

CLIENT CASE STUDY SPLASH DAMAGE



Splash Damage are a leading gaming company based in London, England, with around 400 employees working in a hybrid set-up. Luminate have been their wellbeing partner since 2019

THE BRIEF

CONVERSATION & CULTURAL CHANGE

In their own words, Splash Damage were looking to encourage “more conversation” about individual wellbeing in their workplace – to create an environment in which employees were more able to talk openly and honestly about their mental health and find support from their managers and HR Teams.

Their goal was to create a cultural shift around mental health, requiring staff at all levels to have their awareness, understanding, confidence, and comfort around mental health improved through training specific to their position in the business.

6 months into Luminate's programme, our brief evolved to respond to the first UK lockdown. A hugely difficult time for individual wellbeing in which all Splash Damage staff began working from home. With this, our focus shifted to helping employees manage stress, providing reassurance, and ensuring that all solutions were deliverable digitally.

THE SOLUTION

FLAGSHIP MENTAL HEALTH AWARENESS TRAINING

Luminate designed a wellbeing programme that addressed staff at all levels, providing mental health education for the entire workforce. This included reactive and preventive measures - responding to the urgent need the pandemic created, as well as activities to support staff in actively looking after their own wellbeing.



THE SOLUTION (CONTINUED)

Training for leaders

MENTAL HEALTH AWARENESS TRAINING FOR MANAGERS

Luminate Conducted on a company-wide scale, we trained all of Splash Damage's 120 line-managers in Mental Health Awareness Training across 2019-2020.

In 2022, Splash Damage made an on-going commitment to this training as part of their managers' on-boarding process, with 60 new managers trained up earlier this year.

This year, we also began a series of refresher training for managers, who already completed the course but wanted to renew their knowledge.

TRAINING FOR HR TEAMS

We ran 2 bespoke Mental Health Awareness sessions for Splash Damage's HR Team, tailored specifically to HR professionals and the challenges they may encounter.

Training for all staff

WEBINARS & WORKSHOPS

Delivered digitally, we offered 90-minute mental health awareness workshops to all employees, to promote understanding, empathy, and self-care across the entire staff population.

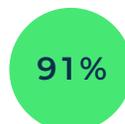
We also ran webinars on a variety of subjects related to stress, including Avoiding and Understanding Burnout and Managing Change and Uncertainty – designed to address the issues being experienced by Splash Damage's workforce during the pandemic.

OTHER ACTIVITIES

We supported Splash Damage with their annual Wellbeing Week, delivering a full day of Nutritional Coaching and a series of Guided Meditations for the occasion in 2020.



Managers and counting have received Mental Health Awareness Training.



Of attendees surveyed said the training had made them more comfortable having conversations about mental health.



Of attendees surveyed said the training gave them a better understanding of how to look after their own mental health.



Of attendees surveyed said the training had better equipped or them to support their colleagues.



Of attendees surveyed rated their Mental Health Awareness trainer as very good or excellent.

ONE-ON-ONE COUNSELLING

Supporting individual mental health, Luminate have been running weekly counselling sessions for Splash Damage with one of our qualified therapists since 2019. Since our counselling programme begun, employees have been able to see the same counsellor, meaning they have been able to build a trusting relationship with our therapist. This has been transformative for some individuals within the company.

Splash Damage employees can book in for sessions anonymously through our confidential booking system. We run 3 sessions a week, offering a regular, safe, and confidential space for staff to receive professional counselling.

THE IMPACT

Staff have [reportedly](#) become far more effective at dealing with stress and are better equipped to have conversations about it. These conversations are crucial to fostering a culture of openness and wellbeing.

“People started to be honest and vulnerable with their line managers,” said HR Advisor, Emily Laws, “Splash Damage started having conversations about mental health and wellbeing that were unimaginable just a couple of years before.”

In surveys we've found most managers feel they are better equipped at supporting their colleagues mental health and looking after their own mental health, as a direct result of Luminare's training.



In 2021, Splash Damage were ranked 58th in [The 100 Best Large Companies to Work For List](#). Judged exclusively on employee opinion against several key indicators - including wellbeing, personal growth, and leadership – a result that Luminare's wellbeing programme undoubtedly contributed to.

Not only that, but Splash Damage were placed 29th in the list for [London's 75 Best Large Companies To Work For](#) and earned a 3-star “World Class” accreditation - Best Companies™ highest standard of workplace engagement.



WHAT SPLASH DAMAGE HAD TO SAY

MANAGERS

Responses from
Mental Health Awareness Training

“Lots of useful information. Excellent structure to Part 1, and info about core mental health topics.”

“It was interesting I feel that I have learned a lot of skills and feel more confident in detecting mental health issues at work.”

ALL STAFF

Responses from
Stress Management webinar

“Very informing, very affirmative of what I have been attempting in my own time so far. Felt like we were in a safe little bubble.”

“Really calming and relaxing, made me realise the different symptoms in my own body.”