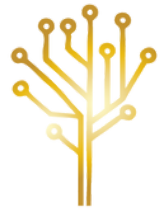


ESM CASE STUDY: MANAGEMENT CONSULTING



Navigating Change with Jackman Reinvents

CLIENT PROFILE

Jackman Reinvents

- Management Consulting
- The world's first and foremost reinvention company that challenges the status quo and brings new strategies to complex business problems
- 100+ employees

WHAT OUR CLIENT HAD TO SAY

"The Enterprise Stress Management team's support came at a critical time for us – shortly after the start of mandatory office closures associated with Covid-19. Their data driven approach enabled tailored support to help navigate stress during an unprecedented time of change.

This was highly valuable for Jackman, and highly recommended for any organization aiming to maintain a pulse on their most valuable asset – their people."

Tammy van Eck

Vice President, People & Operations

THE SITUATION

Change is all around us, and it's coming fast. With normal life changing on the daily due to COVID-19, the team at Jackman was looking for proactive strategies to get ahead of the new challenges impacting people's work and mitigate any risk of potential negative effects to performance.

THE SOLUTION

Over the course of the lockdown, ESM worked closely with Jackman's team to uncover and address factors that were negatively impacting people's ability to stay productive, maintain engagement, and work at their best during these unprecedented times.

THE ACHIEVEMENTS

Performance Pulses

We conducted weekly Performance Pulses focusing on identifying key factors that were negatively impacting workplace performance and productivity. Major factors that were negatively impacting performance included (1) keeping up with work demands, (2) adjusting to work from home routines, and (3) concerns about the health and uncertainty for the future. Despite 50% of people reporting negative factors impacting performance, 75% of people reported feeling happy and productive.

Performance Training

ESM developed and delivered weekly performance training with evidence-based strategies that focused directly on factors identified in the Performance Pulses. Topics included managing fear and panic during the global crisis, preparing for challenges of prolonged isolation and loneliness, and supporting mental and physical fitness to maintain work performance. Group training included times for reflection and discussion, allowing people to maintain connection with colleagues, share success stories, and collectively build a strategy to overcome the challenges of the global pandemic and maintain expected levels of high performance.