

# Supporting Employees' Emotional Wellbeing

A guide for Managers & Leaders



# Table of Contents

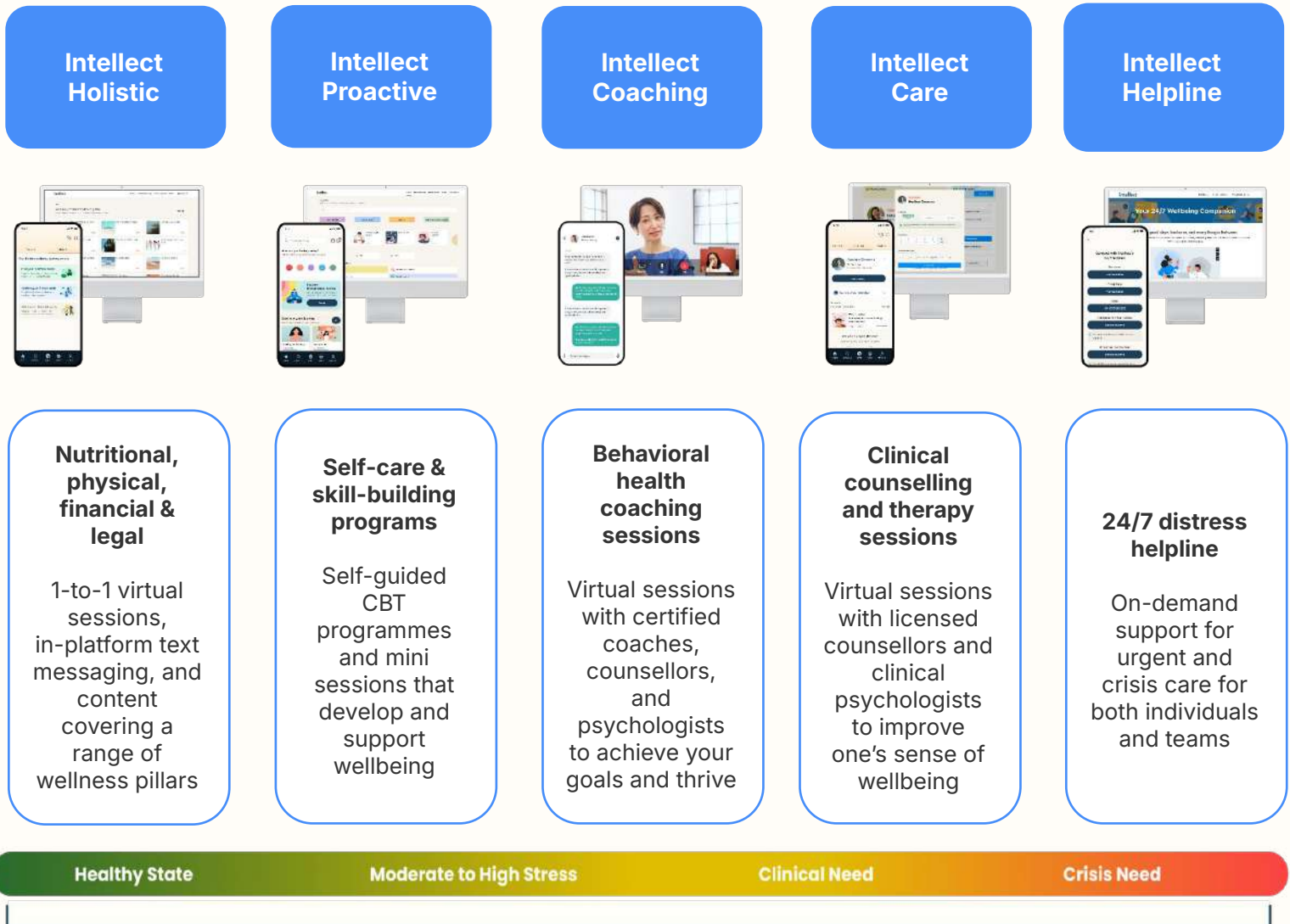
Overview of Intellect's Services	Page 1
Understanding Workplace Wellbeing	Page 2
Caring for Self	Page 3
Recognising Early Signs of Distress	Page 4
Decision Framework for Non-Disclosure	Page 5 — 6
Preparing for a Supportive Conversation	Page 7
Having the Conversation Effectively	Page 8
Supporting Based on Readiness	Page 9
Choosing the Right Support Pathways	Page 10
Referral Protocol: Wellbeing Call	Page 11
Referral Protocol: Clinical	Page 12
Post-Referral and Follow-Up Care	Page 13
Crisis Response: Individual-Level Emergency	Page 14
Crisis Response: Team Dynamics and Morale	Page 15
Managing Unexpected Emotional or Behavioural Incidents	Page 16
Critical Incident Support Plan: Group Support	Page 17
Building a Healthy Workplace Culture	Page 18
Clinical Support for Managers & Leaders	Page 19
Additional Resources: Intellect Sessions	Page 20
Additional Resources: Intellect Articles	Page 21
Additional Resources: Webinars and Workshops	Page 22
Additional Resources: Leadership Sharing	Page 23
Additional Resources: Goal Setting	Page 24

# Overview of Intellect's Services

All employees have full premium access to Intellect's services — fully covered by the organisation. For details on how to sign up or navigate the app, refer to the [App Navigation Guide](#).

## Your Complete Emotional Wellbeing Platform

Intellect's services follow a stepped-care approach, ensuring employees receive the right level of support based on their individual needs. From everyday tools to high-touch support, this ecosystem provides flexible, evidence-based care across multiple levels.



### Prefer using your phone?

1. Download the **Intellect** app
2. Select **I'm new here**, then **With your organisation**
3. Enter the access code: **CODE**
4. Sign up using your **work email address**

### Prefer using your desktop?

1. Visit [app.intellect.co](https://app.intellect.co)
2. Click **Sign Up**
3. Enter the access code: **CODE**
4. Sign up using your **work email address**

# Understanding Workplace Wellbeing

People managers play a role in shaping the wellbeing climate of a team. This guide gives you practical tools, communication approaches, and leadership resources to help you support your team with clarity and confidence.

## Introduction & Purpose

Emotional wellbeing forms the foundation of healthy teamwork, resilience, and performance. Yet, many employees hesitate to share how they're feeling due to stigma, or fear of consequences. Your role places you in a unique position of influence — the way you model wellbeing, notice early signs, and create psychological safety directly affects whether team members feel able to seek support.



- A **structured way to recognise when someone may be struggling**
- Approaches for holding **supportive, psychologically safe conversations**
- Guidance on choosing the **right support pathways** and knowing when to **escalate**
- Leadership tools and resources to strengthen **self-awareness and team culture**

## Your Role as a People Manager



You engage with team members every day, which means you naturally pick up on changes in their energy, behaviour, or engagement. These shifts — whether subtle or noticeable — often provide early clues that someone may benefit from additional support.

### What You ARE Expected to Do

- Observe and document objective behaviours
- Conduct supportive check-ins
- Manage work impact and team dynamics
- Offer reasonable, short-term adjustments
- Connect team members to support pathways

### What You Are NOT Expected to Do

- Diagnose mental health conditions
- Provide therapy or counselling
- Label or assume mental health conditions
- Promise full confidentiality in risk situations

### When to Involve P&C / HR / Professionals

- Performance or conduct issues
- Safety risks
- Ongoing work impact
- Requests for formal accommodations
- Any uncertainty about boundaries

# Caring for Self

As people managers, we play a critical role in supporting our teams—but it’s equally important that we care for our own wellbeing. Managing others can be emotionally demanding, so taking proactive steps to look after yourself helps you stay grounded, resilient, and effective.

## Self-care is important, as it...



Improves our mental wellbeing




Builds our resilience towards life stressors



Fuels creativity and enhances performance



Helps you engage with empathy, patience, and composure


 **Remember**, self-care is a deliberate effort to do things that you enjoy to promote positive mental, physical and emotional wellbeing. Learn to prioritise self-care and communicate your boundaries:

- Pause and check in with yourself regularly—notice stress, fatigue, or emotional strain
- Set healthy boundaries (e.g., meeting limits, realistic response times)

## Key Insights: Supporting Your Team Effectively

Here are helpful principles to guide your approach:

- Many people hesitate to share how they’re really doing, even when they are struggling
- Early signs can look like **changes in behaviour, work patterns, or communication**—not always direct expressions
- A simple, genuine **check-in can break down barriers** and help someone feel seen and supported
- Your role isn’t to **solve or diagnose**—your impact comes from noticing changes, checking in, and connecting them to the right support
- The way you look after **your own wellbeing** influences how safe and open others feel with you

 On the next slide, you’ll find some common early signs you may notice in your team.

# Supporting Your Employees



# Stage 1: Recognising Early Signs of Distress

Your day-to-day interactions give you unique visibility into how your team is coping. Spotting changes early allows you to provide support before challenges escalate.

## What Early Signs May Look Like

People rarely verbalise how they're feeling right away. Instead, you might notice subtle shifts in how they show up, interact, or work. These cues don't always mean something is wrong, but they can prompt a helpful check-in. Common indicators include:



### Behavioural Changes

- Withdrawal from colleagues, noticeably quieter in meetings, or avoiding interactions
- Irritability, agitation, or becoming unusually short-tempered
- Restlessness, pacing, or appearing distracted or unfocused
- Sudden changes in communication styles—either overly curt or unusually emotional



### Work Patterns

- Unexpected drop in productivity or quality of work
- Missed deadlines or difficulty prioritising tasks
- Forgetfulness, confusion, or difficulty concentrating on routine assignments




### Emotional Cues

- Visible signs of anxiety, tearfulness, emotional overwhelm, or frustration
- Expressions such as "I'm really struggling" "I can't handle this" or "I feel stuck"
- Avoidance of conversations involving feedback or expectations



### Physical Signs

- Fatigue, exhaustion, or low energy
- Reports of headaches, stomach aches, or unexplained body tension
- Looking physically unwell or lacking normal grooming patterns

 **Leadership Insight:** Leading by example—such as using Intellect's tools yourself—helps normalise help-seeking behaviour and strengthens psychological safety.

# Decision Framework for Non-Disclosure

Not all team members will disclose their mental health challenges—even when they are struggling or when their wellbeing is affecting their work. This framework is designed to help managers take appropriate, supportive actions based on observable behaviours and work impact, without making assumptions or diagnoses.

## Introducing the Structured Decision Framework

When there is no disclosure, use the following decision framework to guide your actions:

### Observe → Check-in → Monitor → Document → Escalate

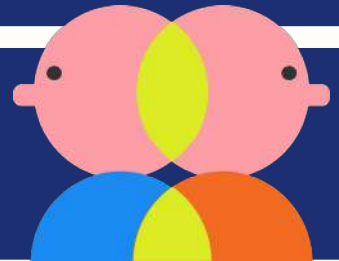
This ensures your response is consistent, objective, and grounded in your managerial role.

#### 1. Observe:

- Notice changes in behaviour, performance, attendance, or communication
- Focus on what you can see or measure (not interpretations)

#### 2. Check-in:

- Share observations in a neutral, supportive way
- Invite employee for a conversation without assuming a cause

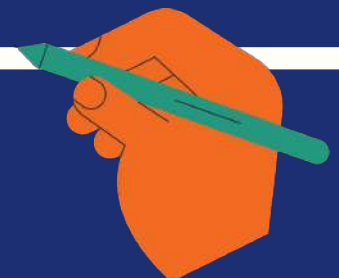


#### 3. Monitor:

- Look for patterns or persistence over time
- Notice whether support or adjustments improve the situation

#### 4. Document:

- Record objective observations and work impact
- Avoid speculation or diagnostic language



#### 5. Escalate:

- Involve P&C / HR when:
  - Impact persists or escalates
  - Safety concerns arise
  - Formal performance or conduct processes may be required
  - You are unsure how to proceed

Your role is not to determine why this is happening, but to manage what is happening at work and ensure appropriate support is offered.

# How to Apply the Framework

**Scenario:** An employee has not disclosed any personal or mental health challenges, and over the past two weeks, you've noticed a change in their behaviour or work.

## 1 Observe

You've notice missed deadlines and the employee seems withdrawn during meetings.

## 2 Check-in

You initiate a private, supportive conversation:

*"I wanted to check in with you because I've noticed you've missed a couple of deadlines recently and you seem quieter in meetings. I wanted to see how things have been for you and whether there's anything affecting your workload or focus."*

## 3 Monitor

After the conversation, you:

- Agree on short-term adjustments or support (if appropriate)
- Observe whether performance and engagement improve over the next one to two weeks

## 4 Document

Record your observations over the next few weeks.

Appropriate:

- "Employee missed two deadlines on X and Y dates."
- "Employee has been withdrawn in three consecutive team meetings."

Avoid:

- "Employee seems depressed."
- "Employee is clearly struggling mentally."

## 5 Escalate (If Needed)

If issues continue or worsen:

- Involve P&C / HR
- Discuss next steps for support and / or performance management



# Stage 2: Preparing for a Supportive Conversation

Taking a moment to set up the right environment and mindset helps the conversation feel safer, more respectful, and more grounded.

## Creating the Right Conditions

Creating a supportive environment helps the person feel safe, respected, and more willing to open up.



### Choose an appropriate setting

- A quiet, private space where the person can speak freely
- Avoid rushed moments or public areas
- For remote conversations, confirm they're in a comfortable space



### Prepare your mindset

- Slow down before you begin—your tone sets the pace
- Approach with curiosity rather than assumptions
- Focus on listening rather than solving
- Speak calmly, keep open body language, and give space for pauses

## The Do's: Effective Opening Lines to Start the Conversation

- "I wanted to check in because I've noticed a few changes lately, and I care about how you're doing."
- "If you feel comfortable, I'd like to understand how things have been for you recently."
- "I've noticed a shift in your energy or workload recently, and wanted to check in."

## The Don'ts: Avoid Phrases that May Feel Dismissive

- "**Calm down**" – can invalidate their feelings
- "**Everyone is stressed**" – minimises their experience
- "**You should**" – can feel prescriptive or judgemental
- "**Try to stay positive**" – may unintentionally dismiss what they are experiencing

You don't need the perfect words—what matters most is showing genuine care and presence.

# Stage 3: Having the Conversation Effectively

A meaningful wellbeing conversation is less about solving a problem and more about creating space for someone to open up.

## A Simple, Effective Flow

The goal of this stage is to build a safe relational space. Use empathy, validation, and reflective listening to guide the conversation.

### 1. Observe: Share what you have noticed

Keep it factual and neutral —

*"I have noticed you seem quieter and more withdrawn this week."*

### 2. Ask: Express care and invite team members to share

Clarify your intention and open space for them —

*"Your wellbeing matters, so I wanted to check in. How have things been for you lately?"*

### 3. Listen: Acknowledge and validate

Acknowledge their experience —

*"Thank you for sharing, it sounds like it's been really challenging."*

### 4. Support: Explore what might help & discuss options together

Collaborate on possible next steps —

*"What would feel supportive for you right now? E.g. wellbeing call, professional support?"*

### 5. Follow-up: Agree on next steps

Summarise clearly to ensure understanding

## If Employees Are Hesitant to Talk

- "That's okay, you don't need to share more than you're comfortable with."
- "I'm here if you ever want to talk, or if something changes."
- "Let's check in again soon."



**Remember**, your role isn't to analyse or provide therapy—your impact comes from creating safety, listening openly, and guiding team members to the right support.

# Stage 4: Supporting Based on Readiness

Knowing how to adapt your tone, pace, and questions builds trust and strengthens the effectiveness of the conversation. Each person opens up differently. Your role is to meet them where they are and adjust your approach so the conversation feels safe and manageable.

## Scenario A:

They are hesitant or not ready to talk

### What this may look like:

Short answers, avoiding details, or downplaying how they feel.

### How to respond:

- Reduce pressure
- Keep interaction light & supportive
- Keep the door open for future conversations

### Helpful language:

*"That's okay, we can go at your pace. I'm here whenever you feel ready."*

## Scenario B:

Open but unsure of their needs

### What this may look like:

They share some challenges but can't articulate what's wrong.

### How to respond:

- Explore gently
- Ask simple, open-ended questions
- Help them reflect without pushing

### Helpful language:

*"It's okay not to have all the answers. We can figure this out together."*

## Scenario C:

They are overwhelmed or emotional

### What this may look like:

Strong emotions, difficulty expressing themselves, or feeling overwhelmed.

### How to respond:

- Slow the pace
- Use grounding reassurance
- Allow silence or pauses
- Use a calm, steady voice to regulate the emotional tone

### Helpful language:

*"It sounds like a lot. We can take a moment—no rush."*

## Scenario D:

Concerning or risk-related signals

### What this may look like:

Hopeless comments, sudden withdrawal, or noticeable behaviour changes.

### How to respond:

- Stay calm and present
- Focus on immediate safety
- Stay with them if there are safety concerns
- Follow crisis protocols

### Helpful language:

*"Your safety is important. Let's reach out for support together."*

This stage focuses on HOW you respond, not on what action you choose. Your goal is to match your presence, pace, and tone to what they feel ready for.

# Stage 5: Choosing the Right Support Pathways

Once you understand what the person is experiencing, choose the level of support that best aligns with their needs without diagnosing or making assumptions.

## Self-Guided App Sessions (Early or Mild Signs)

### Use When:

They feel okay overall but need tools, structure, or small adjustments.

### Options:

- Self-care resources
- Daily support tools
- Wellness habits

See [App Nav Guide](#) for key features

### Helpful Language:

*"There are tools in the app that many people find helpful. You can explore it at your own pace."*

## Wellbeing Check-in Call (Moderate Distress / Needs Clarity)

### Use When:

They seem overwhelmed or unsure what kind of help they need.

### What It Offers:

- A same-day supportive call
- Emotional grounding
- Guidance on next steps

Access [Wellbeing Call process](#)

### Helpful language:

*"A wellbeing call could give you someone supportive to talk to and help you get clarity."*

## Clinical Support (Persistent or Escalating Distress)

### Use When:

They show ongoing emotional difficulty, struggle to cope, or it affects daily functioning.

### Options:

- Counselling
- Structured therapeutic support

Access [Clinical Referral process](#)

### Helpful language:

*"It might help to speak with someone who can support you more deeply—I can help you get connected."*

## Risk Escalation (Safety Concerns)

### Use When:

They express hopeless or concerning statements, show alarming behaviour, or you're worried about their safety.

### Actions:

- Connect them to the helpline
- Inform P&C / HR / Building Security
- Stay with them if possible
- Follow risk escalation protocol

### Helpful language:

*"Your safety is important. Let's reach out to immediate support together."*

This stage is about WHAT you do next—selecting the right support option based on the person's needs and preferences.

# Stage 6a: Wellbeing Call Referral Protocol

**For situations where an employee may benefit from timely emotional support.**

**When to use this referral:** When you're concerned about an employee's emotional wellbeing—particularly if they appear withdrawn, distressed, overwhelmed, or unsure what they need—and may not yet be ready for formal counselling.

1

## Manager referral

### 1. Contact the 24/7 Helpline

Call the Helpline number listed on the Intellect app, web or [microsite](#). You'll be asked to provide brief details such as the employee's name, location, and a concise description of your concern.

### 2. Or, send an email to [ciu@intellect.co](mailto:ciu@intellect.co) with the following details:

- Employee's name, company & location
- Employee's contact number
- Preferred time & day for call
- Your relationship to the employee
- Short description of the concern

**Always ensure you have the employee's consent before making a referral.**

If they feel unsure, reassure them that the call is supportive, confidential, and not evaluative.

2

## Intellect's wellbeing check-in call

A Wellbeing Ranger will reach out directly to the employee for a supportive conversation and to discuss next steps.

3

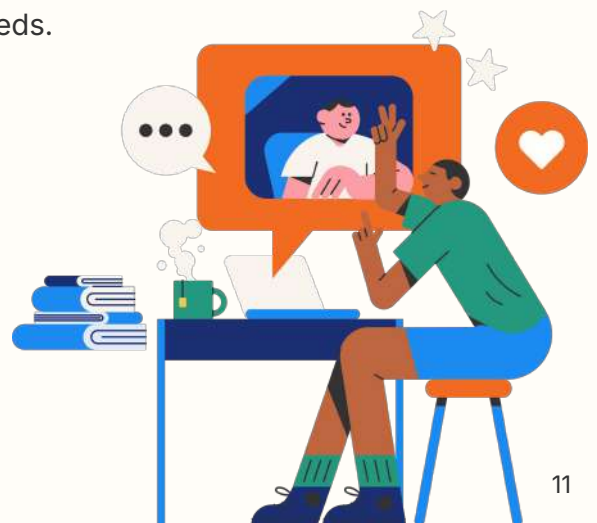
## Follow-up Clinical Sessions

If further support is needed, clinical sessions will be arranged based on the employee's consent and needs.

### Confidentiality

All interactions between Intellect and the employee remain confidential. Information is only shared with people managers / P&C / HR if:

- There is an imminent risk of self-harm, suicide, or harm to others
- The employee requires escalation to emergency services or a psychiatrist



# Stage 6b: Clinical Referral Protocol

**For situations where an employee may benefit from higher-touch psychological support or structured therapeutic care.**

**When to use this referral:** When the employee is experiencing significant or persistent emotional distress, or when their wellbeing concerns may require clinical-level support from a counsellor or psychologist. Common indicators include:

- Persistent low mood, anxiety, or emotional distress
- Difficulty functioning at work due to personal or mental health issues
- Indicators of trauma, grief, or personal crises
- Cases where previous wellbeing check-ins haven't been sufficient

1

## Manager referral

Send an email to [support@intellect.co](mailto:support@intellect.co) using the following template:

*I would like to refer the following employee for wellbeing support*

- *Your name and role*
- *Your relation to the employee*
- *Employee's name, work email, phone number and location*
- *A brief description of the concern or reason for referral*

**Consent from the employee is required before making a clinical referral.** Reassure the employee that clinical sessions are confidential and focused on their wellbeing.

2

## Clinical Session

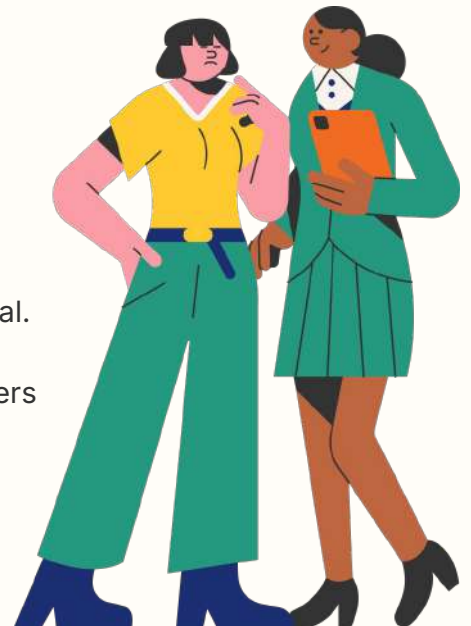
Intellect will review the referral and arrange a virtual or in-person clinical session within 5 working days.

Follow-up sessions or additional care may be recommended based on the employee's needs.

### Confidentiality

All interactions between Intellect and the employee remain confidential. Information is only shared with people managers / P&C / HR if:

- There is an imminent risk of self-harm, suicide, or harm to others
- The employee requires escalation to emergency services or a psychiatrist



# Stage 7: Post-Referral and Follow-Up Care

Your role continues after a referral. Gentle, consistent follow-up helps sustain psychological safety, reinforce trust, and support the team member's recovery.

## After a referral, you can:



### Maintain gentle, non-intrusive check-ins

- Ask how they've been feeling — not what was discussed in sessions
- Keep conversations supportive, not investigative
- Maintain predictable, steady presence

**Example:** *"How have things been feeling for you this week?"*



### Respect privacy and boundaries

- Do not ask for clinical details or updates
- Avoid making assumptions about progress
- Allow the team member to share only what they choose

**Important:** Confidentiality is essential for psychological safety.



### Notice continuing or escalating signs

- Notice increased withdrawal or emotional overload
- Look out for changes in functioning or concerning statements

**Note:** If you notice these, gently reopen the conversation or follow escalation steps.



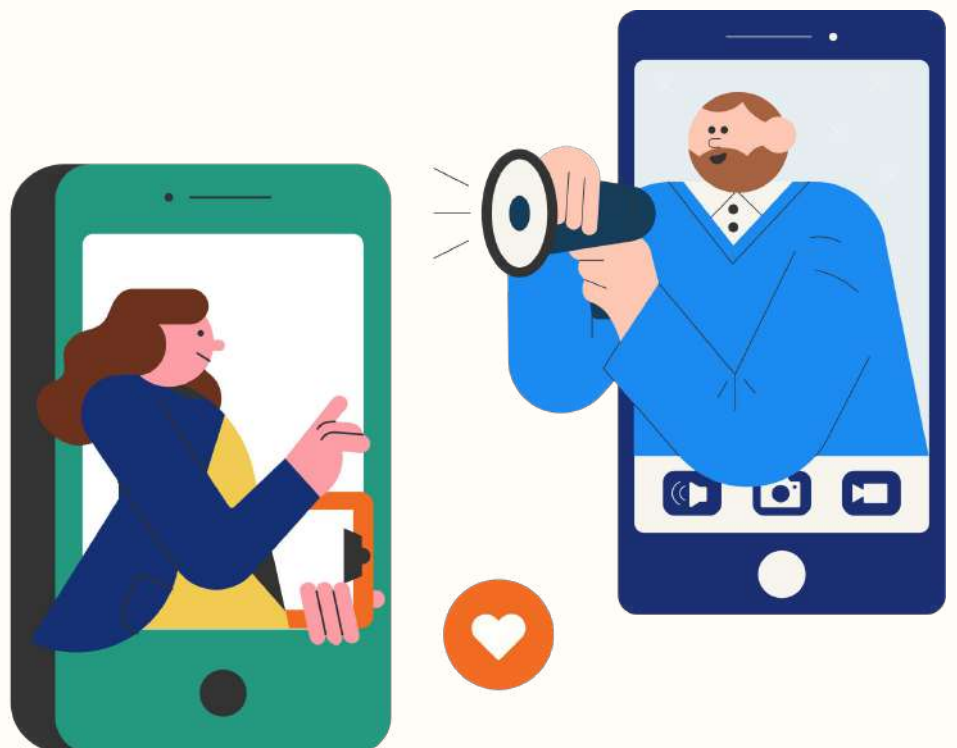
### Provide steady support and adjust expectations where needed

- Consider short-term adjustments to reduce pressure and recovery support
- Continue offering gentle encouragement without pressure

**Example:** *"No pressure. I am here if you want to discuss potential adjustments"*

After offering support options, maintain gentle, ongoing check-ins to show care and presence. Always respect the team member's preferences regarding the type and level of support they choose.

# Crisis & Critical Incident Protocols



# Crisis Response: Individual-Level Emergency

This protocol guides you what to do when a team member may be at immediate risk of harm or experiencing severe emotional distress.

## When to activate this protocol

### Safety-related comments

- *"I can't do this anymore."*
- *"I wish I didn't exist."*
- *"Everyone would be better off without me."*
- *"I don't see a way forward."*

### Concerning behaviours

- Sudden withdrawal or disappearing unexpectedly
- Visible panic, trembling, or emotional shutdown
- Disorientation, dissociation, or inability to communicate clearly

### Signs of imminent risk

- Talking about harming themselves or others
- Evidence of plans, means, or intent
- Severe distress where safety feels compromised



### Your Immediate Priorities

- Stay calm and remain with the employee
- Move to a quieter, private and safe space
- Reduce stimulation where possible
- Inform HR or building security if crisis escalation is needed

### What You Shouldn't Do

- Argue, minimise or challenge their feelings
- Use phrases such as *"you are overreacting"*
- Promise complete confidentiality
- Attempt to assess risk or diagnose the situation
- Leave them alone

### After The Crisis

- Do a check-in once safety is confirmed
- Inform their next of kin only if advised by P&C / HR
- Reassure them they are not being judged
- Ensure they are not sent home alone if still visibly distressed

Your role is to stay present, provide calm support, and connect the team member to immediate professional help—not to evaluate risk or provide counselling.

# Crisis Response: Team Dynamics and Morale

When one employee is experiencing mental health challenges, the impact often extends beyond the individual. Team members may experience increased workload, emotional strain, uncertainty, or concern.

## When to activate this protocol

### Recognising team-level impact

- Increased workload for other team members
- Frustration or resentment
- Decreased morale or collaboration
- Questions or concerns about fairness
- Anxiety about unpredictable behaviour

### Balancing compassion and fairness

- Review workload distribution regularly
- Acknowledge additional effort by other team members
- Adjust timelines or priorities where possible
- Check in with team members who may be impacted

### Managing peer concerns without breaching confidentiality

- Acknowledge their experience
- Maintain confidentiality
- Avoid sharing personal or health-related information

Instead, focus on

- Work impact
- Team needs
- Support and fairness

## Suggested Script

People managers are encouraged to be as open and honest as possible but as a starting point, please refer to our suggested script:

*I understand that the team has been carrying additional workload recently. I'm actively reviewing priorities and looking at how we can redistribute tasks more fairly. If you're feeling stretched, please let me know so we can address it.*

# Managing Unexpected Emotional or Behavioural Incidents

At times, managers may encounter unexpected emotional or behavioural reactions that disrupt the work environment or affect team safety—even when there has been no prior disclosure.

## Common Situations You May Encounter

- Uncontrollable crying
- Heightened agitation or shouting
- Emotional outbursts in meetings
- Aggressive or intimidating verbal behaviour (without physical assault)

**You are not expected to provide counselling or resolve emotional distress on your own.**

## What to Do in the Moment (De-escalation)

- Stay calm and regulate the tone
- Create space and privacy
- Acknowledge emotion without endorsing behaviour
- Set clear, respectful boundaries

### Helpful language:

*"I can see this is really upsetting for you. Let's step into a quieter space so we can talk."*

*"I want to understand what's going on, and I also want to make sure everyone feels safe."*

## Ensuring Team Safety and Minimising Disruption

### If behaviour is escalating:

- Pause or end the interaction if needed
- Ask for support from P&C / HR if available
- Remove other team members from the immediate situation if appropriate

### If you feel safety is compromised:

- Follow escalation and crisis protocols
- Involve building security or emergency response where required

## Follow-Up and Documentation (After the Incident)

### Follow-up with the individual:

- Check in privately once emotions have settled
- Focus on support and next steps
- Reinforce expectations for respectful behaviour

### Escalate Patterns or Repeated Incidents

- Involve P&C / HR if:
  - Behaviour repeats
  - Team impact continues
  - Conduct expectations may need to be addressed

Your role is to maintain psychological and physical safety, de-escalate where possible, manage the impact on others, and involve P&C / HR when needed.

# Critical Incident Support Plan: Group Support

A Critical Incident Support Plan (CISP) provides comprehensive support to team members across the organisation to address and manage traumatic and distressing experiences in the workplace. The goal is to help the team members effectively process the critical incident healthily.



## Examples of Critical Incidents

Critical incidents are sudden and unexpected, and oftentimes overwhelm team members' coping capacity. Examples of critical incidents in the workplace:

- Demise of a co-worker
- Retrenchment
- Physical assaults
- Sexual harassment cases
- Workplace accidents or injuries
- Natural disasters



## Why is CISP important?

A critical incident can adversely impact a person's physical, emotional, and psychological wellbeing. Professional support can mitigate these negative impacts by helping employees understand their reactions to the incident and process the traumatic experience in a healthy manner, thus reducing the risk of potential long-term adverse effects.

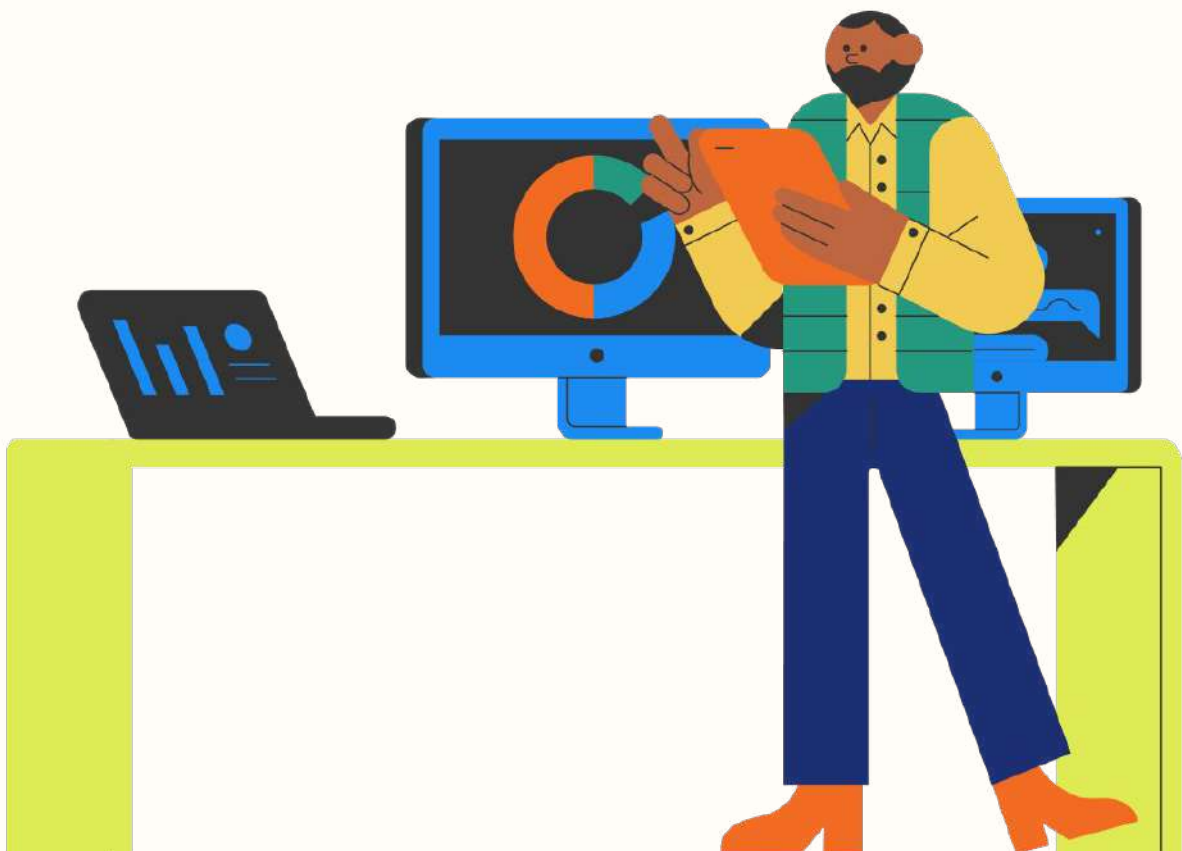


## What support is provided for CISP?

- **Initial Contact** 🕒 **up to 15 mins**
  - Manager/Leader submits a request by calling the [Crisis Helpline](#) or sending an email to [ciu@intellect.co](mailto:ciu@intellect.co). Please provide details such as your name, organisation, position, mobile number, and email address.
- **Initial Assessment** 🕒 **up to 60 mins**
  - Intellect's Crisis Intervention Unit (CIU) will arrange an initial assessment session to understand the situation and devise a plan of action.
  - An assessment will occur within 3 hours of request (unless a preferred time is stated).
- **Deployment** 🕒 **Group Sessions (90 mins) capped at 10 pax per group, Individual Sessions (60 mins)**
  - Depending on the assessment, a virtual or on-site support session may be proposed and providers might be deployed to be on standby for any walk-ins.
  - Group support sessions will be deployed within 72 business hours.
- **Post-Crisis Support**
  - A post-critical incident report will be provided to the organisation within 2 business days, including any recommendations such as organising webinars, workshops, or training sessions, so that people managers are equipped to support team members' wellbeing and work performance after an incident.

If more information on CISP is required, refer to our [FAQ](#) or reach out directly to your HR team.

# Helpful Tools & Resources



# Building a Healthy Workplace Culture

Creating a healthy workplace culture is crucial for your organisation's success. As a people manager, it's important to cultivate a supportive and inclusive environment. Doing so not only enhances wellbeing but also fuels productivity and innovation.

## Prioritise Psychological Safety

To contribute their best work, team members must feel comfortable sharing ideas, taking risks, and expressing concerns without fear of retribution. People managers can foster this by encouraging open communication, actively listening, appreciating contributions and valuing feedback.

## Foster Inclusivity and Diversity

A diverse and inclusive workplace is more dynamic and resilient. People managers can champion diversity by implementing unbiased recruitment processes and providing equal opportunities for advancement. Regular training on implicit bias and cultural competence, celebrating cultural events, and encouraging diverse perspectives further strengthens inclusivity.

## Encourage Work-Life Balance

Burnout is a significant issue affecting productivity and team members satisfaction. People managers can support work-life balance by setting clear boundaries, promoting flexible work arrangements, and encouraging breaks and vacation time. Demonstrating a commitment to work-life balance at the leadership level sets a powerful example for the entire organisation.

## Promote Professional Growth

Investing in team members development not only enhances skills but also boosts morale and loyalty. People managers can provide opportunities for continuous learning through workshops, courses, and mentorship programs. Regular performance reviews with constructive feedback and clear career progression paths also motivate team members to strive for excellence.

## Recognise and Reward Contributions

Acknowledging team members' hard work and achievements is crucial for maintaining high morale and engagement. People managers can implement recognition programs that highlights both individual and team accomplishments. Simple gestures, like public acknowledgment in meetings or personalised thank-you notes, can significantly boost morale.

## Cultivate a Sense of Community

Building a strong sense of community within the workplace enhances collaboration and job satisfaction. Activities such as team-building exercises, social events, and collaborative projects foster strong interpersonal relationships. People managers should also encourage cross-departmental initiatives to break down silos and promote unity.

## Lead by Example

The behaviour of people managers sets the tone for the entire organisation. People managers must embody the values and principles they wish to see in their teams. This means demonstrating integrity, conscientiousness and empathy in all interactions. Leading by example fosters trust and inspires team members to follow suit, creating a positive and healthy workplace culture.

# Clinical Support for Managers & Leaders

Solution-focused and skill-based clinical sessions for people managers is a collaborative, empowering approach that guides you through a thought-provoking process—helping you unlock your potential and lead with clarity, empathy and impact.

## Example Scenarios of Clinical Support in Action



### Build an inclusive and engaged team

Your **clinician** can help you **strengthen emotional intelligence, build psychological safety, and develop coaching skills** to inspire and empower your team.



### Supporting a struggling team member

Show **genuine interest** and **listen without judgment**. Normalise support by sharing your own Intellect experience, rather than just suggesting it.



### Strengthening yourself as a manager or leader

Accessing clinical sessions give you space to reflect, build resilience, boost confidence, and manage stress effectively.

## Clinical Testimonials

*"First time doing counselling and I found it very helpful. He gave me useful visual metaphors I can remember and a daily exercise I can easily practice"*

*"Counselling has been really rewarding. I learned how to better support my team and reflect on my leadership"*

*"Very informative and supportive"*

# Additional Resources: Intellect Sessions

Explore a curated library of in-app and web content designed to help people managers strengthen resilience, emotional intelligence, and team wellbeing. These bite-sized lessons provide practical tools to help you grow as a leader and support your team more effectively.



**Leading Through Burnout: Prevention and Recovery**

## [Leading Through Burnout: Prevention and Recovery](#)

This learning path helps leaders understand the signs of burnout and adopt preventive strategies. Learn techniques to maintain sustainable leadership energy, balance, and wellbeing.



**Managing Anger as a Leader**

## [Managing Anger as a Leader](#)

Discover how to transform anger from a reactive emotion into a constructive leadership tool. This session guides you in recognising triggers, communicating effectively, and modelling emotional regulation for your team.



**What It Takes to Lead Effectively**

## [What It Takes to Lead Effectively](#)

Inclusive leadership goes beyond managing diversity—it's about embracing differences to inspire innovation and collaboration. Learn how to create an environment where every team member feels valued, respected, and motivated to thrive.

For a full list of leadership resources, [click here!](#)

# Additional Resources: Intellect Articles

At Intellect, we have a wide range of resources that can support your growth as an individual or as a leader, ensuring you have the tools and guidance needed to reach your full potential. Intellect Articles offer expert perspectives you can draw from to enhance both your personal and organisational growth.



## Articles for Managers & Leaders

These articles provide practical insights, tips, and proven strategies to help leaders foster a healthy and engaged workplace culture. For example:

- [Best Leadership Practices for Workplace Wellbeing by ex-NMP Anthea Ong](#)
- [Leadership Practices for a Culture of Wellbeing, from ex-HR Leader of Facebook & Netflix](#)
- [How to develop a 5-step coaching plan for your team, according to a leadership coach \(+ free template\)](#)



## Articles for Team Members

To continue supporting your team’s wellbeing, consider sharing these articles to demonstrate your commitment and care. They’re also great conversation starters that normalise mental health topics and encourage open dialogue. Examples include:

- [Not All Stress is Bad. A Psychologist Discerns between Good and Bad Stress](#)
- [Ask a Coach: How Can You Be Less Reliant on External Validation?](#)
- [Not just for CEOs: How Employees Can Benefit from Executive Coaching](#)

For a full list of all articles, visit [Intellect’s Resources](#).

# Additional Resources: Webinars & Workshops

Intellect’s webinars are designed to equip people managers and their teams with the tools to cultivate self-mastery, resilience, and growth—unlocking their full potential both within and beyond the workplace. Led by experienced trainers within the Intellect network, these sessions combine interactive polls, reflective exercises, and practical wellbeing strategies to create a dynamic learning experience that caters to diverse learning styles and preferences.

## Leadership Webinar Sessions

Covering essential leadership principles, our 60-minute sessions equip people managers with actionable insights to inspire, engage, and support their teams effectively. Whether you’re a seasoned leader or just starting your journey, these sessions offer immediate takeaways for meaningful impact.



### **Adaptive Leadership in Changing Times**

Navigate change with confidence in Adaptive Leadership and learn key strategies to lead effectively, stay resilient, and guide your team through uncertainty and transformation.



### **Authentic Leadership: From Vulnerability to Strength**

Discover how to lead with authenticity and explore the power of vulnerability in building trust, fostering connection, and becoming a more effective, inspiring leader.



### **Well-being Check: Prioritising Team Mental Health Through Meaningful Check-ins**

Gain practical tools to ensure mental health remains a priority and strengthen team connections through consistent, meaningful check-ins.



### **From Awareness to Action: Supporting Mental Health in the Workplace**

Equipping leaders with knowledge on the importance of mental health in the workplace, tools to identify early signs of distress, and practical skills to support their teams.



### **Psychological Safety, Trust & Empowerment**

Build trust and psychological safety within teams by learning how to create safe spaces for open communication, encourage risk-taking, and a culture of learning and growth.



### **Diversity, Equity & Inclusivity (DEI) in Action: Creating a Safe and Inclusive Workplace**

Understand the practical steps each individual can take to foster an inclusive workplace, creating a harmonious and diverse professional environment.



### **Unlocking Emotional Intelligence (EI) for Effective Leadership**

Learn how to leverage EI and empathetic skills to build stronger relationships, manage conflict constructively, and provide impactful feedback.

To book a session, please reach out to your HR Team.

# Additional Resources: Leadership Sharing

Among Intellect's clients with the highest utilisation rates, one of the strongest drivers is leadership influence. When company leaders—especially C-level executives and department heads—share their own experiences using Intellect for their wellbeing, team members are more likely to feel supported, view mental health as less stigmatised, and feel encouraged to seek support.

*Wondering how to use this?* We recommend sharing in a company-wide meeting, town hall, or via an internal email.

---

## Suggested Script

Leaders are encouraged to be as open and honest as possible but as a starting point, please refer to our suggested script:

*Hi there, team! Today, I want to talk about something that's close to my heart: our overall wellbeing and the mutual support we provide one another.*

*You know, it's easy to get caught up in the daily grind and forget about taking care of ourselves. But the truth is, our mental and emotional wellbeing matters just as much as our physical health. That's why I'm excited to share something that's already been making a positive impact in my own life: our new partnership with Intellect and their wellbeing platform.*

*Now, I'll be honest. At first, I was a bit sceptical. You might be too, and that's completely okay. But then I decided to give it a shot. I downloaded the app version, explored their content, tried out their clinical services, and even reached out to their helpline with a few questions. And, it's been an eye-opening experience.*

*Mental wellbeing support isn't about pushing a one-size-fits-all approach. It's about empowering us to take charge of our own wellbeing journey. It's like having a toolkit of resources right at your fingertips—whenever you need them, wherever you are.*

*Using this platform, I've been able to build better habits, manage stress more effectively, and simply find moments of calm in the midst of a busy day. And here's the thing, it's not about having all the answers. It's about taking small steps, learning, and growing.*

*So, here's my invitation to you. Give it a try. Take a moment for yourself and explore what Intellect has to offer. Let's break any stigma around seeking support—it's a sign of strength, not weakness. And as we embrace this journey together, let's create a workplace where we're all thriving, not just professionally, but personally too.*

*I'm right here with you, learning, trying, and taking steps towards a healthier, more balanced life. Join me on this journey. Let's make wellbeing a part of our everyday routine.*

*Take care, and remember—we're in this together.*

# Additional Resources: Goal Setting Journal

Using the SMART goal framework is a practical and effective way for people managers to guide their teams with clarity and purpose. By setting goals that are Specific, Measurable, Achievable, Relevant, and Time-bound, people managers create clear direction and shared accountability—helping team members stay focused, motivated, and aligned with organisational priorities. This structured approach not only drives productivity but also strengthens engagement, collaboration, and professional growth across teams.

---

## Set SMART goals for effective goal-setting

### What is one goal you want to accomplish?

Think about an area in your life that you'd like to improve (e.g. your mental health, financial status, fitness, etc)

---

---

### **SPECIFIC: Have a clear aim for your goal?**

Why do you want to achieve this goal?  
What would you like to change about your life?

---

---

### **MEASUREABLE: How will you track your progress and define success?**

It can be an objective measurement, like a number, or subjective, like a change in habits or attitudes.

---

---

### **ALIGNED: Are your goals aligned with your personality, interests, and values?**

How will they serve your life, relationships, or career?

---

---

### **REALISTIC: Are your goals achievable?**

Take stock of any limitations such as budget or time constraints. Keep your goal simple and within reach!

---

---

### **TIME-BOUND: When do you want to achieve this goal by?**

Break down your project into smaller milestones, and set deadlines for them to keep yourself on track.

---

---

# WELL DONE!

Use the goal-setting journal in the Intellect app today!

