

QBE NORTH AMERICA CASE STUDY



AWWS Training & Consulting
Mental Wellbeing For Today's Workforce

CLIENT PROFILE

QBE Insurance Group is one of the world's Top 20 insurance and reinsurance companies. QBE's culture fosters diversity, inclusion, and community giving.

OF EMPLOYEES

3,000

INDUSTRY

Insurance

CHALLENGE

Depression is the #1 cause of disability worldwide, yet most employers lack a strategy to effectively address it. QBE reached out to AWWS in need of an effective and sustainable approach to train their North American leaders on how to identify and support employees struggling with mental health issues.

SOLUTION

Based on insights gained from stakeholder interviews, AWWS created a customized three-element strategy to address and support employee mental health. Each element was designed to train leaders on how to identify warning signs, safely respond to signs of crisis, appropriately handle mental health disclosures, and reduce stigma.

To provide training to QBE leaders and employees across North America, AWWS facilitated a live and virtual training course to support their multiple locations.

RESULTS

QBE Leaders increased their:

- **Confidence level of knowing how to safely intervene** during an associate suicidal crisis by **100%** with an average individual increase of **193.2%***
- **Knowledge of leadership strategies** to support associates' mental wellbeing & resilience by **71.7%** with an average individual increase of **123.6%***
- **Awareness level of communication strategies** to support associate mental wellbeing & reduce stigma by **66.4%** with an average individual increase of **132.3%***

**Source: Impact results were calculated through confidential pre & post training assessments distributed & collected by QBE, independent of AWWS.*



Inviting AWWS on-site to train our People Leaders was one of the best decisions we have made for Well-being@QBE. Their captivating story-telling and tangible takeaways helped to crush the stigma that surrounds mental health. I have heard again and again how thankful our employees are for calling attention to this important topic that often gets forgotten.



BETH EBEN

Senior Benefits Specialist, QBE NA

QBE NORTH AMERICA HIGHLIGHTS

900%

was the highest increase achieved in **awareness, knowledge, and confidence** among trainees*

100%

of QBE leaders reported AWWS provided **actionable takeaways** they can apply to their daily leadership role*

To view more client results, visit:
www.StigmaFreeWorkplace.com



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