



| Managers, HRs & Wellbeing Champions |

Frequently Asked Questions

A Guide for HRs, Managers & Wellbeing Champion

This FAQ document aims to provide a comprehensive overview of the services and support offered by Intellect to HR professionals, managers, and wellbeing champions. It is intended to ensure seamless access to wellbeing resources, aiding in the mental health and wellbeing of employees.

Key areas covered include:

- **General Resources:** Detailed information on how HRs, managers, and wellbeing champions can access various Intellect resources, ensuring a seamless support experience for employee wellbeing.
- **Benefits Coverage:** Insights into Learning & Development (L&D) programs focused on wellbeing, physical events, post-employment support, and handling critical incidents.
- **Access Guidance:** Instructions on how to access and utilise these resources effectively.

Important Note:

While this FAQ offers an extensive overview of Intellect's available services, please note that the scope of services and benefits may vary across different organisations. Please ensure to refer to your contract/agreement to understand the services your organisation is entitled to. If you have any uncertainties, kindly reach out to your respective Client Success Manager for clarification.

This document is designed to empower HR professionals and organisational leaders with the knowledge and tools needed to foster a supportive and mentally healthy workplace environment.

Table of Contents

Useful information for Managers / Leaders / Wellbeing Champions.....	4
What resources do I have available as a HR / Manager / Wellbeing Champions?.....	4
What is your role as an HR / Manager?.....	4
What do you do if a team member is requesting for coaching or counselling services?.....	4
How do you explain the difference between coaching and counselling?.....	5
What are the modes for Intellect’s services?.....	5
Intellect’s L&D Programs.....	7
What are Intellect Wellbeing Webinars?.....	7
How to book a webinar?.....	7
On-Site Events.....	7
How to book an on-site event?.....	8
Mental Health First Aid (MHFA).....	8
How to book MHFA?.....	8
Post-Employment Support.....	9
What is post-employment support?.....	9
How long is post-employment valid for?.....	9
What services are included in post-employment support?.....	9
Critical Incident Support Plan (CISP).....	10
What is a Critical Incident Support Plan?.....	10
What are Critical Incidents?.....	10
Why Is Critical Incident Support important?.....	10
How to access Critical Incident Support?.....	10
Intellect’s Care & Escalation Model.....	11
What is Intellect’s Care & Escalation Model?.....	11
What’s covered in the Care & Escalation Model?.....	11

Useful information for Managers / Leaders / Wellbeing Champions

What resources do I have available as a HR / Manager / Wellbeing Champions?

- [HR Dashboard Access](#) - Real-time aggregated data on the adoption, app engagement, in-app sessions (coaching, clinical, and holistics), and employee wellbeing trends at a department, country, or company-wide level.
 - Click here to access the [HR Dashboard Guide](#)

Note: HR Dashboard is **only available for HRs & Managers**. Wellbeing Champions who may be full-timers / employees may not have access to this dashboard.

- [Intellect Client Resource Hub](#) - a comprehensive platform designed to drive engagement and create a wellbeing culture. It is a great tool with many resources to incorporate into your routines.

What is your role as an HR / Manager?

As an HR / Manager / Wellbeing Champion, you play a pivotal role in supporting mental wellbeing in the workplace. Below are some important reminders:

- **Familiarise yourself with your new EAP (Intellect)**
Explore, understand, and familiarise yourself with the Intellect platform and the resources available. As team members will potentially come to you for support, it is important that you can refer them to the appropriate support.
- **Promote the use of Intellect for emotional wellbeing and personal growth**
Encourage team members to leverage Intellect for any coaching or clinical purposes.
- **Leverage Intellect's resource hub**
From infographics, all the way to Learning & Development webinars, factor this material into your personal or professional work.

What do you do if a team member is requesting for coaching or counselling services?

In the event that a team member is enquiring about coaching or counselling services, you may share this resource with them:

- [FAQ for Team Members](#) - where they will be able to read in detail what each of the services are, as well as the steps required to book coaching or counselling sessions.

How do you explain the difference between coaching and counselling?

Coaching and clinical counselling serve different purposes, with **coaching** focusing on proactive wellbeing care, goal achievement, and performance enhancement; while **clinical counselling** addresses mental and emotional health issues through therapeutic interventions. These sessions are often longer, allowing for in-depth exploration, and may involve diagnosing mental health conditions and developing treatment plans. This includes individuals facing psychological challenges or mental health issues such as depression, anxiety, OCD, eating disorders, and addictive behaviours.

Though some people may need therapy for certain struggles, we believe that anyone can benefit from working with a coach.

What are the modes for Intellect's services?

For a detailed description, please refer team members to the FAQ or App Navigation Guide, which explains the modes of Intellect's services:

Coaching: Sessions to help you manage personal and professional growth focusing on future-focused conversations to maximise your potential. Your Coach/ Counsellor will work with you to set goals, stretch limits, find direction, and hold you accountable for growth.

Examples of areas you may work on with your coach:

- Workplace behaviour and communications
- Stress management and resilience building
- Emotional regulation and coping strategies
- Self-esteem and self-acceptance
- Personal development and self-awareness

Clinical Support: Sessions with Clinical Psychologists & Counsellors who provide culturally-sensitive care to process emotional and behavioural difficulties using research-proven results demonstrating significant improvement in stress and mood levels.

Examples of areas clinicians can support you in:

- Depression
- Trauma
- Anxiety issues
- Eating disorders
- Chronic insomnia
- Grief and bereavement

Crisis Helpline: A dedicated 24/7 helpline where individuals in need can seek immediate support and assistance. Trained professionals within the Crisis Helpline department offer empathetic listening, crisis intervention, and referrals to appropriate resources or services.

Holistic: Text-based messaging and virtual sessions with a physical, nutritional, financial coach, and/ or access to legal resource library.

Examples of areas holistic coaches can work with you on:

- Physical fitness
- Mindful eating
- Savings and emergency funds

*Refer to the App Navigation Guide for more details on how to access these features.

Intellect's L&D Programs

What are Intellect Wellbeing Webinars?

Intellect Wellbeing Webinars aim to empower employees to cultivate self-mastery, enabling them to unlock their full potential both within and beyond the workplace.

Led by experienced trainers within the Intellect network, these webinars adopt a multi-modal approach to learning by incorporating interactive polls, activities, and wellbeing exercises to facilitate a dynamic learning experience that caters to diverse learning styles and preferences.

Intellect offers a wide range of programs and services such as:

- **Content Webinars** - These sessions provide key wellbeing concepts, build self-awareness, and offer practical techniques to actively support personal wellbeing and professional development.
- **Holistic Wellness** - Explore a comprehensive approach to wellbeing with topics covering physical, nutrition and financial wellness. Empower yourself with a balanced lifestyle toolkit that extends beyond work.
- **Leadership Sessions** - Delving into essential principles, our leadership sessions empower leaders to inspire and guide their teams effectively. Whether seasoned or aspiring, these sessions provide actionable insights for immediate impact.

How to book a webinar?

While we aim to accommodate all requests, please consider the following guidelines before submitting your request:

- 1x webinar credit / Duration: 1 hour
- Our mode of webinar is virtual, F2F may incur an extra charge depending on your contract.
- Requests must be made a minimum of **4 weeks** in advance for English webinars and **6 weeks** for localised (i.e. non-English) webinars.

*For more information on how to book a webinar, refer to the following [Webinar Booking](#)

On-Site Events

Intellect On-site event support includes, but is not limited to, the following examples:

- An Intellect booth at a larger organisation-wide event which includes Booth activities, Intellect merchandise (also known as Swag), and Promotional collaterals i.e. Standees and A4-size Posters

- On-site events include physical launches, roadshows, panel discussions, lunch-and-learns, or in-person talks (pulling from our catalogue of L&D topics) and skill-building workshops.

How to book an on-site event?

While we aim to accommodate all requests, please consider the following guidelines before submitting your request:

- 2x webinar credits for 1 on-site event / Duration: 2 hour
- Requests must be made at a minimum of **4 to 6 weeks** lead time for on-sites taking place **in Singapore** and **6 to 8 weeks** lead time for on-sites taking place **in other regions**.
- Please allow **1-2 weeks** for your account's Client Success Manager or Intellect Point of Contact to reach out to you to confirm the onsite.

*For more information on how to book a webinar, refer to the following [On-Site Booking](#).



Mental Health First Aid (MHFA)

MHFA™ is a globally-recognised training programme, established in 2000 and conducted in 24 countries with over 6 million people trained, offers early-intervention education to increase awareness and support skills for peers facing mental health challenges.

Intellect is the sole MHFA™ International licensed provider in Singapore. Using locally adapted curriculum, Intellect's programme is proven to empower communities to become more productive, empowered, and destigmatised.

*For more information on our MHFA course: <https://intellect.co/mental-health-first-aid-course/>

How to book MHFA?

While we aim to accommodate all requests, please consider the following guidelines before submitting your request:

- Live training total duration: 6 hours
- Booking requests must be made a minimum of 4 weeks in advance .
- No refunds are issued for no-shows and late cancellations (< 5 working days prior).

To book a slot, refer to the following [MHFA Booking](#).

Post-Employment Support

What is post-employment support?

Post-employment care aims to ensure a seamless continuation of coaching and emotional wellbeing support, regardless of your next steps. This encompasses general employment termination, retirement, and involuntary termination. Below are some topics that are covered:

- Emotional support
- Perspective change
- Positive psychology
- Financial coaching
- Resume writing (**please note that our ICF coaches can support team members to identify gaps and enhance the presentation of their resume but are not qualified resume writers*)
- Career guidance
- Career evaluation
- Interview preparation
 - Developing networks
 - Job search skills and targeting the job market

How long is post-employment valid for?

Post-employment support is available to all team members, the duration may vary depending on how long the organisation would like to provide support for the employees after their termination date.

If you would like this service available for your organisation, kindly reach out to your respective Client Success Manager for activation (additional cost may incur).

What services are included in post-employment support?

Team members will have access to the following Intellect services after their termination date:

- Full premium access to self-care features
- 30-minute coaching sessions
- 24/7 helpline access

Critical Incident Support Plan (CISP)

What is a Critical Incident Support Plan?

In the event your team experiences a critical or traumatic incident, reach out to Intellect and our team will provide the right support to help your team cope with traumatic experiences and process the incident healthily.

Critical Incident Support by Intellect includes multiple levels of support to managers and team members to cope with traumatic experiences at the workplace. The goal is to help the team process the critical incident healthily and bounce back as soon as possible.

What are Critical Incidents?

Critical incidents are sudden and unexpected, and oftentimes sufficiently disturbing to overwhelm a person's coping capacity. These are some examples of critical incidents in the workplace:

- ✓ Co-worker passed away
- ✓ Retrenchment
- ✓ Workplace accident
- ✓ Security threat
- ✓ Physical assaults
- ✓ Sexual harassment
- ✓ Workplace bullying
- ✓ Natural disasters (e.g.: tornadoes, earthquakes, etc.)

Why Is Critical Incident Support important?

A critical incident can adversely impact the team's physical, emotional and psychological wellbeing. Professional support can reduce the negative impacts by helping the team understand their reaction to the incident and process the traumatic experience healthily to prevent possible serious long-term effects, as well as to look out for severe symptoms to be referred for further help.

It is important to take note that critical incidents can affect team members who are directly and indirectly involved.

How to access Critical Incident Support?

In the event of a critical incident, managers can submit a support request via calling the Crisis Helpline or sending an email to ciu@intellect.co directly. Requests done by Managers / HR only. Our Intellect team will get in touch to provide appropriate support to the team, which can include:

- Initial Assessment
- Group support
- Post-crisis support

*For more information on how to request for CISP, refer to the following [CISP Request](#).

Intellect's Care & Escalation Model

What is Intellect's Care & Escalation Model?

Intellect is a Singapore-headquartered mental health company, with a focus on hyper-localisation and scientifically backed end-to-end care services. The Care & Escalation model is designed to ensure our Providers and clinical staff adhere to strict protocols and procedures, with our top priority on maintaining the client's confidentiality, ensuring the safety of the clients, and safeguarding clients' personal information, health information, and privacy rights.

What's covered in the Care & Escalation Model?

The Intellect's Care & Escalation Model outlines:

- Product & Services Summary
- Provider Terms & Hiring
- Intellect's Escalation Protocol
 - Risk Classification
 - Self-Reported Risk and Outcome Monitoring
 - Confidential Information Disclosure Framework
 - Framework-based Escalation Process (by scenarios)
- Escalation Process
- When to Escalate to the Authorities
- Liability
- Case Studies

Click here to access the [Intellect's Care & Escalation Model](#)

*Important note: While safeguarding clients' data & information remains our top priority, there will be situations whereby **disclosing confidential information about the client is required** to ensure the client's safety. The document above aims to provide clear guidelines on assessing risk, escalating cases when necessary, and disclosure of confidential information. This document is reviewed every 4 months to ensure that the protocols are aligned with Intellect values and our client's interests. The diagram below shows the typical user journey of Intellect users. Please note that escalation to the next level is dependent on the needs of the clients' care.