

# 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 sentiments and mitigate any risk of potential negative effects of stress.

### THE SOLUTION

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

### THE ACHIEVEMENTS

#### Stress Pulses

We conducted weekly Stress Pulses focusing on identifying key factors that were impacting emotional states of mind and root causes of stress that were affecting workplace performance and productivity.

Major sources of stress came from keeping up with work demands while adjusting to remote work routines, as well as concerns about health and uncertainty for the future. Despite 50% of people reporting high levels of stress, over 75% of people reported feeling happy with a sense of purpose.

#### Stress Clinics

ESM developed and delivered weekly webinars with evidence-based content that focused directly on concerns identified in the Stress Pulses. Topics included managing fear and panic during the global crisis, preparing for challenges of prolonged isolation and loneliness, and support mental and physical fitness. Webinars 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.