CLIENT CASE STUDY
POLYAI

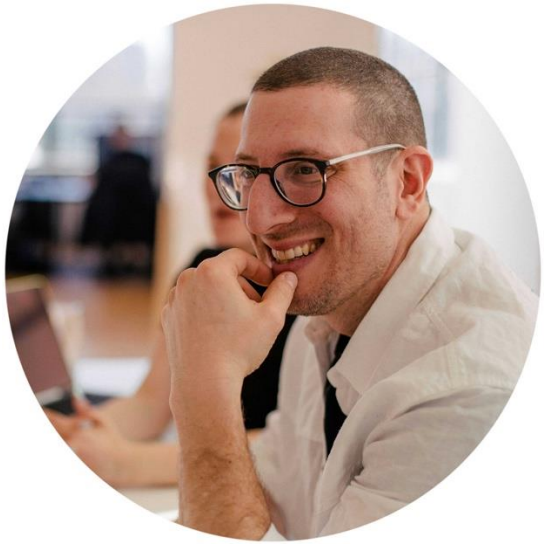
PolyAI is a software company that builds branded virtual voice assistants to automate customer experiences over the phone. They have 140+ employees based in the UK, USA, and Serbia, working flexibly in a variety of office-based, hybrid, and remote roles.

THE BRIEF

PREVENTING BURNOUT

PolyAI approached Luminate in September 2023. With World Mental Health Day as the impetus, they were looking to empower their team with a set of tools that would enable them to navigate the pressure of a fast-growing scaleup without risking burnout.

Since then, the software company has continued to build upon this work with Luminate in their broader wellbeing strategy for 2024, incorporating employee feedback along the way and looking to use such activities to further drive employee engagement as well as support their workforce's wellbeing.



THE SOLUTION

STRESS-BUSTING WEBINARS AND WORKSHOPS + MENTAL HEALTH AWARENESS TRAINING FOR MANAGERS

WORLD MENTAL HEALTH DAY 2023, WEBINAR AND WORKSHOP:

Tapping into the momentum of World Mental Health Day 2023 to galvanise employee interest and participation, PolyAI ran two live workshops. One was held virtually – available for all staff to attend, international or UK-based – and one was held in-person in London, where the company is headquartered.

Both sessions, Work-Life Balance and Understanding and Avoiding Burnout, addressed the issue of stress and provided staff with some constructive takeaways to achieve more balance and steer clear of burnout.

MENTAL HEALTH AWARENESS TRAINING FOR MANAGERS:

Building out their wellbeing strategy in 2024, PolyAI wanted to upskill managers to proactively look after the wellbeing of their teams and help employees avoid burnout. Luminate's Mental Health Awareness Training equips attendees...

...with the skills and confidence to manage mental health at work; teaching people-managers how to best spot an unwell colleague (covering the signs and symptoms of common mental illnesses as well as burnout) , providing a framework for starting mental health conversations, and how to create safe, supportive, stigma-free team cultures.

Accommodating managers across multiple countries, sessions were conducted virtually at 4pm GTM for UK-based colleagues / 9am Pacific Time for US-based colleagues. This ensured that all attendees had a consistent, high-quality learning experience and benefited from being able to discuss case studies and share experiences in real-time during sessions.

MENTAL HEALTH AWARENESS WEEK 2024, WEBINAR:

Based on the success of the previous year's World Mental Health Day activities and pulling from Luminate's post-session surveys on what topic staff would like to learn about next, PolyAI decided to run the most popular choice - Managing Anxiety - for Mental Health Awareness Week 2024.

Hosted virtually and recorded, to make accessible across time zones, this session's focus was on understanding the individual's anxiety-related patterns and triggers and equipping team members with practical coping strategies.

THE IMPACT

IMPROVED RESILIENCE

Tackling the challenges presented at the inception of the partnership, PolyAI have reported an improvement in the way the team communicates about wellbeing as a result of the skills and confidence fostered in Luminate's sessions:

"Since the webinars and [managers'] training, we've seen some fantastic results. Our team is better at communicating their needs and struggles and coping with better tools that they learned. Managers are more aware of mental health issues and feel more confident supporting their teams." – Betti Miszlay, Workplace Operations Manager, PolyAI

Not only this, but all the markers of high engagement are present in Luminate's sessions – demonstrating employee buy-in to the wellbeing programme. Attendees interact enthusiastically with the session content have built a strong relationship with their facilitator, the fantastic Ryan Ridgeway, requesting him for every session.

Luminate continue to partner with PolyAI and are looking forward to delivering a webinar on Overcoming Imposter Syndrome (another employee survey selected session) for World Mental Health Day 2024.

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

100% of webinar attendees rated the sessions as Good to Excellent

93% of webinar attendees said they would make a positive change to their lifestyle as a result of something they learned in the session

100% of managers rated the awareness training *and* the trainer as Excellent

100% of managers now feel they have the tools to support a colleague or direct report if they are experiencing mental illness

100% of managers now feel more comfortable having conversations about mental health