



Millennials In The Workplace

Generational differences and the
role of EAP

AGENDA

- A little bit about TIH
- The corporate burden of Stress and Mental Illness
- The millennial staff profile
- Key service provider support components
- The pro's and con's of external service providers
- Key learnings for TIH on wellness aspects
- The future of EAP's/EWP's

Telesure Investment Holdings (PTY) Ltd. is a leading international and multi-brand insurance conglomerate. The organization is a major player in the South African insurance industry and houses well-known short and long-term insurance brands such as Auto & General, 1 Life, Hippo, Budget, Dial Direct and First For Woman with the Head Office based in Dainfern Johannesburg. The company is pioneering and innovative with a young and vibrant staff base of around 3800+ with an average age of 32. The culture is that of a high performance and target driven nature being heavily sales-driven and customer service orientated. One centralised HR department services the multi-brand and other support business units and the wellness function and portfolio sits as part of the Remuneration, Benefits and Wellness Team.

A little bit about TIH...



The corporate burden of Stress & Mental Illness

1

WORLDWIDE



- According to the **WHO** Stress and Mental Illness will be the greatest disease and death burden by **2030**

2

IN SOUTH AFRICA



- It is believed that **1** in every **4** corporate employees are mentally ill in **S.A**, most are undiagnosed and untreated.
- Mental health costs the SA economy: 17 billion dollars in lost productivity, 14.8 billion dollars in presenteeism and 2.2 billion dollars in absenteeism.

3

AT TIH



- TIH's Corporate Health Review data shows that the **second most prominent hospital admission** reason amongst staff is **Psychosis** (Anxiety, Depression and Bipolar Disorders), ranging from **20-47 admissions per year (most being a 21 day in-hospital intervention)**.
- Our EWP is well utilized, a recent survey of **1018** staff showed **67%** of staff are aware of the program, **30%** have used the platform before and **23.5%** have used the platform twice or more. Utilization reports show that **8-17%** of the entire staff base use the platform per quarter. **23%** of cases are referred by managers and **77%** are self-referrals.
- Mental Illness/disability is one of the most **prevalent incapacity and insurer case** themes handled by HR

The millennial staff profile



- **Social Media and digitization**
Communication not in person
Unrealistic expectations
Constantly stimulated and bombarded with content
Powerful but powerfully negative



- **Minimal social human interaction**
Less social and emotional skills
Less confidence building experiences
Less team endeavours and accomplishments

**Is it a catalyst for mental health disorders?
Has the need for EAP's/ EWP's ever been more real?**



The millennial staff profile cont...



- Impacted by many stressors and multidimensional socio-economic factors
- Loss of human touch and basic social skills
- Increase in poor life decisions
- Lack of resilience and general coping mechanisms



- Instant gratification
- Super expectant
- Not used to disappointment
- Lack of confidence
- Adjustment challenges
- Increase in substance use/abuse
- Indecisive, their way or the highway

**Is it a catalyst for mental health disorders?
Has the need for EAP's/ EWP's ever been more real?**



Key service provider support

1) Service meets need, of wellness agenda and the staff profile



NB! Comprehensive. Supports KPI's, addresses specific staff disease burdens such as personal stress, undesirable lifestyle behaviors, provides education, easily accessible, always available

2) Adaptability, to cater for unique requests and requirements



Onsite crises management, managerial and staff training sessions with specified themes

3) Ability to integrate, in some or other way in all wellness programs



To companies broader strategy, in programs, E.G. Active Access, substance testing and procedure, Clinic referral, in everyone's mind and in conversations

4) Service is quality, effective in getting the desired outcome



Staff testimonials are powerful, credibility is key, build the brand as one that delivers

The pros and cons of external service providers

Pro's

- *In the business of wellness, authentically confidential, eradicates stigma, greater reach, greater span of service, value for money, always available, can accommodate large numbers at once*

Con's

- *May not completely understand the staff base dynamic and their requirements, cannot completely account for their service delivery*



Key Learnings for TIH on wellness aspects

Wellness is in fact a business imperative

Mental health concerns are a prevalent reality

Wellness programs are effective:

- They mitigate risk
- Extend a massive EVP
- Are a key culture builder
- Are Empowering to managers
- Make a personal difference
- Positively influence the bottom line

*Partnering with a strong EAP/EWP provider to support the wellness agenda is a must.

The Future of EAP's/EWP's

As long as people are involved, I don't think businesses of tomorrow would survive without them.

Playing a greater integrative role within business (fused into their culture and operations)

Enhancing their role of general life coaching (social skills, emotional skills, education on life)

Involved in corporate world sensitization and integration

Emphasizing exercise as medicine