

The background of the top half of the image features several large, overlapping, organic shapes in two shades of teal. One shape is a lighter teal, while the others are a darker teal. The word "yet" is written in a yellow, lowercase, sans-serif font, positioned within the darker teal shapes.

yet

Welcome to Yet.

Guide for managers.

One conversation can
change your mind.

A large, bright yellow, organic shape is located in the bottom right corner of the image, partially overlapping the dark teal background.

Hi, I'm Yet.

Pleased to meet you.

It can happen to anyone: you feel that your (working) life is in a rut. At Yet we believe that even one good conversation can help someone get back on track. It can offer that extra little bit of support. As a manager, it is important to know you to tell your team members about Yet and how Yet can work for them.

This guide can help. I would like to:

**Explain who I am.**

By telling you which experts are affiliated with Yet and what we do, which is also seen in this video.

**Provide tools.**

By showing you how to bring Yet to your employees' attention.

**Inspire.**

By sharing stories of organisations that have been working with me for some time.

**Help you get the best out of your team.**

By showing you with which questions and in which situations your employees can turn to Yet.

Kind regards,

P.S. It's useful to know that your organisation's communication colleagues have already received a complete Yet Pack. This contains various communication tools to inform the whole organisation about Yet, such as intranet messages, posters and vouchers.

More info can be found at the end of this guide.

Contents.

What is Yet? 6	In conversation 12
What the experts say 10	Your role 19
Yet Pack 20	FAQ 24

Plus...

Yet in short	9
The Yet effect	10
Other organisations' experiences	16

What is Yet?

In conversation

What the
experts say

Your role

Yet Pack

FAQ about Yet



yet

One conversation can make

a world of

difference.

**One conversation can
change your mind.**

What is Yet?

The benefits of happy, engaged employees speak for themselves. Yet more than two in every five employees experience excessive workload, doubts or problems that often dwell on for too long. Did you know that these challenges can also provide valuable learning opportunities? Recognising stress in time and using it to grow will better enable us to stay in balance.

Yet aims to give employees access to early, fast and approachable support. This allows them to take the initiative to make adjustments and thus improve their well-being and job satisfaction.

Yet uses the Single Session approach, a science-based method that enables employees to increase their resilience. This helps them not only to cope with pressure, problems and restlessness, but also to answer vital questions, set career goals and develop skills.

How?

By being there for employees who get stuck, have a question, feel stressed or just want to get something off their chest. Via the platform – with experts in mental health, personal development, and coping with situations at work or at home – the employee makes an appointment for when it best suits them, within 48 hours. This helps prevent problems from worsening and improves development and communication, in turn enabling employees to work well and enjoy their work.

If the session reveals that more support is needed, we will discuss that during the session. We do not refer directly but offer concrete advice and discuss the possibilities.

Yet is there when

needed,

fast

and

effective

Did you know...

...that in 80% of the cases, our clients only need one session to get back on track?

Good leadership

Managers who offer their employees appropriate, approachable support contribute to a safe and healthy working environment in which employees feel comfortable and enjoy their work.

You are important

At Yet, we are there to help employers and managers create a culture where growth and well-being go hand in hand. A culture in which employees can develop and flourish. We have developed the Yet Pack to raise awareness within the organisation. You, as manager, play an important part in that.

Read all about it in this guide!



One conversation can change your mind

Yet in short

What?

Yet is an online platform with experts in mental health, personal development and coping with difficult situations at work or at home.

Why?

The fast and effective support Yet offers contributes to a better balance between stress and relaxation. By helping employees to make effective adjustments in response to challenges, you will not only boost their resilience and well-being, but you will also improve performance and teamwork.

Who?

Yet is for any employee who wants to talk to someone about something they encounter. Be that a long-standing pattern of things, a new situation, a specific career or relationship question or a feeling of restlessness. The experts are available for questions pertaining to everyday life, work challenges and other issues.

When?

Yet is directly available, anonymously and confidentially, whenever an employee is not feeling comfortable in their own skin or runs into a problem. Yet is there if the employee needs advice, a listening ear or a discussion partner. Within 48 hours, if necessary, Yet is also available in the evenings and weekends.

How?

As an employee, you can simply plan a one-hour one-on-one video session via the platform. It is free of charge by using your organisation's code. Two brief questions help you to select the expert best suited to help you with your problem. This ensures that effective, personal help is always at hand.

Interview
with Jelke Notten

The Yet effect

Working together towards a **healthy organisation.**

It is time to implement Yet in the organisation. So that it can be a success. So that everyone knows what Yet is and when they can use it. How did others before you do that and, more importantly, how do they like it?

This article gives the stage to one organisation:

RTL Nederland. Yet spoke with Jelke Notten, Lead of Talent Development, who has been using Yet for quite a while.

A conversation with Yet relieved some of the pressure

RTL Nederland is a socially engaged organisation as well as an innovative and creative one. The pace of work and the level of quality are both high. The employees are used to working on location such as at the studios. When the country went into lockdown in 2020 due to COVID-19 restrictions, working from home became a reality overnight. That was the direct reason for wanting to offer employees appropriate guidance and support. Jelke: 'Colleagues were juggling so many balls at once. Working from home all day, sometimes even with their partner or children around, with the schools being closed... It was very hard work.' Jelke searched... and found: 'When I found Yet, I was able to tell a colleague that he or she could talk to a psychologist or other expert that very evening. That relieved some of the pressure.'

An added advantage: available during a peak

Unfortunately, RTL Nederland had to deal with a security hack. It was a situation a team of colleagues had to work very hard to fix. Jelke: 'The team was very disciplined and placed high demands on themselves. They worked round the clock and no mistakes were allowed. In such a situation, it is particularly good to be able to scale up Yet's services. We then also actively offered Yet - we noticed and knew that a good conversation would definitely be needed. Yet is accessible and approachable. And they have excellent experts.'

Benefit for the organisation

A number of things have changed with the arrival of Yet. Jelke: 'We are now less likely to opt for a coaching process. Finding the right coach, and matching them to the right client, can take a long time. People have busy agendas. It is often difficult to schedule things well. Yet works more quickly, which also makes it a cheaper solution.'

In conversation

There is room for conversations in every area imaginable, in the field of work, cooperation, leadership, illness, social security and more. But what can you expect if a member of your team uses Yet?

After the employee has planned a session via the online platform, he or she will have a conversation with an expert. This may be a psychologist, but could also be a career coach, for example. It depends on the question, challenge or problem concerned. All experts have broad experience in their fields and can help the employee in a single session. They are trained to get to the crux of the matter and provide employee with concrete tools..

**There is no
such thing as a
stupid question.
Let's talk about it.**

Always a suitable expert.



Psychologist

The psychologists working for Yet all hold a master's or doctoral degree in psychology and have completed various further training programmes and courses (e.g. ACT, CBT, schema therapy, mindfulness, EMDR, EFT, positive psychology).



Social skills expert

Our social skills experts hold a bachelor's degree in social sciences and are registered as counsellors with the National Association of Counsellors (LVV).



Work-life coach

Corporate social worker and financial coach

The work-life coaches have, at minimum, a university of applied sciences qualification in the field of social work and services or social work specialising in welfare and society.



Career coach

Our career coaches have university or university of applied sciences qualifications. They have supplemented this with career development training.



Life counselor

The life counsellors are registered with the SKGV (Stichting Kwaliteitsregister Geestelijk Verzorgers), which guarantees the professional standards of the profession. The register imposes a work-experience requirement and a credit-bearing continuing education requirement.



Coach for managers

A dedicated coach for managers and supervisors, specialising in solving management and leadership issues.

**“The
people
I speak
to are
positively
surprised
at how
much
we can
achieve
in one
hour.”**

What the experts say

The Yet experts are professionals with years of experience. They would like to share their experiences here with you as manager.

What can you achieve in one hour?

A session with a Yet expert lasts one hour and is an action-oriented session in which you must be prepared to take action yourself. ‘Some clients think we couldn’t achieve much in one hour because they are afraid that their problem is too complex or very rare. It may sound crazy, but there is no problem that I haven’t heard before. The people I speak to are positively surprised at how much we can cover in one hour.’

What goes on during the hour?

If an employee has been struggling with challenging circumstances or problems for a longer period, the challenges or problems often only get bigger, so much so that it becomes difficult to see the whole picture. Expert Maud continues: 'Offering structure is often a relief in itself. We then link that to action. We explore previous ways of dealing with similar issues, identify obstacles and explore options for action.'

Expert Jacobien, career coach, says: 'We provide a customised service. That means that we also ask what the person requesting the session needs. Do they need a listening ear, advice, a step-by-step plan, a motivating conversation...? Sometimes it means confrontational coaching: what does it give you if you react the same way every time?'

Is it always customised?

Yes, every question and answer are unique because every employee, background and context are always different. Jacobien, career coach, is used to discussing hypothetical questions and situations. She says: 'The people I talk to also like the freedom to discuss the options. The outcome does not necessarily mean that they will look for another employer. Just quietly going through different scenarios often provides a lot of insight, and I always include their stage of life and the system in the consideration. The question of whether a person might fit in better somewhere else is a very different consideration for a young parent than for someone without children, for example.'

When is a session scheduled?

Yet wanted to make the threshold for seeking help as low as possible. Quick availability of an expert is important. People become disordered in the context, so if you need help in that respect, you want it then and there. And not a few months later, which unfortunately often happens due to long waiting lists in the mental health sector. Employees can contact Yet directly the moment they come up against something.

“The people I talk to also like the freedom to discuss the options. The outcome does not necessarily mean that they will look for another employer. Just quietly going through different scenarios often provides a lot of insight.”

Does Yet solve everything?

Yet's experts are an effective tower of strength for employees. That obviously does not mean that a single conversation can replace all other help and longer processes. The advantage is that first steps can be taken quickly. Much can be solved and prevented thanks to the low threshold and fast availability. If it turns out that more is needed, the experts discuss this and give open advice.

Experiences from other organisations.

**“Conversations
do not only
concern problems;
positive
developments
are also
discussed.”**

Providing Yet as a service means offering employees a quick, accessible and anonymous opportunity to have a good discussion. Providing this opportunity is step one. Informing employees about it and encouraging them to use it is step two. As a manager, you play a key role in this, together with the HR and L&D teams, for instance. Joining forces pays off. Organisations that have been using Yet for some time endorse this. An overview of the effects.

**“Yet is a kind
gesture to
employees.”**

Your organisation sends a signal to (potential) employees by using Yet: you consider their (mental) health and development important. Using Yet is therefore an expression of good employment practice. Some organisations also actively use it as part of their employer branding.

From the experiences of other organisations, we know that the introduction of Yet often results in many appointments being made. This is great, not only because it allows employees to get acquainted with the working method and the effect of Yet for the first time, but also because it enables them to experience first hand how easy it is to make an appointment.

Yet enables employees to talk to an independent expert, anonymously, whenever necessary. These sessions with experts save you, as manager, or your HR manager, a great deal of time, enabling you to do what you do best. Since the experts have different backgrounds and fields of expertise, Yet has a suitable expert for every question.

“An anonymous conversation with an appropriate expert for the issue in question.”

Even if an employee’s question does not concern major problems, the door is always open at Yet. Whether it be a new career step or a new phase in life, sometimes it’s nice to be able to talk to someone from outside the organisation. An action-oriented conversation enables an employee to move forward with new insights. It’s a wonderful opportunity in terms of putting the right people in the right place and sustainable employability.

“An action-oriented conversation enables an employee to move forward with new insights.”

Yet benefits various parts of the organisation.

Your commitment as a manager is a key factor in the success of Yet. Use the Yet Pack to activate your employees, so that they use Yet when it’s necessary. This will give you, as manager, more time for other things, to be more effective and to be more present.

This article was based on the shared experiences of multiple organisations using Yet in the construction, media, education and healthcare sectors.

What is Yet?

In conversation

What the
experts say

Your role

Yet Pack

FAQ about Yet



**We're not
there yet.
But we can
get there with
your help.**

Your role in introducing Yet

Yet experts are ready to help your employees when needed.
As a manager, you play a key role in activating the employees in your team.

Raise awareness

Tell your team about Yet, the methods and benefits. Do this using the Yet Pack, which includes videos, newsletters, podcasts and posters. On the next pages, you will find a useful calendar and an overview of all the available communication tools.

Encourage an open culture

Contribute positively to an open culture and emphasise the importance of a platform like Yet, so that employees know that you support their (future) use of Yet. During a team meeting, for example, ask whether everyone knows about Yet.

Encourage employees

If you suspect that an employee is uncomfortable or worried, draw their attention to Yet (again). However, the choice of whether to contact Yet must always be theirs.

Be aware of your position as a role model

Set a good example. Talking openly about the importance of investing in good mental health gives employees a sense of recognition - the first step towards growth and change.

You are not alone




You are not the only one who plays a key role in ensuring Yet lands well. Your HR colleagues will also inform employees about Yet and can advise an employee to use Yet when necessary.

Yet Pack, your implementation tool kit

I – 1 mth

launch

I + 1 mth

Unique moments						
Team leaders and managers						
Whole organisation						



Need more or other communication tools?
Just give the **Zorg van de Zaak** customer service team a call.

Please see the next page for a key to the communication tool symbols.

1 + 2 mths

1 + 3 mths

1 + 4 mths

1 + 5 mths

1 + 6 mths



Yet Pack, the communication tools



Explainer for managers

An animated video explaining what Yet is, in what areas of life it can offer support, what role you can play as a manager and how using Yet can benefit a team.



Explainer for the organisation

An animated video explaining what Yet is, what areas of life it can support you in, how to schedule an appointment and how it can support you as an individual.



Why-Yet-works-video for managers

A video with valuable background information for managers: what does the one session method entail, how does it differ from other methods and why does it work so well? This is based on scientific articles and substantiated by figures.



Why-Yet-works-video for the org.

A video with valuable background information for the employees in the organisation: what does the one session methodology entail, how does it differ from other methods and why does it work so well? Aspects considered also include reporting and privacy. This is based on scientific articles and supported by figures.



Launch

Yet goes live: managers have received their Yet guide, everyone has a Yet screen saver and all kinds of information about Yet can be found on the Intranet, including the explainer and why-Yet-works videos.



Content calendar

We can provide content to post on your own Intranet, which can be adapted as required. Among other things, the content calendar includes FAQ, links to such things as 'the week of work-related stress', as well as inspirational videos, facts & figures and podcasts.



Guide for managers

Managers play an important part in creating Yet's success. This guide contains information on how, and when, they can raise awareness of Yet.



Nieuwsbrief/e-mail

We use the standard communication flow within the organisation to introduce and remind the organisation of Yet.



Screensaver

At six-week intervals, the employee's screensaver becomes a 'Yet' screensaver. This is set and adjusted by ICT. There is also a surprise effect.



Voucher: a gift for yourself

Who gets forgotten most? Exactly: you. This digital voucher is not an 'extra' session, but a means of bringing Yet back into focus. Plan that you-time!



Podcast

Listen, whenever it suits you, to other people's experiences and what you can expect from Yet.



Poster: Yet helped me...

Poster campaign showing portraits of people Yet has helped, with quotes by them, reflecting different themes. The various messages on the posters reflect both the diversity of topics and the low threshold of a session.



Interview cycle

As set out in the manager's roadmap, this is a reminder for managers to remind his/her employees, during the interview cycle, of the possibility of a coaching session via Yet.



Teasers op deuren

Yet is not part of the wallpaper. That is why Yet appears in surprising places and with surprising communication. Draw attention to Yet by hanging thought-provoking posters where they cannot be ignored, such as on doors:

- Problem seeks solution
- Misunderstanding seeks listening ear
- Doubt seeks reality check

Need materials?

View www.yet.nl/implementatiekalender or email support@yet.nl for printed matter.

FAQ about Yet

What treatment method does Yet use?

Yet is based on the Single Session Method, which has been scientifically proven to be effective. One online 1:1 session of 45–60 minutes is enough to enable over 80% of users to move forward by themselves.

At what times can I schedule a session?

Employees can schedule an appointment directly in an expert's appointment book. This may also be in the evening or weekend.

How is the session recorded?

The Yet experts do not keep records of what is discussed during a session. In addition, the employee's email address is deleted after the session so no personal data are kept. The expert assesses the employee's level of education and age category to get an overall picture of Yet's users. This data is stored in the customer dashboard. All data in the dashboard is stored at group level and can therefore not be traced back to an individual.

Let's talk about it.

Does an employee have to inform me, as manager, about an appointment with Yet?

No. Employees can have the conversation anonymously and schedule it in the evening if they wish.

How can one session be enough?


As the name suggests, the basic principle of the Single Session approach is that a single session can suffice.

The employees and experts work together to make that single session worthwhile and to enable the employee to move forward themselves. The aim of the session is not to solve the entire problem at once, but to help the employee find their own solution.

Can an employee schedule an unlimited number of sessions?

In principle, every session is a separate case. If, during a session, it becomes clear that additional support is needed, the expert will advise on appropriate options.





**If you have any questions
or would like to know more
about using Yet,**

please send an email to
support@yet.nl.



www.yet.nl

yet