

# CLIENT CASE STUDY ENSTAR GROUP



Enstar is a global insurance group with more than 1,000 employees based in 20 offices around the world, including the UK and USA.

## THE BRIEF

### SERVING AN INTERNATIONAL EMPLOYEE-BASE

Luminate began working with Enstar in December 2020.

With the pandemic ongoing at this time, the client recognised the importance of mental health and wanted to equip their managers with the skills to support wellbeing within their teams.

Beyond this, Enstar required a provider that could serve an international employee-base. The insurer needed a partner that had the infrastructure and flexibility to deliver sessions to their British and North-American teams, taking into account differing cultures, policies and time zones.



## THE SOLUTION

### MENTAL HEALTH AWARENESS TRAINING FOR MANAGERS

Luminate's [Mental Health Awareness Training](#) provides people-leaders the knowledge, confidence, and practical skills to manage their own mental health, and support that of their teams.

The training was (and continues to be) hosted virtually at 09.30 GMT for the UK team and 16.00 GMT (12.00 EDT) for the US team. Where speaking about legal requirements, we adapted the training's content to provide best practice recommendations acknowledging the attendees' geography.

Our facilitators work hard to ensure that all conversations within the sessions are met with sensitivity and an understanding of various cultural differences, as, of course, not all global locations approach mental health and wellbeing in the same way.

The training has been met exceptionally well, with Enstar's facilitator, Jana Nightingale, commenting, "participants [are] actively engaged, asking appropriate and insightful questions and wanting to understand more about mental health in general"

## THE SOLUTION (CONTINUED)

### WELLBEING WEBINARS FOR ALL STAFF

After Mental Health Awareness sessions, attendees often fed back that they wanted to distribute more information to their team members, so that they could align their understanding of mental health with their colleagues. Based on this, there was strong demand for company-wide webinars.

This led Luminate to deliver a series of wellbeing webinars - open to all staff within Enstar's UK, European and US teams - including [Mental Wealth](#), [Learning to Switch Off](#), and [Managing Your Mind](#).

Within each webinar, Luminate expanded the information on mental health charities and support networks to include location-specific signposting – so Enstar's entire employee base had the resources to seek further external support, regardless of geography, if so required.

## THE IMPACT

### ON-GOING TRAINING

Luminate's Mental Health Awareness training is now a core component of Enstar's wellbeing strategy, with Naomi Bray, HR Project Manager at Enstar, saying of the course, "the training gives our managers really practical information about mental health and, more importantly, how to support people within their teams."

The enthusiasm for, and commitment to, this course extends to Enstar's the C-suite too, with Jana observing, "Having worked with many members of senior management, it was clear that this knowledge was much appreciated and there was a focus placed on how to use the practical tools shared as quickly and efficiently as possible.

For example, conversations were had at the end of sessions about how to action and actively integrate what had been learnt into daily working life [...] I have every hope this is continuing to happen with the handbooks and slides that they have received as a reminder of content delivered."

As a result of the courses' positive impact, Enstar have extended their programme to train all new managers in Mental Health Awareness on an ongoing basis.

To find out more about Luminate's work, visit our website, [weareluminate.co](http://weareluminate.co).

240

managers trained in Mental Health Awareness so far.

24

4-hour Mental Health Awareness Training sessions delivered and counting.

“

The training has been really successful, raising awareness about mental health and encouraging the right conversations to happen.”

NAOMI BRAY – HR  
PROJECT MANAGER,  
ENSTAR GROUP