



SAFE SPACE

# 2022 Case Studies

**Introducing Safe Space™**  
**The mental wellness solution for happier  
and more productive teams.**



# CASE STUDIES

Explore how Safe Space™ helps local and international companies achieve a balanced scorecard. With Safe Space™ EAP, teams across the globe are able to innovate and push their corporate cultures forward.

From talent management, family-friendly workplaces, to sustainable retention policies, see how Safe Space™ partners with businesses in various industries.

# FinTech Industry



## Testimonial from our B2B client:

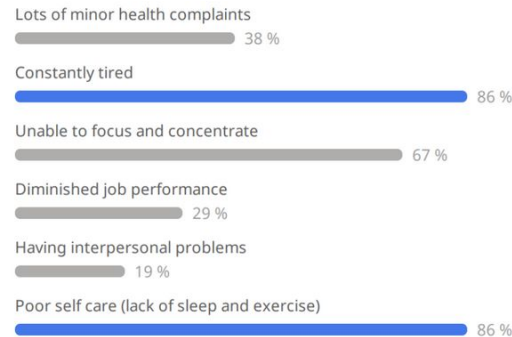
**“Partnering with Safe Space™ provides value add to all our clients seeking to improve themselves. Therapists in Safe Space are very professional, passionate and caring, helping to contribute to client’s mental wellness”**

## OVERVIEW:

Rising employee concerns experienced with declining health and morale due to burnout (see poll on right).

Therefore, the company was exploring options for a mental health service provider who can provide both therapy and mental health education services.

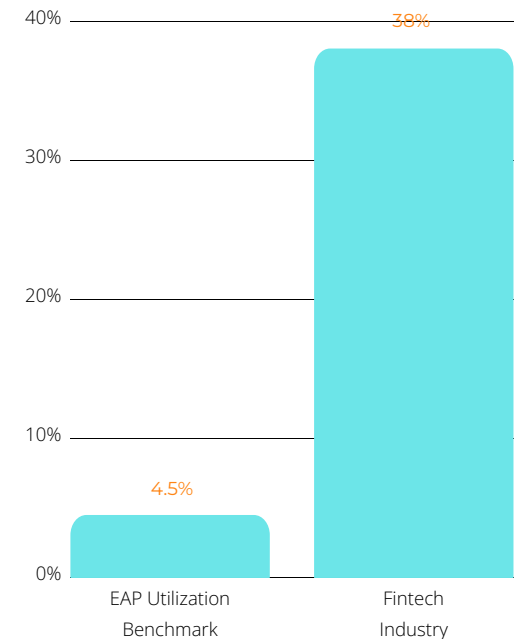
This is a proactive measure undertaken by the company to zero in on their employees’ welfare, particularly, in the areas of burnout and stress.



# 38%

## UTILIZATION RATE

## SAFE SPACE™ UTILISATION RATE VS INDUSTRY BENCHMARK



Source: [University of Maryland](#)

For more information, book a demo [here](#)

## THE SOLUTION

- Interactive live webinar on Burnout to educate employees on spotting the signs of unhealthy stress and when they should consider counselling services
- Comprehensive digital EAP that is hyper local and scalable global for access anytime and anywhere
- Self-guided mental health resource portal to improve mental wellness literacy
- Secured HIPAA-compliant platform
- Continuity of care with the same therapist to chart progression instead of a hotline service with anonymous therapists.

## THE RESULTS

- High utilization; validated digital EAP employees trust and want to use
- 100% of employees found webinar helpful and were equip to spot the signs and take preventative actions
- A heightened sense of awareness and understanding of mental health
- A psychologically-safe working environment
- Open communication around mental health

## THE PROBLEM

- Due to COVID-19, employees were going through stress and burnout
- Employees had a lack of awareness about spotting the signs / triggers if they were struggling with their mental health
- Skeptical about HR access in regards to therapy sessions
- Concerns of Privacy & Confidentiality of employees were raised.





# Marketing and Advertising Industry



## Testimonial from our B2B client:

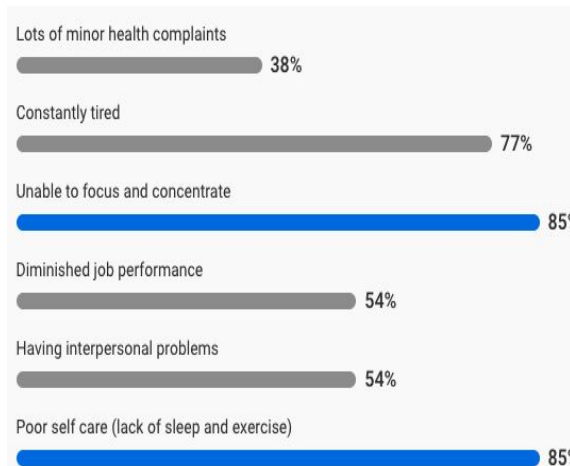
“Safe Space offers a really convenient platform to seek help for mental health and it helps lower the barrier of entry. The therapists that I talked to is great, offering both concrete solutions and a listening ear.”

## OVERVIEW:

Rising employee concerns experienced with declining health and morale due to burnout (see poll on right).

Therefore, the company was exploring options for a mental health service provider who can provide both therapy and mental health education services.

This is a proactive measure undertaken by the company to zero in on their employees' welfare, particularly, in the areas of burnout and stress.



## THE SOLUTION

- Interactive live webinar on Burnout to educate employees on spotting the signs of unhealthy stress and when they should consider counselling services
- Comprehensive digital EAP that is hyper local and scalable global for access anytime and anywhere
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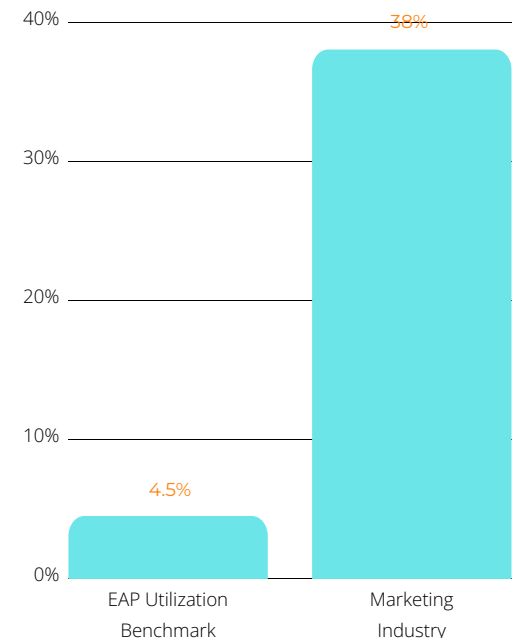
## THE RESULTS

- High utilization; validated digital EAP employees trust and want to use
- 100% of employees found webinar helpful and were equip to spot the signs and take preventative actions
- A heightened sense of awareness and understanding of mental health
- Employees requesting for more mental health related webinar topics
- A psychologically-safe working environment
- Open communication around mental health

# 38%

## UTILIZATION RATE

## SAFE SPACE™ UTILISATION RATE VS INDUSTRY BENCHMARK



Source: [University of Maryland](#)

For more information, book a demo [here](#)

## THE PROBLEM

- Due to COVID-19, employees were going through stress and burnout
- Employees had a lack of awareness about spotting the signs / triggers if they were struggling with their mental health
- Skeptical about HR access in regards to therapy sessions
- Concerns of Privacy & Confidentiality of employees were raised.



# FMCG Industry

## Testimonial from our B2B client:

“Partnering with Safe Space™ provides value add to all our clients seeking to improve themselves. Therapists in Safe Space are very professional, passionate and caring, helping to contribute to client’s mental wellness”

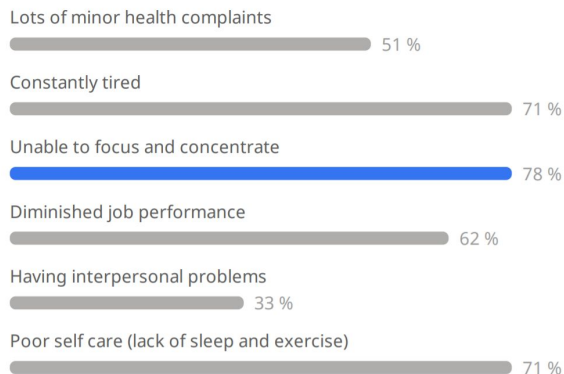
## OVERVIEW:

New ways of working - whether at sites, remotely or hybrid.

Therefore, the company was exploring options for a mental health service provider who can provide both therapy and mental health education services.

This is a proactive measure undertaken by the company to zero in on their employees' welfare, particularly, in the areas of burnout and stress.

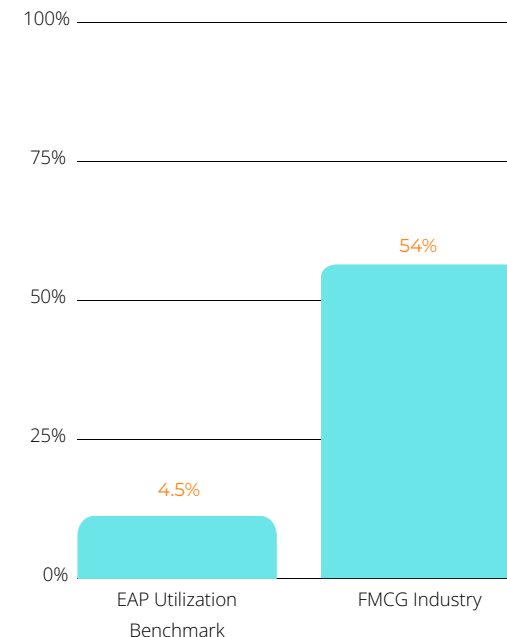
## Have you experienced any of the following?



# 54%

## UTILIZATION RATE

## SAFE SPACE™ UTILISATION RATE VS INDUSTRY BENCHMARK



Source: [University of Maryland](#)

For more information, visit [safespace.co](https://safespace.co)

## THE PROBLEM

- Due to COVID-19, employees were going through stress and burnout affecting their work performance
- Employees had a lack of awareness about spotting the signs / triggers if they were struggling with their mental health
- Skeptical about HR access in regards to therapy sessions
- Concerns of Privacy & Confidentiality of employees were raised.

## THE SOLUTION

- Interactive live webinars to engage employees anonymously about mental health. .
- Therapy sessions extended to dependents.
- Comprehensive digital EAP that is hyper local and scalable global for access anytime and anywhere
- Supporting the shift in workplace flexibility and address the challenges faced with working from home isolation, etc.Utilizing research insights to drive value
- Customized solutions for different identified “smart audiences” interested in mental health.

## THE RESULTS

- High utilization of EAP; validated digital EAP employees trust and want to use
- 100% of employees found the webinars helpful and were equip to spot the signs and take preventative actions
- A heightened sense of awareness and understanding of mental health
- A psychologically-safe working environment
- Open communication around mental health



# Travel Industry - Education Case Study



## Testimonial from our B2B client:

"It's been a pleasure partnering with Antoinette (Safe Space™) on some of the programs and initiatives. It's heartwarming to witness the pioneering work she is leading in the space of Mental Well-being. I am so excited to see what the future holds for Antoinette and this path-breaking adventure she has embarked upon." - HR Director

## OVERVIEW:

The company was looking for a partnership with Safe Space for webinars and motivational talks. There are approximately 380 employees regionally with about 200 employees in Singapore.

They were looking for a long-term partner as their existing EAP solution is very US-centric and thus was looking for a solution that can cater to Asia.

Safe Space was able to support the employees from Singapore, Thailand, Philippines Japan, Korea, India and Australia.

## THE SOLUTION

- Interactive live webinars to engage employees anonymously about mental health.
- Addressing concerns and gathering feedback on what webinars would be beneficial moving forward.
- Post-webinar insights report provided for HR managers to intervene and follow up.
- Self-guided mental health resource portal to improve mental wellness literacy

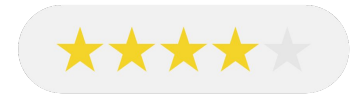
## THE RESULTS

- High engagement rate by the participants.
- 100% of the participants felt that the webinars were helpful and felt more empowered after.
- Participants felt that they know what they should do as a result of the webinar. E.g. Plan for realistic goals, track their successes and accomplishments
- Open communication around mental health

# 67%

## ENGAGEMENT RATE

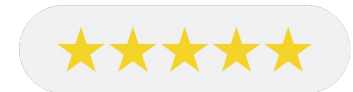
Overall:



Content:



Speaker:



## THE PROBLEM

- Due to COVID-19, employees had to deal with the fear of losing their jobs and needing to be a caretaker for their child/elderly while working from home.
- Employees had lack of awareness about self-care while caring for others.
- Concerns about Imposter Syndrome and if that would affect their personal well-being.

For more information, visit [safespace.co](https://safespace.co)





# Telemedicine Client

Company size: 150

Quote from client :

## OVERVIEW:

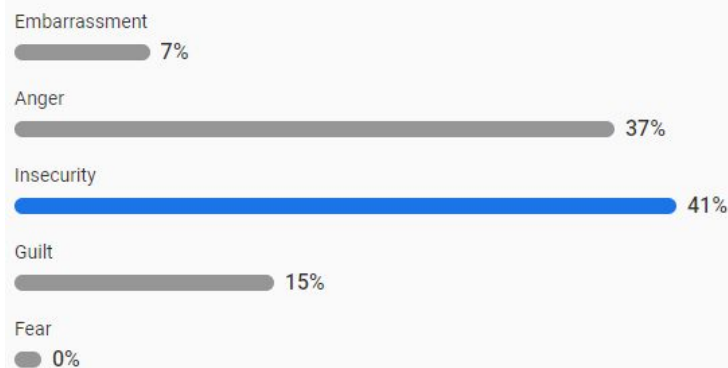
Employees who feel supported by their employer tend to be less likely to experience mental health symptoms and more likely to feel comfortable talking about their mental health at work.

Therefore, the company was exploring mental health education services that could cater to the company's learning and development plans.

## THE SOLUTION

- Anonymous interactive live webinars were conducted to engage employees to understand more about their current mental health.
- Insights report of the webinars were provided to the HR team which can in turn drive value and understanding their employees better.

Which one of the following emotions do you often experience in the workplace?



## THE RESULTS

- 100% of employees found the webinars helpful and were equip to spot the signs and take preventative actions
- 72% of the employees felt that they are optimistic.
- The employees felt that they were able to apply the self-management strategies when dealing with emotions.
- A more open communication around mental health.



# 83%

## ENGAGEMENT RATE

Overall:



Content:



Speaker:



## THE PROBLEM

- The company wanted to understand more about their employees in terms of their mental resilience and emotional intelligence in the working environment.
- Employees felt that they have adopted over-generalising and emotional reasoning as a common thinking error.
- The employees also felt that self-management is one of the Emotional Intelligence skills they are lacking in.

For more information, visit [safespace.co](https://safespace.co)



# Religion & Community Client

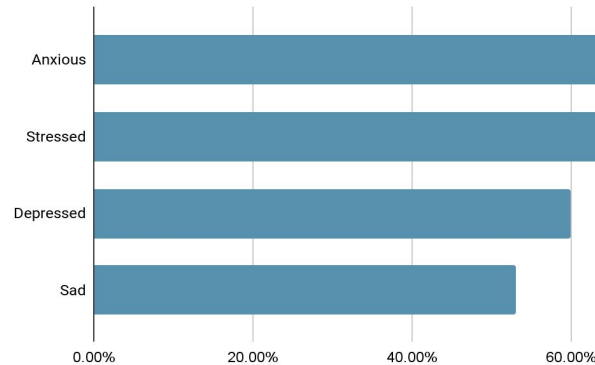


“Safe Space™ has made researching a therapist much less daunting and more fuss-free. The space doesn’t seem too clinical or intimidating and it has an accessible vibe to it.” – Anonymous User

## OVERVIEW:

To help provide those facing financial difficulties, a donor of the organization offered to sponsor \$120 counselling sessions for those in need. In partnership with Safe Space, individuals who required these services were asked to fill up a simple questionnaire so that they could be paired with a relevant partnership therapist.

General feelings across 38 users



# 25%

UTILIZATION RATE

SAFE SPACE™  
UTILISATION RATE

## THE PROBLEM

- Due to Covid- 19, many families are facing financial difficulties.
- Because of these difficulties, many individuals have reported to be feeling “Sad”, “Moody” and “Anxious”.
- Work/Career as well as relationship & marital issues were some of the other reasons cited.
- 54% cited work/career performance as a reason behind their mental health issues.

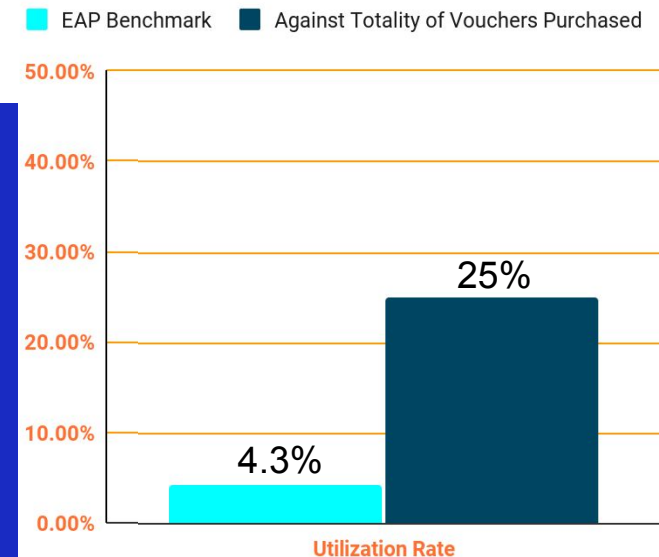
## THE SOLUTION

- Comprehensive digital EAP that is hyper local and scalable global for access anytime and anywhere
- Self-guided mental health resource portal to improve mental wellness literacy
- Secured HIPAA-compliant platform
- Continuity of care with the same therapist to chart progression instead of a hotline service with anonymous therapists.

## THE RESULTS

- High utilization; validated digital service which built trust.
- Influx of scheduled bookings made in October and November
- A heightened sense of awareness and understanding of mental health
- Open communication around mental health

Utilisation Rate



For more information, book a demo [here](#)





# Marketing and Advertising Client

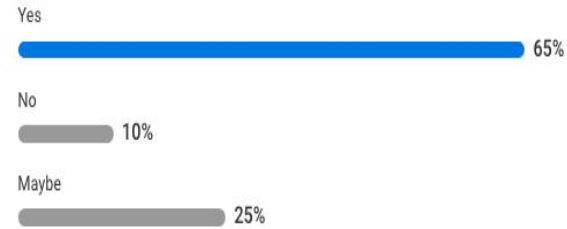
"Fantastic **webinar** session! It's the first time I see SO MANY people asking questions and the attendance rate was kept constant with no dropouts!" - Director of Talent Development



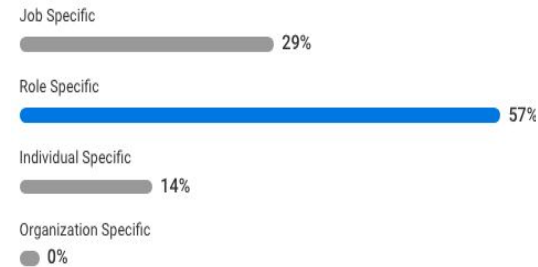
## OVERVIEW:

- Rising employee concerns experienced with **declining health and morale**.
- Therefore, the company was exploring options for a mental health service provider who can provide both therapy and mental health education services.
- This is a proactive measure undertaken by the company to zero in on their employees' welfare, particularly, in the areas of burnout and stress.

Do you think you are suffering from Anxiety?



Which one of the following Workplace Triggers applies to you at this moment?

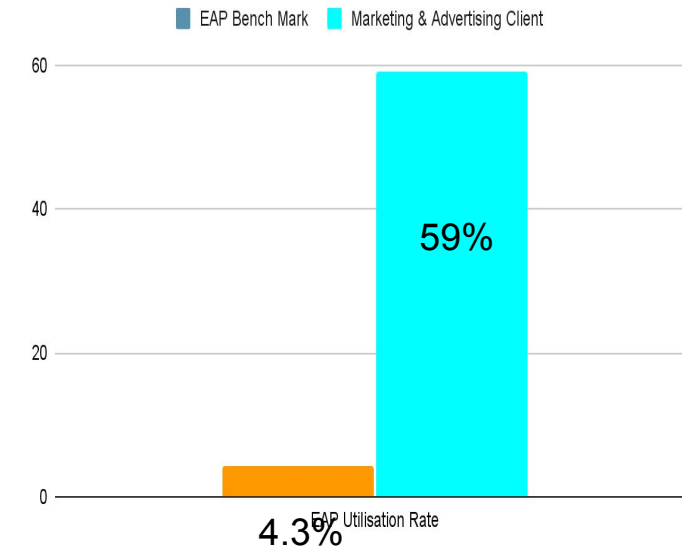


# 59%

## UTILIZATION RATE

SAFE SPACE™  
UTILISATION RATE VS  
INDUSTRY BENCHMARK

EAP Utilisation



Source: [University of Maryland](#)

For more information, book a demo [here](#)

## THE PROBLEM

- Employees were reported to be feeling burnt out suffering from anxiety.
- Some of these causes were due to both **Covid-19 (Burnout)** & because of **Career/Work**.
- Existing EAP support** was reported as not **efficient due to long wait times**.
- Employees had a **lack of awareness** about spotting the signs / triggers if they were struggling with their mental health
- Skeptical about HR access** in regards to therapy sessions
- Concerns of Privacy & Confidentiality** of employees were raised.

## THE SOLUTION

- A **series of webinars** was organized to **educate employees on spotting the signs of unhealthy stress** and when they should consider counselling services
- Comprehensive digital EAP** that is **hyper local and scalable globally** for access anytime and anywhere.
- Self-guided mental health resource portal** to improve mental wellness literacy
- Secured HIPAA-compliant platform**
- Continuity of care with the same therapist to chart progression** instead of a hotline service with anonymous therapists.

## THE RESULTS

- High utilization**; validated digital EAP employees trust and want to use
- 100% of employees found webinar helpful** and were equip to spot the signs and take preventative actions
- A heightened sense of awareness and understanding of mental health
- Employees requesting for more mental health related webinar topics**
- A psychologically-safe working environment
- Open communication around mental health

# Marketing and Advertising Client (GS)



## THE SOLUTION

- **Comprehensive digital EAP** that is **hyper local and scalable globally** for access anytime and anywhere.
- **Self-guided mental health resource portal** to improve mental wellness literacy
- **Secured HIPAA-compliant platform**
- **Continuity of care with the same therapist to chart progression** instead of a hotline service with anonymous therapists.
- A **webinar was organized to educate employees on how to deal with Imposter Syndrome** as well as when they should consider counselling services.

## OVERVIEW:

- Rising employee concerns experienced with regards to **self esteem** and how to manage negativity better.
- Therefore, the company was exploring options for a mental health service provider who can provide both therapy and mental health education services.

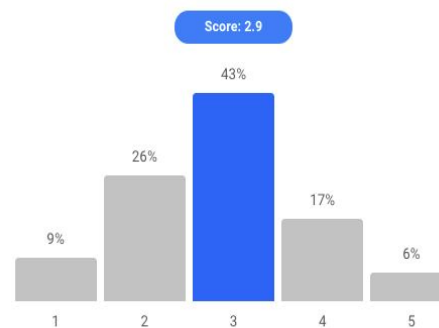
## THE PROBLEM

- Employees were reported to be feeling **stressed and anxious**. This was driven by both life challenges as well as work/career performances.
- **Skeptical about HR access** in regards to therapy sessions
- **Concerns of Privacy & Confidentiality** of employees were raised.

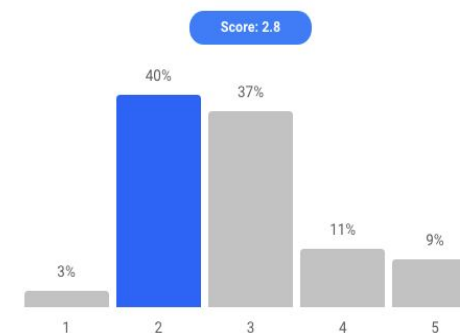
## THE RESULTS

- **High utilization**; validated digital EAP employees trust and want to use
- A heightened sense of awareness and understanding of mental health
- **Employees requesting for more mental health related webinar topics**
- A psychologically-safe working environment
- Open communication around mental health
- Further developments to include additional webinars for other mental wellness topics.

How well do you know the difference between stress and burnout. 1= low,5 = high

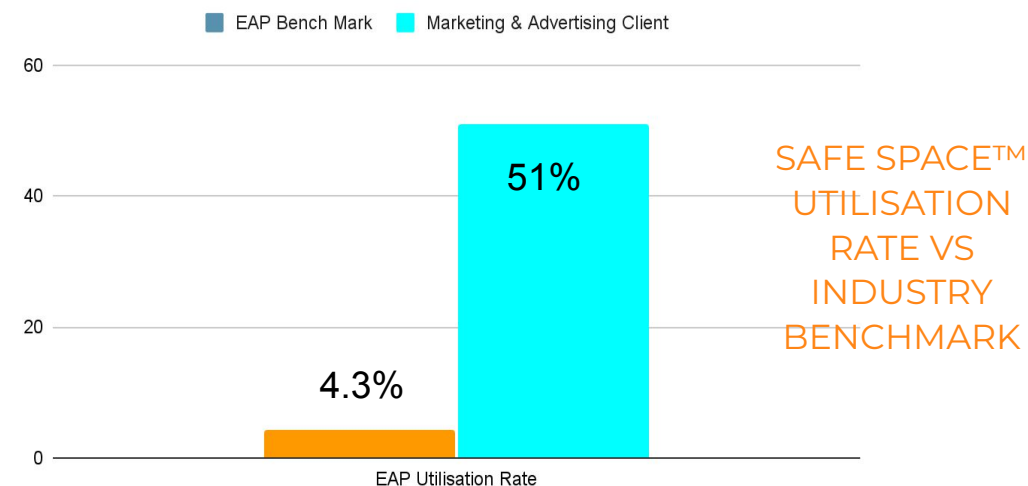


How many of us know what to do when someone is in emotional distress? (1=not at all, 5=I know exactly what to do)



**51%** Utilization Rate

## EAP Utilisation



Source: [University of Maryland](#)

For more information, book a demo [here](#)



# Professional Services Client Case Study

## Senior Management Workshop



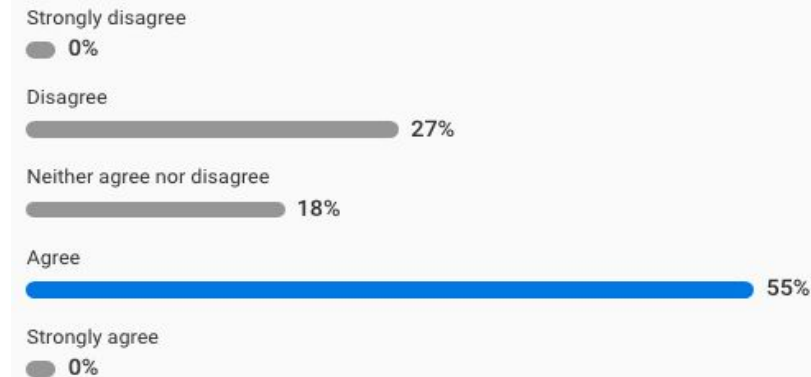
*"It was a good workshop for the team, I would give the event a 5/5 and I would recommend Safe Space to both friends and colleagues.*

- **HR Director**

## OVERVIEW:

This Safe Space workshop was aimed at providing **C-suite and Heads of Departments** with the knowledge and strategies on how to better manage workplace relationships between senior management staff.

All members of this team feel able to bring up problems and tough issues.



## THE SOLUTION

- A **"Managing Psychological Safety & Vulnerability Leadership Toolkit" workshop** was conducted for the leadership team to understand where the team is currently at with Psychological Safety.
- **Workshop was held in-person, at a hotel conference room to provide a neutral environment.**
- **Role plays** based on case scenarios provided
- Inclusive of worksheets and handouts

## BENEFITS FOR CLIENT

- To **allow management to understand the case for psychological safety and its benefits.**
- To better understand how a **culture of fear** can impact employee performance.
- Establish a **framework for attitudinal and behavioural change** to foster psychological safety.

## THE PROBLEM

- **Workplace relationship between management and staff** was a concern.
- Only **55% of the team agrees that they're able to bring up problems** and tough issues
- 72% feel safe to ask for help but 18% do not.
- 45% agrees that the company works as a team to find systemic cause of issues but 18% disagrees

## THE RESULTS

- Better performance by employees in the workplace setting.
- An open communication in workplace culture between staff and management was established.
- Management were noticed to be more accessible and approachable.
- Greater productivity with positive mindset from staff
- Useful business suggestions which otherwise may not be shared





# Manufacturing Sector Client



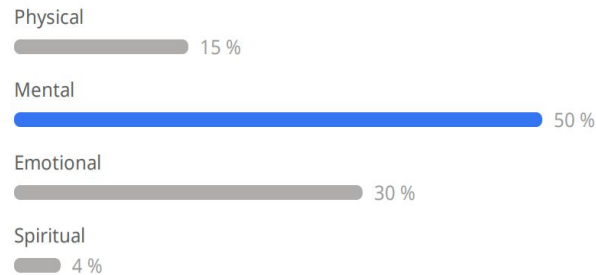
## OVERVIEW:

- Rising employee concerns experienced with declining health and morale.
- Therefore, the company was exploring options for a mental health service provider who can provide both therapy and mental health education services.
- This is a proactive measure undertaken by the company to zero in on their employees' welfare, particularly, in the areas of burnout and stress.

Which one of the following do you think is the primary cause of your burnout?



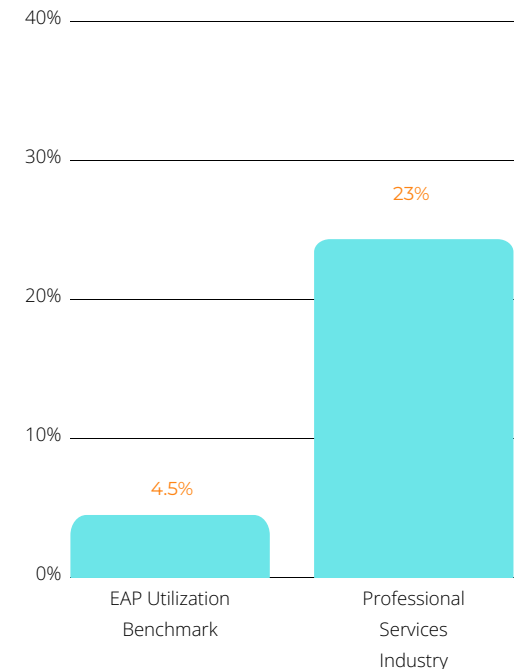
Which of the 4 Dimensions do you think you are experiencing fatigue in?



# 23%

## UTILIZATION RATE

### SAFE SPACE™ UTILISATION RATE VS INDUSTRY BENCHMARK



Source: [University of Maryland](#)

## THE PROBLEM

- Employees were reported to be **feeling stressed and burnt out**.
- A common reason for them feeling this way was due to **career/work related topics**, however **personal as well as relationship issues** were also some of the other key factors.
- Employees had a **lack of awareness** about spotting the signs / triggers if they were struggling with their mental health
- **Work life balance and the lack of it** was also a topic of interest amongst some employees.
- **Skeptical about HR access** in regards to therapy sessions. Concerns of Privacy & Confidentiality of employees.

## THE SOLUTION

- **Comprehensive digital EAP** that is hyper local and scalable globally for access anytime and anywhere.
- **A webinar on stress and burnout** was conducted for employees for them to learn how to recognize both leading causes of mental health decline.
- **Self-guided mental health resource portal** to improve mental wellness literacy
- **Secured HIPAA-compliant platform**
- Continuity of care with the same therapist to chart progression instead of a hotline service with anonymous therapists.

## THE RESULTS

- High utilization; validated digital EAP employees trust and want to use
- 100% of employees found webinar helpful and were equip to spot the signs and symptoms of burnout.
- The webinar was well received which led to subsequent 2022 webinar proposal.
- Employees requesting for more mental health related webinar topics
- A psychologically-safe working environment
- Open communication around mental health

For more information, book a demo [here](#)



# Food and Beverage



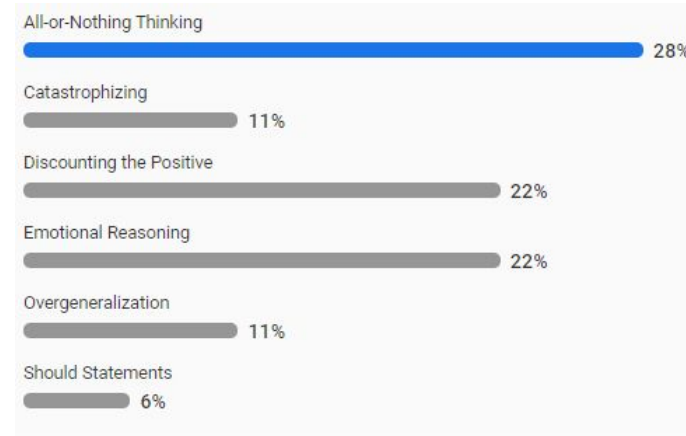
# 86%

## ENGAGEMENT RATE

### OVERVIEW:

- Rising employee concerns experienced with declining health and morale.
- Therefore, the company was exploring options for a mental health service provider who can provide both therapy and mental health education services.
- This is a proactive measure undertaken by the company to zero in on their employees' welfare, particularly, in the areas of burnout and stress.

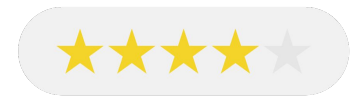
Which of the following would you identify as a common thinking error that you have 'adopted'?



Overall:



Content:



Speaker:



### THE PROBLEM

- Employees were reported to be **pessimistic**.
- A common reason for them feeling this way was due to **career/work related topics**, however **personal as well as relationship issues** were also some of the other key factors.
- **Social isolation** as they are now working from home and have minimal social contact with others
- There were **fear** and **distress** over uncertainty about the economy and careers
- **Social isolation** as they are now working from home and have minimal social contact with others

### THE SOLUTION

- **A webinar on Mental Resilience** were conducted for the employees in two languages: English and Mandarin for them to reduce their stress,
- Adopting positive habits to manage stress
- **Self-guided mental health resource portal** to improve mental wellness literacy

### THE RESULTS

- High engagement rate by the participants
- The company understands that resilience can be trained and that basic intelligence can be grown.
- Employees requesting for more mental health related webinar topics
- Employees were more aware about how to manage their stress
- Open communication around mental health

Source: [University of Maryland](#)

For more information, book a demo [here](#)



## Expertise



The speakers are great and very interactive to the participants and of course the topic is very nice as it'll be a good help to everyone as we are facing a pandemic.

## Topical



The topic is very much **relevant** especially that we went through different issues that concerns mental health

## Actionable



I was satisfied with the content presented -- not technical, but **practical**, simple and straightforward. I also like the speaker very much. She's pleasant, smiling and warm. Made me feel at ease.

A photograph of a large audience of people sitting in a room, facing a screen. The text 'Safe Space™ Webinars' is overlaid on the top right of the image in large blue font.

# Safe Space™ Webinars



# Webinar: How to Talk To Kids About Trauma

The trauma experienced by children is primarily a result of the trauma they have been exposed to in their home life. They see violence, neglect, and emotional abuse daily.

Although talking about trauma can often be difficult, it is essential to communicate with children about trauma because we know and provide them with the support they need to cope with trauma when it happens.



By: **Aditi Chatterjee**

**MASTER OF PSYCHOLOGY  
WITH SPECIALISATION IN  
CLINICAL PSYCHOLOGY**

**WEBINAR EVENT RATING: 4.2/5**

**SPEAKER RATING: 4.5/5**

**CONTENT RATING: 4.8/5**

**LIKELIHOOD OF  
ATTENDING ANOTHER  
SAFE SPACE WEBINAR: 4.2/5**



*It is valuable as it helps to educate the public about how to approach children who have gone through trauma, many would not know how it's appropriate, so they would feel uncomfortable and avoid talking about trauma with kids even though these kids would like to share.*

# Webinar: Self-Management Using Choice Theory

Are you currently on a self-healing and self-finding journey and exploring other modalities that can support you in doing more profound work?

In this 45 min talk, we discuss the power of incorporating the body in our journey of self-healing and the gifts of living an embodied life.



By: Joan Chia

MASTER OF ARTS  
(COUNSELLING)

- Understand basic concepts of Choice theory to help one manage themselves better
- Help individuals understand themselves better through a greater sense of self-awareness
- Apply the concepts in their everyday decision-making

WEBINAR EVENT RATING: 4.7/5

SPEAKER RATING: 4.8/5

CONTENT RATING: 4.7/5

LIKELIHOOD OF  
ATTENDING ANOTHER  
SAFE SPACE WEBINAR: 4.3/5



*Joan is very clear and calm during her presentation. She demonstrated effective control.*

# Webinar: Power of Movement

Each one is blessed with a mind but not with the hands-on training on how to handle this most powerful machine. We know a bit about the brain and its functions. But, the mind and brain may take different paths.

Balancing them both seems really difficult. In this webinar, you will get to know more about your mental health from the perspective of the mind, brain and how our own judgements or beliefs impact our lives.

- Mental Health Advocacy through the Trauma-informed Lens
- How to involve the body in the healing process.



By: Wan Ting

MASTER OF ARTS  
(PSYCHOLOGY)

WEBINAR EVENT RATING: 4.7/5

SPEAKER RATING: 5/5

CONTENT RATING: 4.7/5

LIKELIHOOD OF  
ATTENDING ANOTHER  
SAFE SPACE WEBINAR: 4.3/5



*I've always had a good experience with Safe Space and I think the webinar is a good space for people interested in finding out about different approaches to therapy and allows us to get to know therapists before deciding on the approach we wanna take on our therapy journey.*



# Webinar: Mind and its Functions

Each one is blessed with a mind but not with the hands-on training on how to handle this most powerful machine. We know a bit about the brain and its functions. But, the mind and brain may take different paths.

Balancing them both seems really difficult. In this webinar, you will get to know more about your mental health from the perspective of the mind, brain and how our own judgements or beliefs impact our lives.



**By: Dr Kavita Bhargava**  
**PHD IN PSYCHOLOGY**

- Understanding the difference of mind vs brain
- Digging into the mind and its functions
- How our own judgements or beliefs impact our lives

**WEBINAR EVENT RATING: 4.6/5**

**SPEAKER RATING: 4.7/5**

**CONTENT RATING: 4.7/5**

**LIKELIHOOD OF ATTENDING ANOTHER SAFE SPACE WEBINAR: 4.8/5**



*This kind of webinar does not only help me through but also it will also help other people through me by means of sharing information and helping them overcome their own. Thanks!*

# Webinar: Mental Vulnerability in Career Switch



We want to invite you for a 1-hour webinar on mental vulnerability. Of course, cognitive vulnerability is not a sign of weakness or any defect. Still, the source of strength is to be aware, understand, and deal with our own emotions under the circumstances of not knowing the situation, what the future may bring, and when we need to take risks, e.g., going to a new job.

It gives strength to be brave and not afraid of emotional exposure and mistakes.



By: **Agnieszka Smetana**

**MASTER OF SCIENCE IN  
PSYCHOLOGY**

- Mental vulnerability in process of transformation to new role;
- How to develop more open attitude when entering new workplace
- How to manage uncertainty, exposure and adjustment in new job

**WEBINAR EVENT RATING: 4.3/5**

**SPEAKER RATING: 4.4/5**

**CONTENT RATING: 4.4/5**

**LIKELIHOOD OF  
ATTENDING ANOTHER  
SAFE SPACE WEBINAR: 4.9/5**



*I rated 10 because I realize that I need help. Attending the webinar, I realised that I was too focused on wearing the know-it-all mask the entire time. I am on the stage of transitioning into a new a role and this has caused a lot of anxiety for the past weeks. And really, I don't know anything on the new role I accepted! I just thought I needed to move on, accept it and learn along the way. I am glad to have seen your ad at Instagram and didn't hesitate to sign up. I'm impressed that you conducted this for free. I'll definitely finish the series.*



SAFE SPACE

**THANK YOU**

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