training programmes:

**Managing mental health in the workplace**

Through training presentations and workshops, managers and employees will learn to identify and minimise the impact of mental health issues.

**Mental health training presentations:**

- Springboard session for employees: one-hour programme focusing on depression and anxiety in greater depth
- Managing mental health training for managers: two-hour programme focusing on the identification and understanding of mental illness in the workplace

**Bullying and harassment**

The bullying and harassment programme develops a manager’s capacity to identify and prevent bullying behaviours and support workers who are victims of bullying.

The workshop focuses on educating employers on their duty of care, informing managers of their responsibilities and those of their superiors, as well as understanding the effects of bullying and harassment on individuals and work groups.

**Building Resilience**

The Building Resilience programme provides the resources and strategies to assist individuals to build their resilience. It educates employees on the three pillars of resilience: how to recognise their own stresses, how to take practical steps to deal with them, and to be aware of the barriers in implementing a personal resilience plan.

**Navigating change**

The Navigating Change Programme aims to support employees through periods of change and transition.

It will provide practical tools and strategies, explore how individuals think, feel and see change and helps employees to understand how change impacts them.

**Peer support programme**

Peer support programmes have emerged as standard practice in high-risk organisations. They are designed to meet the legal and moral duty to care for employees, as well as address barriers to standard care. The peer support programme identifies empathetic and compassionate individuals within the organisation as the ‘go-to’ people if peers have a problem to discuss.

The individuals selected must be members of the targeted group, have considerable experience within the field of work and be well respected.

This group is trained to identify issues before they become crises and provide initial support.

The two-day programme covers topics such as effective communication, self care, psychological first aid and mental health.

**How off-the-shelf training works**

- Interactive and engaging workshops, with up to 20 participants.
- The workshops consist of individual and group activities delivered by a senior Optum consultant.

**Benefits**

- Improved relationships and teamwork amongst staff
- A range of topics to cover a wide array of issues, offering practical strategies
At Optum, our business is maximising the performance of your employees. Our comprehensive range of solutions will help you achieve your performance goals faster.
Employee Assistance Programme Plus (EAP Plus) continued

**Customised training**
Customised training can be arranged upon request, covering topics such as:

- Mentoring
- Diversity
- Time management
- Decision-making
- Communication
- Essential conversation
- Conflict resolution
- Challenging people
- Building effective teams

**Benefits**
- Development of employee skills
- Practical and useful information for everyday issues

**Who can benefit from EAP Plus?**
- Organisations dealing with high risk or distressing circumstances
- Legal or counselling professions
- Not-for-profit organisations that work with and support disadvantaged communities
- Frontline responders
- All industries and organisations that require individualised support for employees
- Medical, military, maritime, law enforcement and various other emergency service organisations that require zero tolerance to illegal substances
- Industries that require the use of heavy equipment
- Employees returning to work after injury — both physically and psychologically
- Organisations that would like to gain maximum performance from their workforce
- Industries where emotional intelligence, self-awareness and good relationships are paramount to success
- Organisations undergoing restructuring of their current workforce
- All organisations wishing to maintain high employee morale and performance
- Organisations in particularly fast-paced and ever-changing industries
- Any organisation that is heavily reliant on a team-based approach to their work
- Organisations that require assistance in positively modifying underperforming or dysfunctional teams

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15  Employee Assistance Programme Plus (EAP Plus)
A holistic solution to employee health.
Optum health and well-being programmes engage employee interests to influence positive and lasting behavioural change.
Exercise and relaxation
In today’s fast-paced world it can be difficult to get to the gym or even unwind after a long day at work. From pilates and yoga, to seated-chair massage or Zumba, Optum can tailor an exercise or relaxation programme to suit your employees’ interests, abilities and busy schedules.

Skin checks
Our skin is the largest and most visible organ in the body, so it makes sense to have regular skin checks. Skin checks assess the health of your skin and look for potential risks and trouble spots.

Nutrition and healthy eating advice
A nutritious diet is pivotal to a long, healthy and happy life. These sessions are designed to counsel participants on the types of food that will allow them to perform at their peak, at work and at home.

The sessions can incorporate food selection, preparation, cooking advice and demonstrations, as well as which foods to avoid or enjoy in moderation.
“Organisations in India can substantially improve their workers’ productivity by decreasing absenteeism, medical compensations and disability management expenses by availing of our best-in-class well-being services. We can help India in her quest for global excellence with our suite of proven emotional and physical well-being solutions.”

— Amber Alam, Head of Business, India