

YOUR ULTIMATE GUIDE

To Workplace Mental Health

Industry-specific strategies to
support employee well-being

There's a new paradigm at the heart of work—the success of the organization goes hand in hand with the well-being of its people.

At the core of this shift is the focus on mental health support. [Employees are asking for it](#), employers are acknowledging its importance, and consultants are championing it as a game-changer for both individual and organizational success.

Cigna's president and CEO, David Cordani, recently [acknowledged](#) this dynamic, noting that "in addition to affordability, one of the top priorities for many employers is expanding access, coordination, and overall effectiveness of behavioral health programs and solutions."

In this guide, we're taking a deep dive into the mental health challenges employees are facing across twelve industries, offering real-world insights and best practices:

Healthcare

Finance & Insurance

Technology

Frontline

Manufacturing, Distribution, Agriculture, Construction

Retail

Higher Education

Food & Beverage

Legal



We're also sharing industry-specific data from our customer base, to illustrate the outcomes and impact of implementing comprehensive mental health benefits within each sector.

Let's start by exploring the state of employee mental health in today's global workplace, including the importance of manager development, considering the role of HR leaders as mental health advocates, and finally, looking at the link between rising health spend and mental health.

The state of global workplace mental health

Mental health is deeply shaped by the work environments where people spend a significant portion of their lives. Employee well-being impacts retention and engagement at work, emphasizing the pivotal role that an individual's mental health plays in the overall well-being of an entire organization.

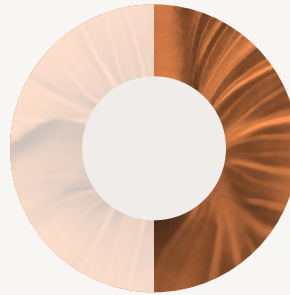
nearly



1 Billion
people worldwide

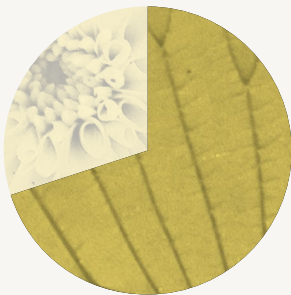
live with a diagnosable mental health condition—which is the leading cause of years lived with disability worldwide

about



1/2
of the world's
population

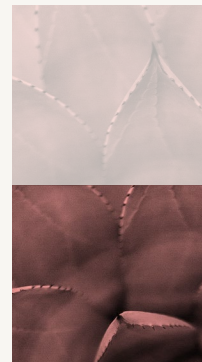
lives in countries with one psychiatrist for every 200,000 people



70%
of people

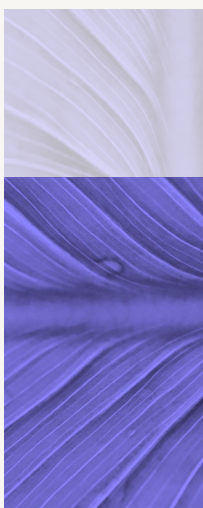
with mental health conditions do not receive treatment

about



50%
of the population

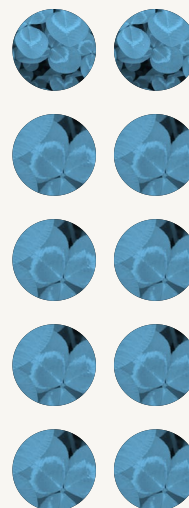
can expect to develop one or more mental health conditions, by the age of 75



with almost

60%
of the world's
population working,

workplace mental health is an issue that affects the lives of many



an estimated

12 Billion

working days are lost every year due to depression and anxiety, at a cost of 1 trillion US dollars

The global rise of workplace mental health challenges

More broadly, the pandemic, climate concerns, global instability, and ongoing wars have created systemic conditions for mental health stressors, significantly affecting employees as they deal with these conditions during their work days.

Unfortunately, we live in a world where most people don't have access to quality mental healthcare—or any mental health services at all.

As many as **70% of people with mental health conditions don't receive treatment**. In all countries, gaps in service coverage are compounded by wide variability in quality of care.



The primary reason for this? Multiple, overlapping barriers keeping people from accessing the mental healthcare they need, including:

A shortage of mental health providers, leading to long wait lists and limited access to specialized care

A lack of access to transportation to reach treatment or services

A lack of culturally appropriate screening tools and interventions

Limited awareness of mental health issues

Negative experiences with healthcare, especially regarding stigma and mental health

Financial barriers, which are present in both private and public healthcare systems

With so many barriers to accessing mental health support, it's important to consider how workplaces might fill some of these gaps in coverage, and the central role of managers and HR leaders as mental health advocates in workplace support systems.

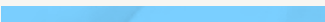
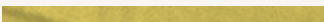




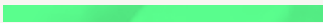
The role of HR professionals as global mental health leaders

Stakeholders around the world are thinking about how to address mental health across large populations, amid shortages in providers and a general lack of access to services. Since employees spend a substantial portion of their lives in the workplace, it is a valuable setting for addressing these concerns.

This dynamic puts HR leaders in a powerful position to make a difference by creating more supportive and healthy workplace cultures. Employees want more than just self-care perks. They’re looking for a psychologically safe environment where they feel comfortable and encouraged to talk openly about their mental health challenges.

As HR leaders continue to be tasked with shaping employee well-being, they’re in a position to be mental health advocates.

There are multiple pathways for this advocacy, including:

 Measuring the impact of existing mental health initiatives and programs	 Anticipating and preventing mental health issues before they escalate	 Staying updated about mental health research, benefit effectiveness, and best practices	 Leading the way in promoting mental health education and awareness in the workplace
 Championing mental health benefits and programs for employees	 Using data to identify trends and patterns related to mental health issues in the workplace	 Tailoring support services and accommodations to meet the specific needs of your employee populations	

The workplace is a long-overlooked space for addressing mental health stigma—as an entryway to effective mental healthcare and as a place where employees can get their unique mental health needs met.

Mental health is now driving employer health spend

Another changing dynamic in workplace mental health is the reality that employers and employees are dealing with rising health spend related to mental health and substance use treatment.

Substance use disorder support and treatment for the entire family is a growing need for employees. [Read this blog](#) to learn more about how workplaces can provide that support.

Health insurance premiums for employer-sponsored insurance have [increased](#) by 7% over the last year, and are [expected](#) to rise again next year. This year, individuals paid, on average, \$8,435 in premiums, while families paid \$23,968 in premiums for employer-sponsored health insurance.

Rising healthcare costs are not a new issue. What is new is the skyrocketing demand for access to mental healthcare, concurrent with historically high healthcare costs. Spending on mental health services among Americans with private insurance

[rose](#) 53% from 2020-2022. Rising costs are [keeping people](#) from accessing mental healthcare.

Untreated mental health conditions are [proven](#) to drive medical spend. If an individual has diabetes, cancer, or a heart condition, medical spend is two to three times higher for those individuals who also have a mental health condition than for individuals without.

Milliman, one of the world's largest actuarial and consulting firms, conducted a groundbreaking [study](#) on this issue. They found that a small group of high-cost individuals are responsible for a significant percentage of total healthcare costs. These high-cost individuals were mostly people with mental health conditions, and yet many of these individuals had minimal or zero spending on mental health-specific treatment.

For HR leaders, the connection between mental health and healthcare costs is important, as they advocate for mental health support within their company while also attempting to manage rising healthcare costs on a budget. As a result, determining the ROI of a mental health solution has become more important than ever.

[Get your copy](#) of our ROI checklist for a systematic approach for evaluating ROI data, equipping you to distinguish between robust research and mere claims.



The greatest mental health challenges facing your employees

Within every industry, employees work in unique environments where circumstances shape mental health in specific ways. For HR and workplace leaders, it's useful to consider the impact of these different environments on employee mental health, along with best practices for addressing the specific challenges in that industry.

While each industry has distinct characteristics, the prevalence of mental health struggles is surprisingly consistent across all industries and organizations. These challenges are part of the daily experience of a huge percentage of workers across the globe in several different industries.

To address them, it's key to invest in a two-pronged solution that strategically integrates support for employees and their families while also equipping leaders to transform organizational culture.

Let's explore what that looks like. **Jump to your organization's industry using the links below:**

Healthcare

Finance & Insurance

Technology

Frontline

Manufacturing, Distribution, Agriculture, Construction



Retail

Higher Education

Food & Beverage

Legal

Caring for the Caregivers

Nurturing Mental Wellness
in the Healthcare Industry



Caring for the Caregivers: Nurturing Mental Wellness in the Healthcare Industry

A recent [report](#), published by a collaboration of international health organizations, found that at least a quarter of health and care workers surveyed globally have experienced symptoms of anxiety, depression, and burnout.

Although the report concludes that COVID-19 negatively affected the mental health of these workers in a significant way, it also notes that their concerns and mental health symptoms were not due to the pandemic alone. Healthcare workers have long faced [issues](#) regarding a lack of risk allowance, overtime pay, delayed salaries, shortages in equipment and staffing, and poor working conditions.

In a recent CDC [report](#), the amount of healthcare professionals experiencing harassment at work doubled last year. These employees were more likely to say they were burned out, depressed, and anxious compared to workers who did not report harassment.

“

We call healthcare workers superheros all the time, and knowing what they do everyday it's absolutely true. But they are not immune to having these issues with mental and emotional health.

*Penny Ferrell, Executive Director of Employee
Wellness & Work-Life Services, Wellstar*

Healthcare workers face elevated mental health struggles due to work conditions that include:

Patient care pressure.

Healthcare professionals are under pressure to provide high-quality patient care while managing heavy workloads, life-and-death decisions, and patient safety.

High-stress situations.

The nature of emergency response work involves high-stress situations, decision-making under pressure, and exposure to life-threatening circumstances, contributing to stress and burnout. Repeated exposure to these conditions can lead to serious mental health challenges. Surgeons, for example, have some of the [highest suicide rates](#) among physicians.

Long and irregular shifts.

Work hours are often long and irregular, disrupting circadian rhythms and leading to sleep disturbances and exhaustion.

Exposure to traumatic events.

Many healthcare workers are frequently exposed to traumatic situations, such as serious illnesses, accidents, or patient deaths, which can lead to emotional distress and post-traumatic stress disorder.

Poor mental health among healthcare workers is a double-edged sword. They suffer when their mental health is not attended to, and their patients suffer as well.

Insights into healthcare employees' mental health

To dive deeper into the unique challenges healthcare employees are experiencing, let's review some insights and statistics derived from 119+ Spring Health customers in the healthcare industry.

Our healthcare industry members are at the greatest risk for these mental health conditions:

Depression

Anxiety

ADHD

Eating disorders

Alcohol use

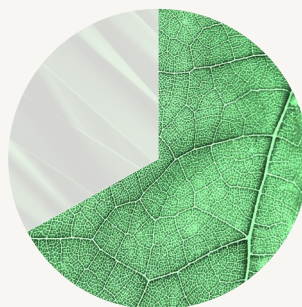
PTSD



16%

of our healthcare industry members

screened positive for PTSD



63%

of our healthcare industry members

screened positive for depression and/or anxiety

Impact of mental health conditions on healthcare employees

At Spring Health, each member's experience begins with our clinically-validated assessment, which screens for over 12 mental health conditions. On their most recent assessment:

77%

of healthcare industry members reported that their mental health conditions disrupted work, social, or home life, with the largest impact occurring in their home life

2.4 days

of impaired productivity each week due to mental health conditions, experienced by health care employees on average

“

Anxiety has been a big part of my life for so long. Six years ago I lost my Dad to aggressive cancer, very quickly. This made my mental health a lot harder to manage.

Enrolled employee from a pediatric health system with 18,500+ employees

Best practices for healthcare organizations

Proactive outreach:

For high-risk participants with suicidal ideation or who seek help with substance-related challenges, licensed clinicians acting as care navigators can initiate contact.

250-440%

Female physicians have a suicide death rate 250-440% higher than females in other professions according to the [American College of Emergency Physicians](#)

Comprehensive mental health support:

Addressing major stressors for healthcare employees means providing support for the top mental health conditions they face, including depression and anxiety. A comprehensive mental health benefit is the underlying framework on which better employee mental health is built and includes the following best practices.

Preventative care:

Addressing potential mental health challenges early on, before they become more severe, costly, and difficult to treat, is crucial.

Coaching plays a critical role in promoting preventative care through behavioral change, risk assessment, and lifestyle adjustments.

Measurement-based mental healthcare:

It can be challenging to gauge the effectiveness of mental health benefits utilization and their impact on an individual's well-being.

Measurement-based care is the systematic collection and evaluation of a person's symptom data at regular intervals throughout the course of care. Healthcare organizations can leverage this data to guide care and improve outcomes.

24/7/365 multi-modal support:

To support employees and their families during a personal crisis, provide access to immediate assistance from a licensed, master's level clinician via phone, chat or email.



Best practices for healthcare organizations

Key stakeholder engagement:

This might include involving C-suite, HR leaders, benefits leaders, managers, and supervisors in messaging frameworks around mental health in all communications, training in mental health first aid, and one-on-one leadership training.

Data-driven insights:

To build the most mentally healthy organizations, HR leaders need access to high-quality, relevant, and timely data, recommended actions with a proven ROI, and integrated tools to support mental health in the workplace. These insights allow HR and benefit leaders to keep a pulse on their organization, identify areas needing attention, form strategies, and deploy tools to support workplace mental health.

Reduce stigma:

Mental health [stigma](#) continues to be a major barrier for employees seeking help. Stigma reduction in the workplace might encompass confronting internal stigma, making mental health part of all internal communications, highlighting

awareness campaigns, starting more conversations about mental health, and offering training to supervisors. Enterprise resource groups (ERGs) can act as internal mental health advocates by leveraging content, webinars, and resources to further mental health education and normalize talking about mental health challenges at work.

Education and awareness:

This might include mental health first aid training, e-learning platforms, one-on-one leadership training, and/or training to help reduce stigma. In practice, this might entail hosting compassion fatigue webinars and offering clinical support to reduce burnout of hospital staff. Another example might entail partnerships with existing internal groups to create a referral system for a client's faith-based program managing the loss of patients.

On-site mental health programs:

These can include custom workflows for manager consultations, critical incident support, and escalations.

“

Spring Health is helping me work through my grief, anxiety, and self confidence. I only wish I'd started sooner. My therapist is helping me so much and I'm so excited about the future for the first time in a while.

Enrolled employee from a pediatric health system with 18,500+ employees

Transformative outcomes



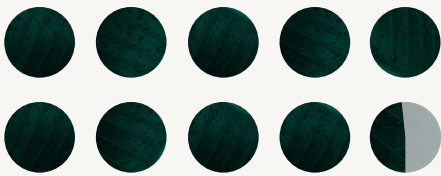
81%

report improving anxiety symptoms (GAD-7)



84%

of members have shown improvement in depression symptoms (PHQ-9)



9.4/10

provider rating

146 hours

of productivity recovered per member per year due to better employee mental health

Wellstar's Results



Within 10 months of switching to Spring Health:



600%

increase in utilization over their previous EAP

[Watch this video](#) to hear their full success story.

Read our final thoughts

See all industries

Balancing Burnout

Fostering Mental Well-Being
in the Financial Services
and Insurance Industry

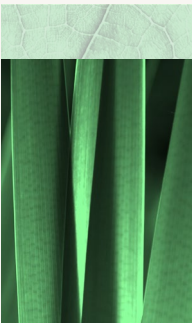


Balancing Burnout: Fostering Mental Well-Being in the Finance and Insurance Sector

For years, organizations in this industry have grappled with internal and external volatility, creating rapid, industry-wide changes over a relatively short period. The pandemic accelerated these changes as remote work and digital technologies took off. Global volatility is especially impactful for finance companies, as many have branches worldwide, making their employees particularly vulnerable to turmoil.

Employees are historically accustomed to heavy workloads, long work hours, and a highly competitive environment. As a result, burnout, mental health stigma, and untreated mental health conditions pose significant risks from an operational, health, and professional development perspective.

Multiple employee surveys paint a vivid picture of deteriorating mental health amid a culture of overwork:

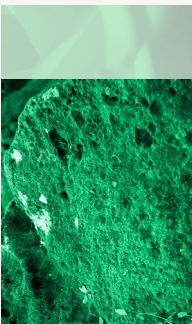


83%

of employees in this industry have [considered changing jobs](#) due to the impact of work on their mental health

95 hrs

A Goldman Sachs [survey](#) found that first-year financial analysts work over 95 hours each week. On average, those employees get 5 hours of sleep a night



77%

Goldman Sachs employees also report workplace abuse in high numbers

3/4

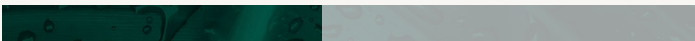
of employees think their employers should do more to support their mental health and well-being

A 2021 global well-being [survey](#) of finance and insurance professionals identified the top risks to company performance:

Stress - 67%



Burnout - 46%



Anxiety - 37%

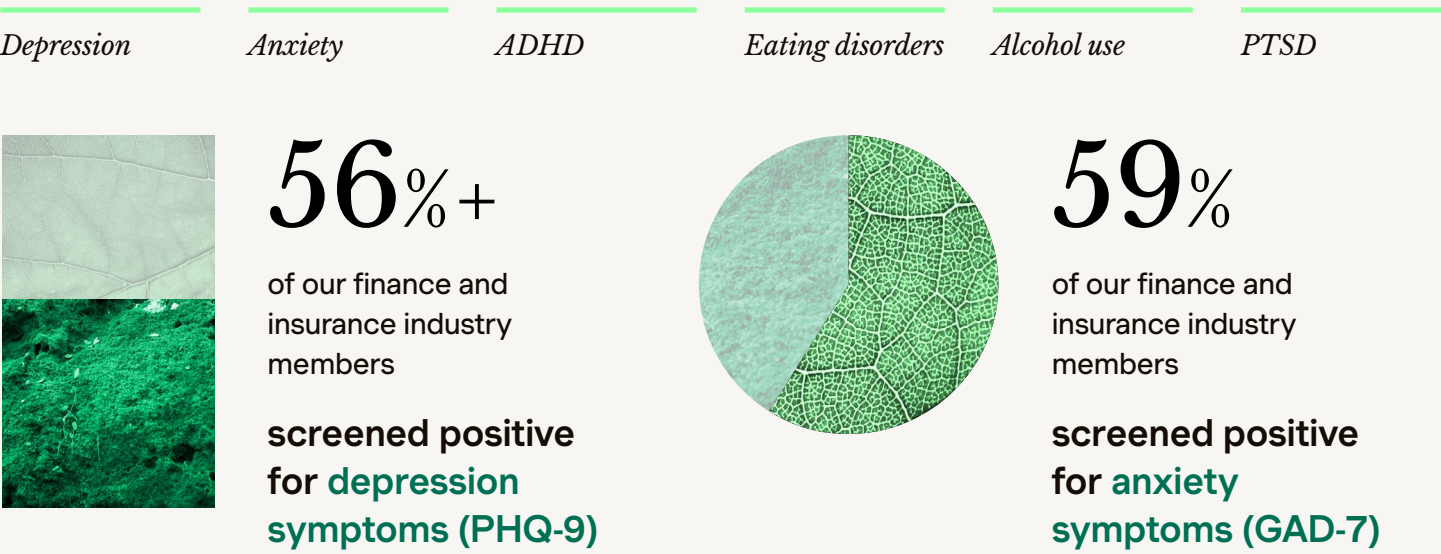


The ripple effects of these statistics have the potential to permeate the entire organization, compromising productivity, decision-making, and ultimately, the quality of services provided to clients.

Insights into finance and insurance employees' mental health

To dive deeper into the unique challenges finance employees are experiencing, let's review some insights and statistics derived from 276+ Spring Health customers in the finance and insurance industry.

Our finance and insurance industry members are at the greatest risk for these mental health conditions:



Impact of mental health conditions on finance employees

At Spring Health, each member's experience begins with our clinically-validated assessment, **which screens for over 12 mental health conditions.**

On their most recent assessment

>73%

of finance industry members reported that their mental health conditions disrupted work, social, or home life, with the largest impact residing in their home life

2.72 days

of impaired productivity each week due to mental health conditions, experienced by employees on average

“

I've been struggling with OCD/ anxiety most of my life. Having free access to Spring Health really makes a world of difference. Especially since my other therapists were hundreds of dollars for each session. I can meet with [my therapist] frequently and really see the progress I am making in each session. I will continue to use this service forever, absolutely love it, and can't advocate for it enough.

Enrolled employee from a banking organization with ~300k employees

Best practices for finance and insurance organizations

Comprehensive mental health support:

Addressing major stressors for finance employees means providing support for the top mental health conditions they face, including depression and anxiety. A comprehensive mental health benefit is the underlying framework on which better employee mental health is built, and includes the following best practices.

Reach employees at the workplace:

Onsite resources and promotional print materials with QR codes are a great way to engage those who work in-person at retail branches or call centers. Post these materials in both high-traffic areas and more private spaces, to continually remind employees of the support available to them, including therapy appointments available onsite.

Offer on-the-go support:

It's important for members to receive complete care, anywhere. For employees, like brokers, who work long hours or are continuously traveling to meet with clients, managing their care from

their mobile device is critical. This includes appointment reminders via text, booking and rescheduling appointments, doing a meditation exercise, and more.

Invest in solutions with flexible provider networks:

Investment banking analysts, merger and acquisition professionals, traders, and risk management professionals are working long hours under pressure. Finding a vendor who offers flexibility in their provider network will ensure employees can find the right care that fits their schedule—including in-person or telehealth options, provider filters for gender, race, language, religion, and appointment availability in the evening or on weekends.

Call center focused programming:

Offer [mental health training](#) and certifications, like Spring Health's [Sage](#) courses, to call center employees. These are short, digestible, and engaging training courses on topics like stress management, improving sleep, and emotional hygiene.



Best practices for finance and insurance organizations

Lean in to leadership advocacy:

Leadership advocacy and wellness champion networks are proven to drive substantial engagement and enrollment for employees in the finance sector. This can be especially impactful in reducing stigma for more highly compensated employees, like investment bankers.

Weave mental health into internal communications:

Every institution is a unique ecosystem, and it's important to reach employees wherever they are on their journey. Integrate mental health benefits into all internal communications to ensure visibility for the entire population and normalize mental health conversations at work.

Create advocates from your ERGs:

Employee resource groups (ERGs) can act as internal mental health advocates by leveraging Spring Health content, webinars, and resources to further educate and normalize talking about mental health at work.

Inspire whole-person health with connected benefits:

Physical, mental, and socioeconomic health are inextricably linked. Getting support for needs like chronic conditions or financial challenges is ultimately critical for delivering mental health outcomes. Find a solution that connects your entire benefits ecosystem together to enable discovery of relevant benefits members can pair with their mental healthcare.

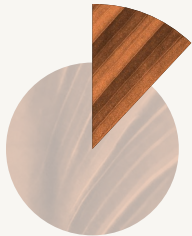
“

I'm in my mid-20's and developed anxiety a few years ago, which affects my work and my relationships. My therapist and I have worked on tactics to cope and identify the concerns I have that are valid vs. which are my anxiety. About two years ago, I knew I needed to attend therapy but finding a provider was incredibly difficult. Spring Health has made it so easy to find a provider I work well with.

Enrolled employee from a finance organization

Transformative outcomes

With Spring Health, finance organizations are experiencing, on average:



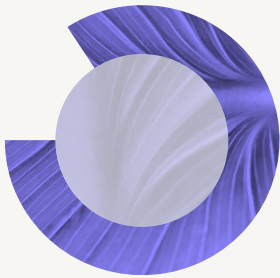
12%

fewer days of
missed work



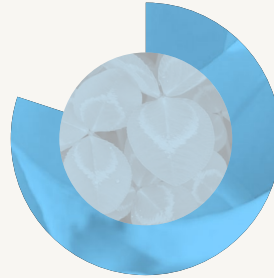
22%

less likely to leave their job



84%

of members have
shown improvement in
depression symptoms
(PHQ-9)



80%

of members have shown
improvement in anxiety
symptoms (GAD-7)

153 productive hours

per member per year recovered due to better employee mental health

[Learn more](#) about how financial institutions are boosting mental health.

Read our final thoughts

See all industries

Mind Matters in Tech

Prioritizing Mental Wellness



Mind Matters in Tech: Prioritizing Mental Wellness

Tech is a fast-paced, high-pressure industry. Company growth is often the primary objective, and as a result, mental health may be overlooked or deprioritized. However, improving well-being is a major concern among tech industry workers. Seventy-five percent are presently apprehensive

about the state of their mental health compared to pre-pandemic levels.

Heavier workloads, remote work, and subsequent isolation continually have an overall negative impact on mental health, and burnout remains high.

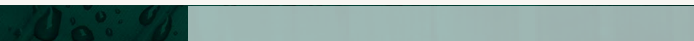
2 in 5 workers show a high risk of burnout

and of those:

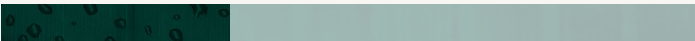
56% struggle to relax after work



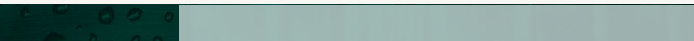
27% don't see the value or purpose in what they do



33% feel inefficient at their job



26% worry about their job, making them emotionally harsher



42%

of IT professionals with high levels of burnout risk are considering quitting their job in the next six months

46%

of female employees are reporting high stress

38.2%

of male employees are reporting high stress

62%

feel emotionally and physically drained

Employee assistance programs (EAPs) are often underutilized at tech companies, due to perceived stigma around mental health or a lack of awareness around available support.

Left unaddressed, burnout can lead to increased turnover, reduced productivity, and absenteeism. It can also be a precursor to a myriad of stress-related illnesses, including cardiovascular disease, weakened immunity, and chronic fatigue. Mentally, it can cause depression, anxiety, and cognitive difficulties like impaired attention and memory.

“

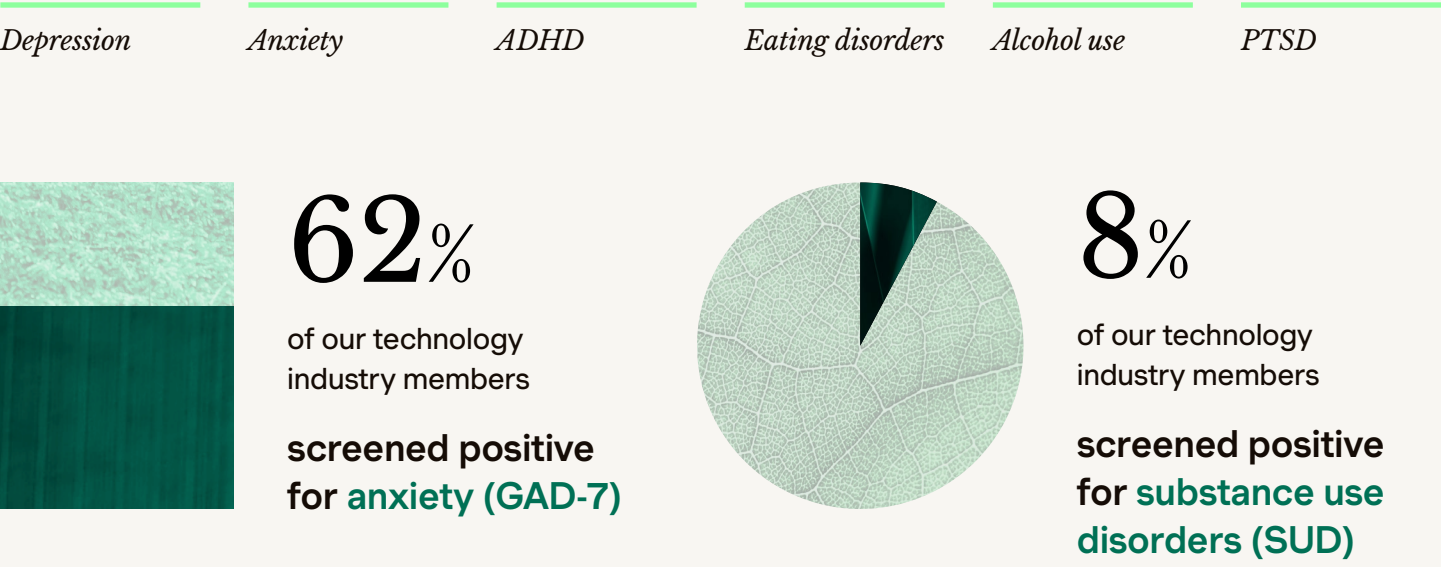
I’m suffering from PTSD symptoms. Spring Health is allowing me to treat my symptoms without having to worry about going to an office in person.

Enrolled employee from a global tech company with 221k employees

Insights into tech employees' mental health

To go deeper into the unique challenges technology industry employees are experiencing, let's review some insights and statistics from 720+ Spring Health customers in the technology industry.

Our tech industry members are at the greatest risk for these mental health conditions:



Impact of mental health conditions on technology employees

At Spring Health, each member's experience begins with our clinically-validated assessment, **which screens for over 12 mental health conditions.**

On their most recent assessment

>77%
of technology industry members reported that their mental health conditions disrupted work, social, or home life, with the largest impact happening in their home life.

2.85 days
of impaired productivity each week due to mental health conditions, experienced by technology industry employees on average.

“
I've dealt with depression and anxiety for most of my life. My Spring Health therapist has helped me navigate these issues and process them. I've been hospitalized for my mental health before and my therapist has helped prevent that from happening again. I am so grateful to have found someone that I can talk to.

Enrolled employee from an industrial technology company with 18k employees

Best practices for tech companies

Comprehensive mental health support:

Addressing major stressors for technology employees means providing support for the top mental health conditions they face, including depression and anxiety. A comprehensive mental health benefit is the underlying framework on which better employee mental health is built, and includes the following best practices.

Measurement-based mental healthcare:

It can be difficult to gauge the effectiveness of mental health benefits utilization and their impact on an individual's well-being. Measurement-based care is the systematic collection and evaluation of a person's symptom data at regular intervals throughout the course of care. Tech companies can leverage this data to guide care and improve outcomes.

Proactive outreach:

For high-risk participants with suicidal ideation or who seek help with substance-related challenges, licensed clinicians acting as care navigators can initiate contact.

Care Navigation:

High-touch guidance throughout the course of care, including unlimited access to a master's level, licensed clinician can provide one-on-one guidance and support, care recommendations, and referrals.

24/7/365 multi-modal support:

To support employees and their families during a personal crisis, provide access to immediate assistance from a licensed, master's level clinician via phone, chat or email.

Preventative care:

Addressing potential mental health challenges early on, before they become more severe, costly, and difficult to treat, is crucial. Coaching plays a critical role in promoting preventative care through behavioral change, risk assessment, and lifestyle adjustments.



Best practices for tech companies

Targeted marketing:

Tailored to the unique needs of tech employees, this could include relevant topics such as:

- Managing stress for working parents
- Reducing burnout from a hybrid work schedule
- How to address sleep issues

Monthly Awareness Campaign toolkits:

Focus on topics that are top of mind for employees and include free webinars, healing sessions, banners, and shareable messaging. This makes it easy to disseminate information across an organization with no printing or heavy lifting.

Reporting:

To build the most mentally healthy organizations, HR leaders need access to clear, comprehensive insights into how enrolled employees are doing. This enables better decision-making and support, especially for employees who are continuing to experience stress, loss, and/or burnout.

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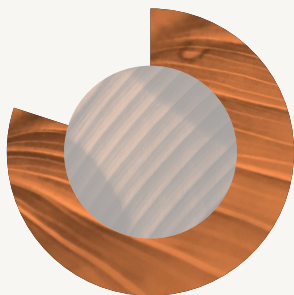
I've experienced a lot of loss within a short amount of time coupled with the competitive nature of my job and ever-changing world dynamics. Spring Health is helping me resolve my inner traumas, work through grief, and recenter myself so I can show up every day without fear, anxiety, or worry.

Enrolled employee from a global tech company with 221k employees



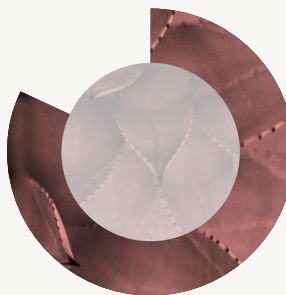
Transformative outcomes

With Spring Health, technology companies are experiencing, on average:



80%

of members have shown improvement in anxiety symptoms (GAD-7)



82%

of members have shown improvement in depression symptoms (PHQ-9)



9/10

average member rating for Spring Health coaches

56 productive hours

per member per year recovered due to better employee mental health

DocuSign saved \$3.70 in health plan savings for every \$1 invested in the Spring Health program. Hear from more of our customers at SpringHealth.com

[Read our final thoughts](#)

[See all industries](#)

Frontline Wellness

Insights Across Manufacturing,
Distribution, Agriculture,
and Construction Industries



Frontline Wellness: Insights Across Manufacturing, Distribution, Agriculture, and Construction Industries

Time and energy are in short supply for frontline employees, who often work long hours in physically and emotionally draining jobs. They may be on their feet for most, if not all of the day, while also taking on extra shifts or additional jobs to make ends meet.

In manufacturing industries, for example, there's a unique combination of pressures, including workforce shortages, shift work, physically demanding work, and supply-and-demand

difficulties. These stressors contribute to increased anxiety, strain, reduced productivity, and absenteeism in the workplace.

Industry-wide, mental health conditions are leading to consistently high turnover rates and high medical claim spend. The following data illuminates the impact of manufacturing work on the mental and physical health of employees:



In another frontline industry, construction, one study of workers in Australia and the United Kingdom found that suicide rates among construction workers were 2 and 3.7 times higher, respectively, than national averages.

Following these trends in frontline employees' mental health, agricultural workers experience high levels of anxiety, depression, and alcohol misuse. Some categories of workers are at an

even higher risk of mental health challenges. Migrant workers, for example, have a 20-50% greater chance of poor mental health.

Unfortunately, there are many barriers in place preventing employees from receiving the mental health care they need. These include stigma, cost, and lack of access to quality care, which all lead to low EAP utilization.

Insights into frontline employees' mental health

To dive deeper into the unique challenges frontline industry employees are experiencing, let's review some insights and statistics from Spring Health customers in the manufacturing industry. Here, we're highlighting one major frontline industry to examine more granular data, and then zooming out to share best practices for frontline industries more broadly. Our members within the frontline industry are at the greatest risk for these mental health conditions:

Depression

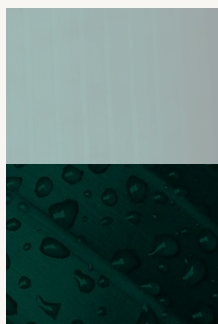
Anxiety

ADHD

Eating disorders

Alcohol use

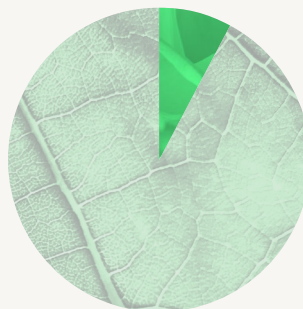
PTSD



51%

of manufacturing and distribution members

screened positive for **anxiety (GAD-7)**



8%

of construction workers

screened positive for **substance use disorders (SUD)**

Impact of mental health conditions on manufacturing employees

At Spring Health, each member's experience begins with our clinically-validated assessment, **which screens for over 12 mental health conditions.**

On their most recent assessment

>67%

of manufacturing industry members reported that their mental health conditions disrupted work, social, or home life, with the largest impact residing in their home life

9.2/10

average rating of providers amongst members in frontline populations

“

I've had more goosebump moments about the support and the care and the empathy that Spring Health has shown, and the help that they have provided to our employees, than I have if you were to add up all of the other vendors that I've had throughout my career.

*Chris Brunson,
VP of Total Rewards, General Mills*

Best practices for frontline industries

Comprehensive mental health support:

Addressing major stressors for frontline employees means providing support for the top mental health conditions they face, including depression and anxiety. A comprehensive mental health benefit is the underlying framework on which better employee mental health is built, and includes the following best practices.

Measurement-based mental healthcare:

It can be difficult to gauge the effectiveness of mental health benefits utilization and their impact on an individual's well-being. Measurement-based care is the systematic collection and evaluation of a person's symptom data at regular intervals throughout the course of care. Providers and organizations can leverage this data to guide care and improve outcomes.

Normalizing therapy for male frontline employees:

Due to the high levels of mental health stigma that exists in many male-dominated frontline industries, messaging featuring sleep and stress-related support is most effective. Consider tailoring mental health-related communications for this population by using the following MEN framework:

Medicalize: Talk about the physical systems of stress and the risk of leaving them untreated

Externalize: Focus on the external pressures that contribute to stress and mental health issues

Normalize: Emphasize that employees are not alone and everyone could use a little extra help these days

One more strategy to consider is rebranding the mental health benefit. For example, instead of using the phrase mental health, it could be called a stress and emotional support benefit.

Family care: Specialized care for the whole family, including therapy for kids, teens, spouses, and caregivers. This could also encompass parent coaching, family and couples therapy, and care concierge services.

Flexible appointment scheduling:

It's essential to ensure your mental health benefit offers therapy, medication management, and coaching sessions virtually and in person, and also on evenings and weekends to accommodate employees with irregular or long hours.

Substance use support: To combat the high rate of substance use among frontline workers, use measurement-based care with longitudinal support for alcohol and drug use—solving for late detection, lack of precision, and little personalization.

Proactive outreach: For high-risk participants with suicidal ideation or who seek help with substance-related challenges, licensed clinicians acting as care navigators can initiate contact.

24/7/365 multi-modal support: To support employees and their families during a personal crisis, provide access to immediate assistance from a licensed, master's level clinician via phone, chat or email.

Preventative care: Addressing potential mental health challenges early on, before they become more severe, costly, and difficult to treat, is crucial. Coaching plays a critical role in promoting preventative care through behavioral change, risk assessment, and lifestyle adjustments.

Best practices for frontline industries

Education and awareness:

This might include mental health first aid training, e-learning platforms, one-on-one leadership training, and/or training to reduce stigma. ERGs can act as internal mental health advocates by leveraging content, webinars, and resources to further mental health education and normalize talking about mental health challenges at work.

Reduce stigma:

Mental health stigma continues to be a major barrier for employees seeking help. Stigma reduction in the workplace might encompass confronting

internal stigma, making mental health part of all internal communications, highlighting awareness campaigns, starting more conversations about mental health, and offering training to supervisors.

Reporting:

HR leaders need clear, comprehensive insights into how enrolled employees are doing to build the most mentally healthy organizations. This enables better decision-making and support, especially for employees experiencing stress, loss, and/or burnout.



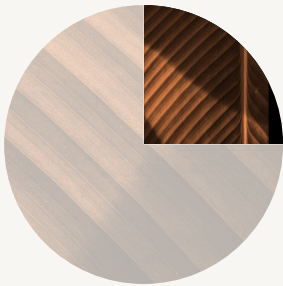
“

My provider makes me feel heard and validated. She has given me many breathing and grounding exercises which have helped me. She makes every visit feel like I'm taking the next step in my journey whether it is detangling my past, healing and working with my trauma, and overall helping my day to day life be more exciting and optimistic.

Enrolled employee from a global food and beverage company with 318k employees

Transformative outcomes

With Spring Health, frontline organizations are experiencing, on average:



25%

reduction in
absenteeism



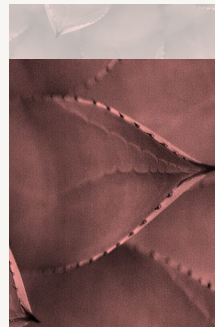
50%

less likely to
leave their job



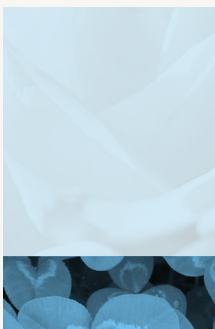
86%

of members saw an
improvement in their
depression symptoms
(PHQ-9)



82%

of members saw
improvement in their
anxiety symptoms
(GAD-7)



23%+

of employees are
enrolled in the Spring
Health program

3.5 hours

of lost productivity recovered
per week, 176.8 hours
recovered per year

Within fourteen months of their Spring Health launch, 28% of General Mills employees were enrolled. [Watch this video](#) to hear their full success story.

[Read our final thoughts](#)

The Frontline of Commerce

Improving Mental Health
in the Retail Industry



The Frontline of Commerce: Improving Mental Health in the Retail Industry

Working in retail can be physically and mentally demanding. It often involves long shifts spent standing, walking, and performing tasks while dealing with frequent customer interactions. These can be exhausting, especially when dealing with unhappy customers, adjudicating complaints, or repeatedly engaging in the

necessary emotional labor of appearing friendly while completing a sale.

Retail workers often work in seasonal or part-time jobs, which are frequently low pay and lack good benefits, leading to financial stress and anxiety, along with other mental health challenges.

A recent survey of retail workers found that:

40%

of associates report worse mental health over the last year

64%

say customers have become more confrontational and verbally aggressive

48%

have thought about leaving their job in the last year

83%

of retail managers would like more training to help support the well-being of their teams

Another recent report, which included a survey component, found signs of retail workers struggling with mental health in the following ways:

80%

experienced a deterioration in well-being in the last 12 months

50%

of managers have noticed an increase in absence due to mental health in the last 12 months

59% slept poorly



70% felt anxious



55% felt overwhelmed



47% struggled to think clearly



“

I have fought three custody battles, the loss of friends and family, a career change, and self worth issues. All of which affected my mental health directly. My therapist has a direct hand in shaping my mental health to be healthy and I love her for that!

Enrolled employee from Instacart

Additionally, 83% of retailers are focusing on retention this year as attrition remains high. To improve this, employees’ emotional well-being and mental health support must become a top priority.

Insights into retail employees' mental health

To dive deeper into the unique challenges retail industry employees are experiencing, let's review some insights and statistics derived from Spring Health customers in this industry. Our retail industry members are at the greatest risk for these mental health conditions:

Depression

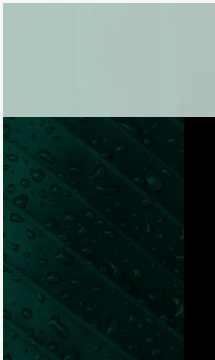
Anxiety

ADHD

Eating disorders

Alcohol use

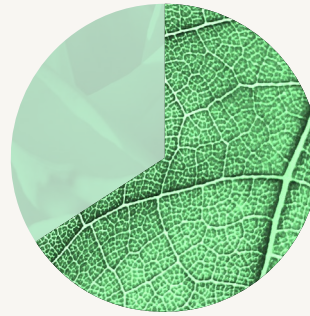
PTSD



68%

of our retail
industry members

screened positive
for **anxiety (GAD-7)**



66%

of our retail
industry members

screened positive for
depression (PHQ-9)

Impact of mental health conditions on retail employees

At Spring Health, each member's experience begins with our clinically-validated assessment, **which screens for over 12 mental health conditions.**

On their most recent assessment

>81%

of retail industry members reported that their mental health conditions disrupted work, social, or home life, with the largest impact residing in their home life

2.97 days

of impaired productivity each week due to mental health conditions, experienced by retail industry employees on average

“

I've been having relationship issues and think I'm ADHD as well. I like the fact that my therapist takes the time to remember what I say and pick it apart. It's like your subconscious is actually speaking to you. It's helped my anxiety and I'm hoping it will help my relationship. Thank you for helping me get myself back on track and for teaching me what I need to do to help myself prior to helping others.

Enrolled employee from an e-commerce company with 16,600+ employees

Best practices for retail industries

Comprehensive mental health support:

Addressing major stressors for retail employees means providing support for the top mental health conditions they face, including depression and anxiety. A comprehensive mental health benefit is the underlying framework on which better employee mental health is built, and includes the following best practices.

Measurement-based mental healthcare:

It can be difficult to gauge the effectiveness of mental health benefits utilization and their impact on individuals' well-being. Measurement-based care is the systematic collection and evaluation of a person's symptom data at regular intervals throughout the course of care. Providers and organizations can leverage this data to guide care and improve outcomes.

Flexible appointment scheduling:

It's essential to ensure your mental health benefit offers therapy, medication management, and coaching sessions virtually and in person, and also on evenings and weekends to accommodate employees with irregular or long hours.

Proactive outreach:

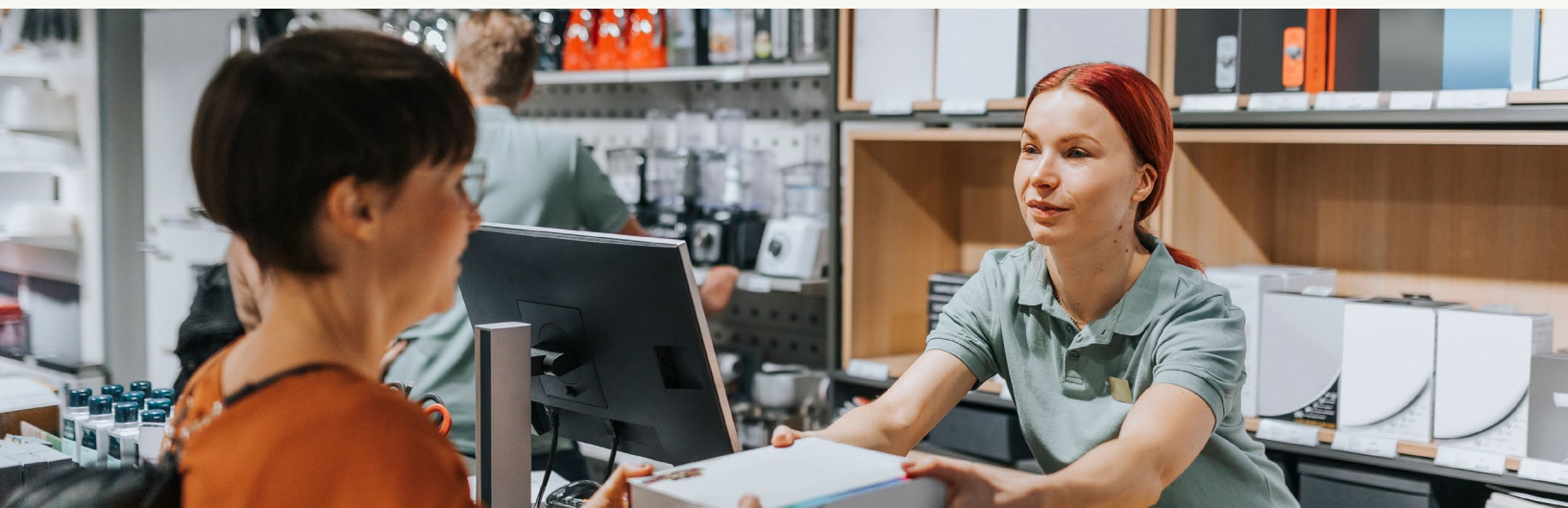
For high-risk participants with suicidal ideation or who seek help with substance-related challenges, licensed clinicians acting as care navigators can initiate contact.

24/7/365 multi-modal support:

To support employees and their families during a personal crisis, provide access to immediate assistance from a licensed, master's level clinician via phone, chat or email.

Preventative care:

Addressing potential mental health challenges early on, before they become more severe, costly, and difficult to treat, is crucial. Coaching plays a critical role in promoting preventative care through behavioral change, risk assessment, and lifestyle adjustments.



Best practices for retail industries

One-on-one leadership training:

There's more than one type of management training useful in the global workplace. Mental health training, both general and mental health first aid, gives managers the tools to notice when their employees are struggling with mental health.

It also equips leaders to know how to step in and start the conversation when they become aware an employee needs support.

Other types of leadership training might include:

- Guidance for difficult conversations
- Critical incident stress management
- Learning a variety of communication techniques
- Role-playing different workplace scenarios
- Learning coping strategies and skills to support employees

Customized communications:

Testimonial videos from their peers, personalized messages from local leadership, and customized podcasts for managers are all ways to increase understanding and effective communication of mental health benefits.

Diverse provider network:

It's essential to give employees access to diverse mental health providers who specialize in a wide range of mental health conditions. This helps ensure there aren't treatment gaps for underrepresented populations who may have unique challenges or needs.

Education and awareness:

This might include mental health first aid training, e-learning platforms, one-on-one leadership training, and/or training to help reduce stigma. ERGs can act as internal mental health advocates by leveraging content, webinars, and resources to further mental health education and normalize talking about mental health challenges at work.



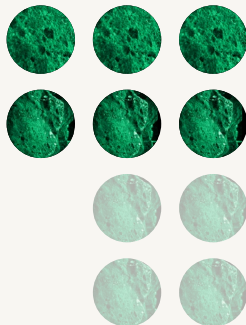
Transformative outcomes

With Spring Health, retail organizations are experiencing, on average:



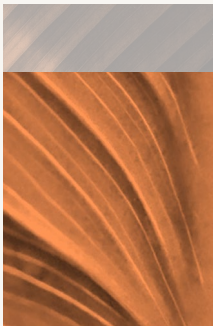
13.5%

total enrollment



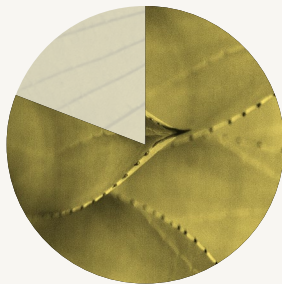
60%

of members improving their overall functionality



79%

of members have improved their anxiety symptoms (GAD-7)



81%

of members have improved their depression symptoms (PHQ-9)



9/10

average member rating for Spring Health coaches

Instacart has boosted EAP engagement from less than 5% to 54%.

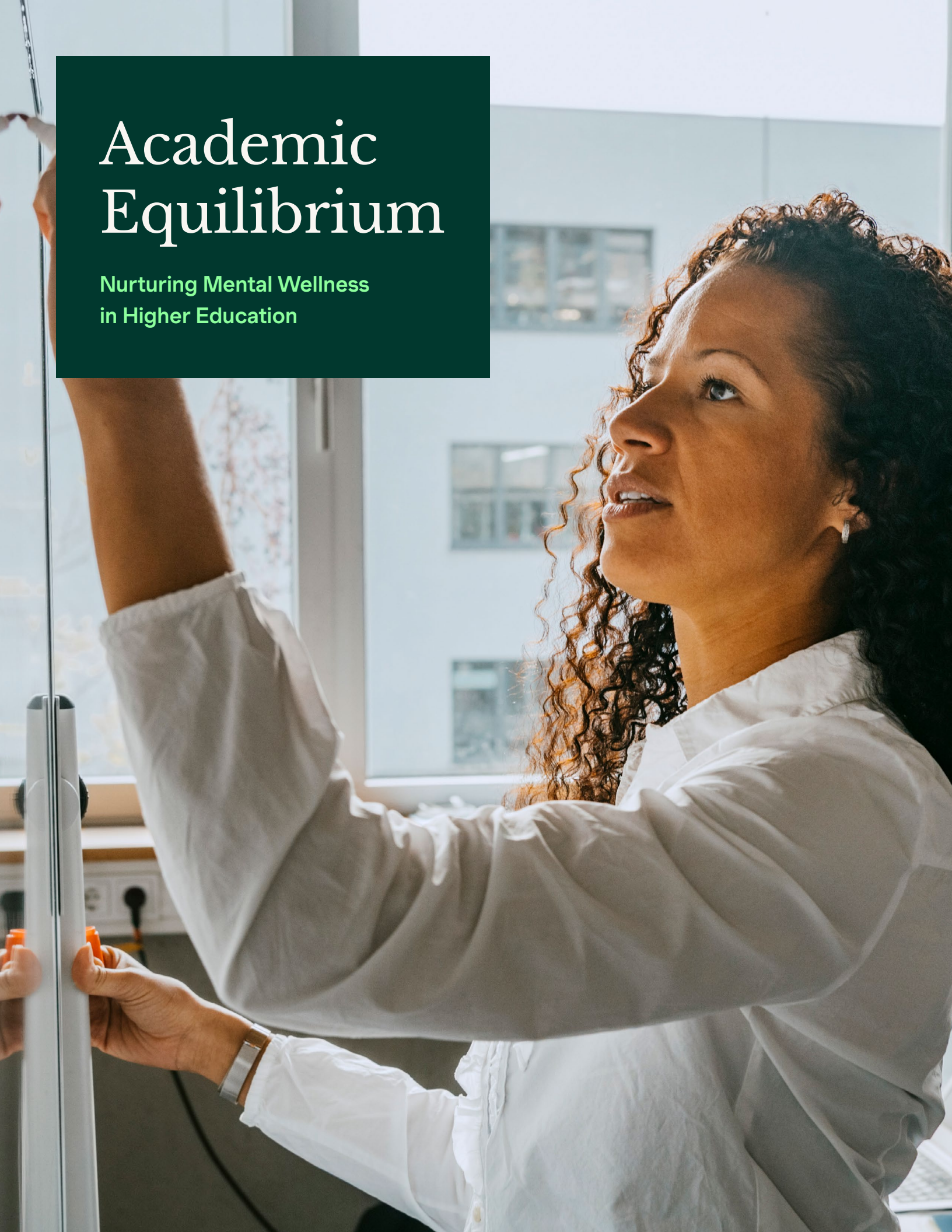
[Read their success story](#) to find out how they did it.

Read our final thoughts

See all industries

Academic Equilibrium

Nurturing Mental Wellness
in Higher Education



Academic Equilibrium: Nurturing Mental Wellness in Higher Education

The mental health of higher education faculty is less central to cultural discourse than K-12 teachers. Yet, employees at these institutions are feeling a toll on their mental health amid the lingering impacts of COVID-19, increased political pressures on campus, demanding workloads, administrative duties, and

dealing with the declining mental health of their students.

One study found that the proportion of faculty members at risk of developing a mental health condition is comparatively higher than employees in the management/professional fields.

Another recent study about mental health in higher education found that:

73%
of faculty would welcome additional professional development for how to support and engage with students about their mental health

50%
of the faculty say that supporting students in emotional distress has taken a toll on their own mental health

81%
of faculty feel their institution should be investing more resources in support of faculty and staff's mental health and well-being

64%
of faculty report feeling burned out due to work

58%
note that their job has taken a toll on their mental or emotional health

Mental health challenges among higher education faculty are a global phenomenon, with graduate students reporting anxiety and depression at rates six times that of the general population, across 26 countries. Another global survey of more than 13,000 researchers found that 38% felt overwhelmed by their work situations very often or fairly often in the previous month.

The rates of mental health challenges vary by gender, with female, transgender, and gender-nonconforming respondents showing a higher prevalence than their male cohorts.

“

I have been struggling with not feeling fulfilled in my career, and my therapist has been so supportive as we talk through it and identify what would utilize my skill set and bring me that sense of purpose. I have also been struggling with shame around money, and she has helped me work through those feelings so that I can get productive with how I approach my money moving forward.

Enrolled employee at a university

Insights into higher education faculty's mental health

To dive deeper into the unique challenges higher education employees are experiencing, let's review some insights and statistics derived from 96 Spring Health customers in the higher education industry.

Our higher ed members are at the greatest risk for these mental health conditions:

Depression

Anxiety

ADHD

Eating disorders

Alcohol use

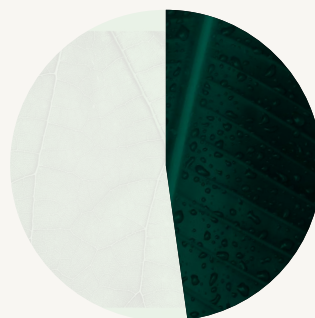
PTSD



56%

of our higher education members

screened positive for **anxiety** (GAD-7)



48%

of our higher education members

screened positive for **depression** (PHQ-9)

Impact of mental health conditions on higher education employees

At Spring Health, each member's experience begins with our clinically-validated assessment, which screens for over 12 mental health conditions. On their most recent assessment:

33%

of higher education industry members screened positive for an eating disorder

17%

of higher education industry members screened positive for ADHD

“

I have been battling depression for years, constantly comparing myself to others, thinking I was a failure. Spring Health has been a Godsend. They have really helped me value myself and given me tools I used daily.

Enrolled employee at a university

Best practices for higher education companies

Comprehensive mental health support:

Addressing major stressors for higher education employees means providing support for the top mental health conditions they face, including depression and anxiety. A comprehensive mental health benefit is the underlying framework on which better employee mental health is built, and includes the following best practices.

Measurement-based mental healthcare:

It can be difficult to gauge the effectiveness of mental health benefits utilization and their impact on individuals' well-being. Measurement-based care is the systematic collection and evaluation of a person's symptom data at regular intervals throughout the course of care. Providers and organizations can leverage this data to guide care and improve outcomes.

Proactive outreach:

For high-risk participants with suicidal ideation or who seek help with substance-related challenges, licensed clinicians acting as care navigators can initiate contact.

24/7/365 multi-modal support:

To support employees and their families during a personal crisis, provide access to immediate assistance from a licensed, master's level clinician via phone, chat or email.

Preventative care:

Addressing potential mental health challenges early on, before they become more severe, costly, and difficult to treat, is crucial. Coaching plays a critical role in promoting preventative care through behavioral change, risk assessment, and lifestyle adjustments.



Best practices for higher education companies

Rapid response to critical incidents:

When tragedy strikes, a timely response is a top priority. Offering 24/7 onsite and virtual support can help faculty process traumatic events.

Customized communications:

Every institution is a unique ecosystem. Communications with employees should reflect this. Benefit launches, webinars, and training can be tailored in concert with the institution to reach the intended population.

Education and awareness:

This might include mental health first aid training, e-learning platforms, one-on-one leadership training, and/or stigma. ERGs can act as internal mental health advocates by leveraging content, webinars, and resources to further mental health education and de-stigmatization efforts within an employee population.

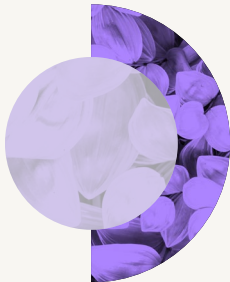
“

Spring Health is not just helping me, but improving my situation greatly. I have some mental health challenges that I treat with a combination of medicine and CBT as well as any other pertinent strategies needed to overcome difficulties. It is not easy to talk about trauma, nor to work through it, nor to work through it actively while holding down a job on the level of my job. I can say honestly, I get so much out of my therapy!

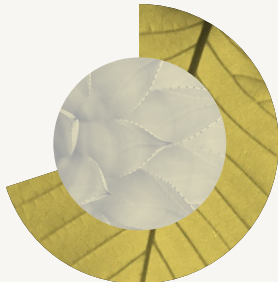
Enrolled employee at a university

Transformative outcomes

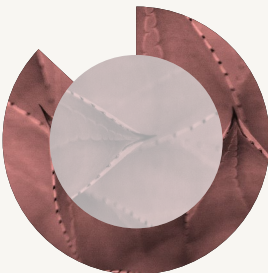
More than 96 customers in the education sector are experiencing these outcomes, on average:



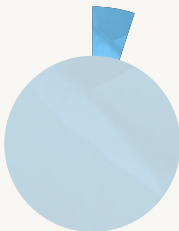
50%
reduction
in turnover



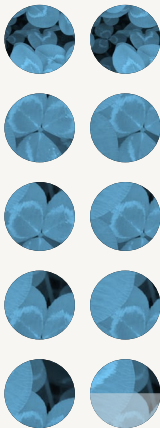
70%
improvement in
anxiety and depression



87%
of members have shown
improvement in depression
symptoms (PHQ-9)



5%
of members have shown
improvement in anxiety
symptoms (GAD-7)



9.4/10
average member rating
of Spring Health providers

\$225
in annual productivity
savings per member

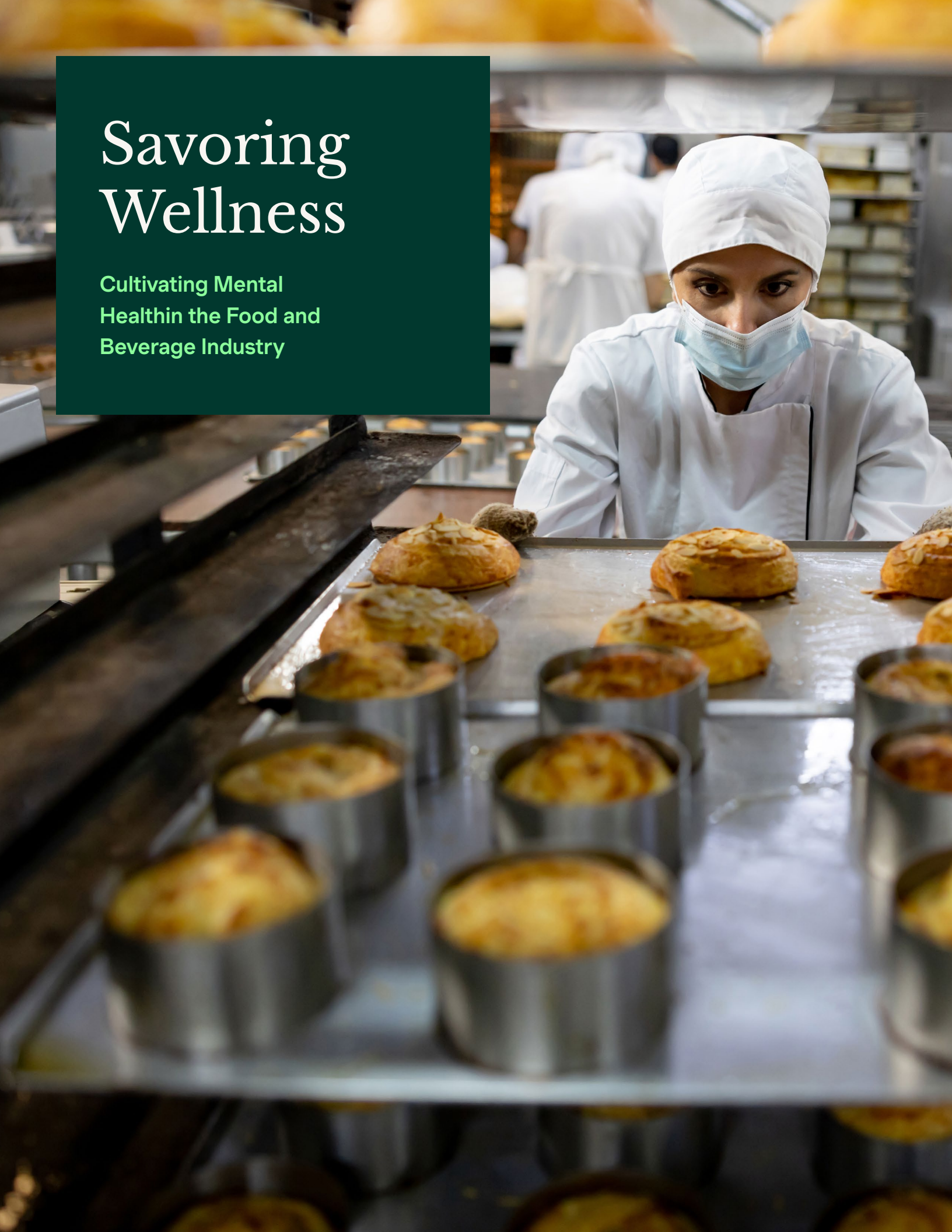
[Discover why](#) investing in faculty mental health benefits the entire campus.

[Read our final thoughts](#)

[See all industries](#)

Savoring Wellness

Cultivating Mental
Health in the Food and
Beverage Industry



Savoring Wellness: Cultivating Mental Health in the Food and Beverage Industry

The World Bank notes that in many countries, the food industry provides more jobs than any other sector. The U.S. food service industry alone employs 13.9 million people, with growth expected to continue.

In a sector known for long hours, low pay, and high-stress working environments, mental health is a significant concern for stakeholders in the industry. This was true even before the COVID-19 pandemic exacerbated mental health challenges, for food service workers in particular.

Recent studies show that food and beverage (F&B) employees are struggling mightily with mental health. Here’s a sampling of studies and statistics on the mental health and well-being of employees in this industry:

A large-scale study of 17,000 employees in 19 industries concludes that the work environment in F&B is correlated with a high level of mental health challenges.

The F&B industry ranks the highest of any industry for substance use

37%
of fast food workers have experienced harassment or robbery at work

61%
Women in tipped service work are 61% more likely to experience depression than women in non-service work

12.6%
of F&B workers report being under the influence of drugs for most of their work shifts, and 5% report the same for alcohol use

Turnover in the F&B industry is twice the national average, driving up costs and presenting a problem for leaders in the F&B industry.

By investing in innovative mental healthcare solutions and providing access to resources and training, the food and beverage industry can help mitigate the effects of stress and burnout while promoting a healthier, more productive workforce.

“Recently, going through life changing events has made me very emotional. I need help understanding my emotions and to work on accepting the changes I need to make for myself. Spring Health has already helped just knowing there’s someone to talk to who can give me their professional advice.

Enrolled employee from a global food and beverage company with 308k employees

Best practices for food and beverage companies

Comprehensive mental health support:

Addressing major stressors for food and beverage employees means providing support for the top mental health conditions they face, including depression and anxiety. A comprehensive mental health benefit is the underlying framework on which better employee mental health is built, and includes the following best practices.

Measurement-based mental healthcare:

It can be difficult to gauge the effectiveness of mental health benefits utilization and their impact on individuals' well-being. Measurement-based care is the systematic collection and evaluation of a person's symptom data at regular intervals throughout the course of care. Providers and organizations can leverage this data to guide care and improve outcomes.

Substance use support:

To combat the high rate of substance use among food and beverage workers, use measurement-based care with longitudinal support for alcohol and drug use. This can prevent late detection, lack of precision, and little personalization.

Proactive outreach:

For high-risk participants with suicidal ideation or who seek help with substance-related challenges, licensed clinicians acting as care navigators can initiate contact.

24/7/365 multi-modal support:

To support employees and their families during a personal crisis, provide access to immediate assistance from a licensed, master's level clinician via phone, chat or email.

Preventative care:

Addressing potential mental health challenges early on, before they become more severe, costly, and difficult to treat, is crucial. Coaching plays a critical role in promoting preventative care through behavioral change, risk assessment, and lifestyle adjustments.

Care Navigation:

High-touch guidance throughout the course of care, including unlimited access to a master's level, licensed clinician can provide one-on-one guidance and support, care recommendations, and referrals.

“

Therapy is helping me with boundaries. Helping me love myself more.

Enrolled employee from a global food and beverage company with 308k employees



Best practices for food and beverage companies

Reduce stigma:

Mental health stigma continues to be a major barrier for F&B employees who need professional support. Normalize talking about mental health challenges in the workplace by making mental health part of all internal communications, highlighting awareness campaigns, starting more conversations about mental health, and offering training to supervisors.

Education and awareness:

This might include mental health first aid training, e-learning platforms, one-on-one leadership training and/or stigma. ERGs can act as internal mental health advocates by leveraging content, webinars, and resources to further mental health education and de-stigmatization efforts within an employee population.

One-on-one leadership training:

There's more than one type of management training useful in the global workplace. Mental health training, both general and mental health first aid, gives managers the tools to notice when their employees are struggling with mental health. It also equips leaders to know how to step in and start the conversation when they become aware an employee needs support.

“

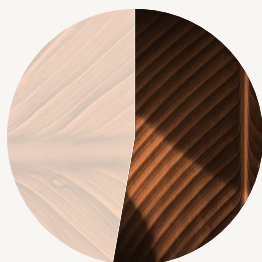
I've been through a lot, but more recently, I've been having more anxious thoughts and feelings. Spring Health has helped me figure out if my current medication is the best option for me. I am also going to seek out a therapist through Spring.

Enrolled employee from a beverage company



Transformative outcomes

With Spring Health, food and beverage organizations are experiencing, on average:



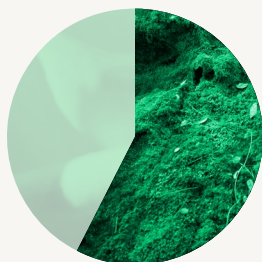
53%

of members improve their anxiety symptoms in less than 4 sessions



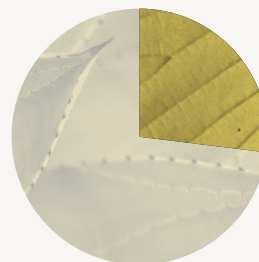
57.5%

of members improve their depression symptoms in less than 5 sessions



67%

of members improve their overall functionality

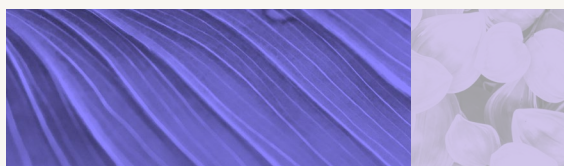


27%

total enrollment

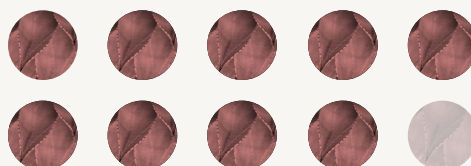
72%

of members stay with their original provider



9/10

average member rating of Spring Health providers



Only 5% of Instacart's employees were using their traditional EAP. After implementing Spring Health, 20% of their employees enrolled within the first 30 days. [Read their full success story.](#)

[Read our final thoughts](#)

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Legal Minds, Emotional Balance

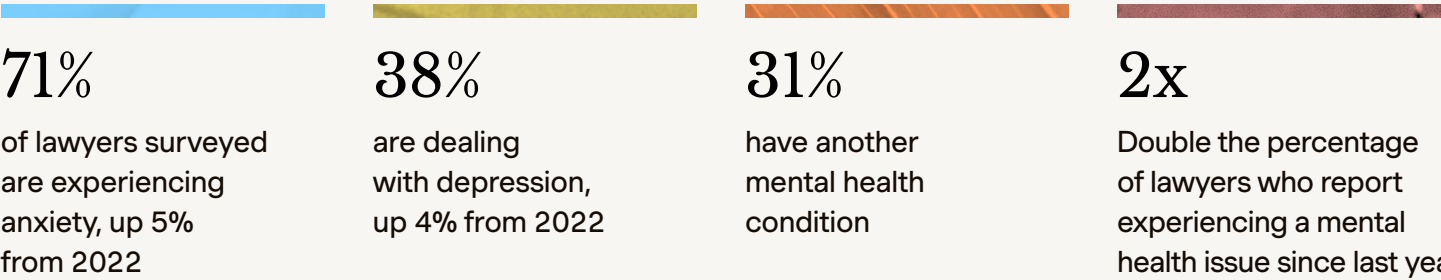
Achieving Mental Wellness
in the Legal Field



Legal Minds, Emotional Balance: Achieving Mental Wellness in the Legal Field

In a recent survey of the legal profession, lawyers reported feeling “a sense of failure, or self-doubt, lost emotion...increasingly cynical and negative, and had decreased satisfaction and sense of accomplishment.”

Forty-nine percent of lawyers agree that mental health problems and substance use issues are at a crisis level in the legal profession. Specifically:



Digging even deeper into the mental health toll of work on lawyers, the survey found these alarming results:



It’s unsurprising, in light of these statistics, that a recent study shows the prevalence of alcohol use is “exceedingly high” among attorneys, with over half screening positive for risky drinking. A third study, conducted by an organization focused on mental health in the law community, found that 69% of participants experienced poor mental health in the previous year.

The most common mental health challenges included anxiety, low mood, and depression.

Of the research participants, just under 57% said they’d talked about their mental health at work. The most common reason cited for not discussing mental health at work is fear of stigma, including harming their career.

Less than half of respondents in leadership positions said they’d been given leadership, management, or supervisory training. Of those who did receive training, almost 90% said it was helpful or very helpful.

Insights into legal employees' mental health

To further explore the unique challenges legal industry employees are experiencing, let's review some insights and statistics from more than 40 Spring Health customers. Our legal industry members are at the greatest risk for these mental health conditions:

Depression

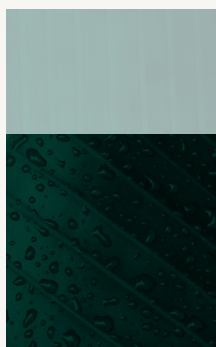
Anxiety

ADHD

Eating disorders

Alcohol use

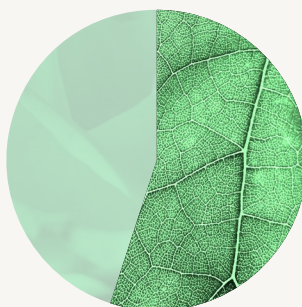
PTSD



63%

of our legal
industry members

screened positive
for **anxiety (GAD-7)**



55%

of our legal
industry members

screened positive for
depression (PHQ-9)

Impact of mental health conditions on legal industry employees

At Spring Health, each member's experience begins with our clinically-validated assessment, which screens for over 12 mental health conditions. On their most recent assessment, over 80% (approximately 1,700 people) of legal industry members reported that their mental health conditions disrupted work, social, or home life, with the largest impact happening in their home life.

Legal industry employees also experienced an average of 2.63 days of impaired productivity each week.

“

I'm dealing with PTSD and childhood-trauma. Spring Health helped connect me with a psychotherapist who, in a short-span, has shown me a better understanding of who I am—and who I am not.

Enrolled employee at a law firm

Best practices for legal firms

Comprehensive mental health support:

Addressing major stressors for legal industry employees means providing support for the top mental health conditions they face, including depression and anxiety. A comprehensive mental health benefit is the underlying framework on which better employee mental health is built, and includes the following best practices.

Measurement-based mental healthcare:

It can be difficult to gauge the effectiveness of mental health benefits utilization and their impact on individuals' well-being. Measurement-based care is the systematic collection and evaluation of a person's symptom data at regular intervals throughout the course of care. Providers and firms can leverage this data to guide care and improve outcomes.

Proactive outreach:

For high-risk participants with suicidal ideation or who seek help with substance-related challenges, licensed clinicians acting as care navigators can initiate contact.

24/7/365 multi-modal support:

To support employees and their families during a personal crisis, provide access to immediate assistance from a licensed, master's level clinician via phone, chat or email.

Preventative care:

Addressing potential mental health challenges early on, before they become more severe, costly, and difficult to treat, is crucial. Coaching plays a critical role in promoting preventative care through behavioral change, risk assessment, and lifestyle adjustments.

Substance use support:

To combat the high rate of substance use among legal industry employees, use measurement-based care with longitudinal support for alcohol and drug use. This can prevent late detection, lack of precision, and little personalization.



Best practices for legal firms

One-on-one leadership training:

There's more than one type of management training useful in the global workplace. Mental health training, both general and mental health first aid, gives managers the tools to notice when their employees are struggling with mental health.

It also equips leaders to know how to step in and start the conversation when they become aware an employee needs support.

Other types of leadership training might include:

- Guidance for difficult conversations
- Critical incident stress management
- Learning a variety of communication techniques
- Role-playing different workplace scenarios
- Learning coping strategies and skills to support employees

Reduce stigma:

Mental health stigma continues to be a major barrier for legal industry employees who need professional support. Normalize talking about mental health challenges in the workplace by making mental health part of all internal communications, highlighting awareness campaigns, starting more conversations about mental health, and offering training to supervisors.

Reporting:

HR leaders need clear, comprehensive insights into how enrolled employees are doing to build the most mentally healthy organizations. This enables better decision-making and support, especially for employees experiencing stress, loss, and/or burnout.

Customized communications:

Every firm has a unique ecosystem. Communications with employees should reflect this. Benefit launches, webinars, and training can be tailored in concert with the firm to reach the intended population.



Transformative outcomes

With Spring Health, legal firms are experiencing, on average:



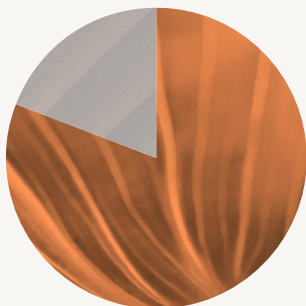
22%

reduction in
employee
turnover



12%

increase in
productivity



81%

of members show
improvement in
depression (PHQ-9)



84%

of members show
improvement in
anxiety (GAD-7)

[Go deeper](#) into how to level up your law firm's mental health solution.

[Read our final thoughts](#)

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Empowering managers to be stronger well-being advocates

Addressing this complex set of workplace-related mental health challenges requires a comprehensive solution that approaches mental health support via two interconnected pillars:

Providing personalized care support for employees and their families

Transforming workplace culture by equipping leaders with the right tools

HR leaders are key in this equation, as they are in a position to advocate for workplace cultures where mental health is taken seriously and comprehensively addressed.

In this unique role, they can act as intermediaries between C-suite, supervisors, managers, and employees, leading the way in transforming their

work environments into places where employees are positioned to excel professionally and thrive personally.

Managers are just as important, as they profoundly affect employee well-being. In fact, an employee's manager has the same impact on their mental health as their spouse or partner—and more so than their doctor or therapist.

Embracing the role of mental health advocate can be a transformative journey for leaders, inspiring them to enhance their skill sets, and address challenging situations and conversations with their employees more effectively.



Go even deeper into how your organization can champion access to life-changing care for employees and their families.

[Read more](#)