

CLIENT CASE STUDY SHANGRI-LA AT THE SHARD



SHANGRI-LA
THE SHARD
LONDON

Shangri-La at The Shard is a luxury hotel that occupies the 34th to 52nd floors of one of London's most iconic buildings. The venue consists of 202 rooms and suites, 3 signature dining spaces, and employs over 400 full- and part-time staff in a variety of hospitality roles.

THE BRIEF

WELLBEING EXCELLENCE

Luminate began their partnership with Shangri-La at The Shard in January 2022.

As a business operating within the luxury market, achieving the highest of standards applies as much to nurturing the wellbeing of their employees as it does to delighting guests at Shangri-La.

Shangri-La at The Shard ensure this is the case by providing department heads and managers with the right tools and training to maintain a healthy working culture and to retain talent in industry that is known for high staff turnover.

With these objectives in mind, the client wanted to increase the number of Mental Health First Aiders in their leadership team to help improve productivity and engagement, and reduce mental health sick days amongst their staff teams.

THE SOLUTION

MENTAL HEALTH FIRST AID & AWARENESS TRAINING

Luminate's [Mental Health First Aid](#) training teaches attendees how to recognise the signs of poor mental health, how to confidently approach conversations about mental health, and how best to support individuals experiencing crisis.

The hybrid version of this course was run for 3 out of the 4 groups trained – a course made up of part online pre-learning and part live and in-person – allowing floor-staff a little more flexibility to complete the online modules when most convenient for them.



THE SOLUTION (CONTINUED)

The instructor approached each class with the understanding that hospitality is a physically and mentally demanding industry and led interactive sessions in which attendees share challenges specific to their job roles and teams.

Luminate have also run 3x hybrid courses in [Mental Health Awareness Training for Managers](#) to Shangri-La's leadership team, adapting the content to suit their international employee base.

4

Mental Health First Aid courses (and counting!)

48

attendees qualified Mental Health First Aiders.

THE IMPACT

The success of Luminate's Mental Health First Aid courses saw Executive Committee Members and Heads of Departments in attendance. Plus, a re-commitment to run two Mental Health First Aid Courses per year, every year, for new starters.

Learning and Development Manager, Carmen Jimenez, stated the training had "empowered [Shangri-La at The Shard's] leadership team and given them the tools to deal with mental health concerns so that we can promote a healthier working environment for our colleagues."

Positive feedback has been received, not just about their teams' improved understanding of at-work mental health support, but of how bonding the experience was for attendees.

To find out more about Luminate's work, visit our website, weareluminate.co.



TESTIMONIALS & FEEDBACK

"Caring for our colleagues' wellbeing and satisfaction in the workplace is of the utmost importance. Luminate courses have proven to be enlightening, inspirational and a great aid to support with team bonding, which have greatly aided our wellbeing strategy. Our training is regularly reviewed, and new initiatives introduced to boost the of the mental health of our colleagues and support that we as an employer can provide."

Carmen Jimenez, Learning and Development Manager, Shangri-La at The Shard

"I had the pleasure of delivering the Mental Health First Aid course to a team of line managers at the Shangri-La Hotel. It was a heart-warming experience to be amongst people who were really engaged and wanting to learn how best to support their teams. The team at the Shangri-La referred to themselves as a family throughout the two days of training and I could certainly sense that myself."

Tricia Wilkie, Mental Health First Aid Instructor, Luminate

"Simply outstanding teacher and equally the course itself."

"One of the best experiences of my life. I'm very happy that I chose to be part of MHFA and I am also very happy to meet Tricia. She [helped] me understand more about [how other] people see life."

Mental Health First Aid course attendees - June 2022