

Boosting Employee Engagement and Reducing Stress at Milpark Education

Headquartered in Cape Town, South Africa, Milpark Education is a leading tertiary institution offering a wide range of academic business programmes to correspondence students.

Milpark launched October Health in partnership with Kaelo AskNelson services as a comprehensive Employee Assistance offering to team members, providing both proactive wellbeing support and assistance in times of crises. 80% of Milpark employees have signed up for October Health with a quarter utilizing the app consistently on a monthly basis.

Identifying and Tackling Key Stressors Through Data-Driven Insights

Milpark recognized a need to encourage employees to speak up when they require support. To encourage open dialogue on the topic, Milpark hosted the first of a two-part series in the app, allowing employees to anonymously share their thoughts and experiences.

The session, co-facilitated by an Executive Coach and the Chief People Officer, was exceptionally well-received. The insights gathered from this session informed the content of a subsequent virtual meeting aimed at addressing key points raised – in a camera's on meeting.

Overall, this initiative proved an exceptionally positive experience for the organization, enhancing employee engagement and further encouraging open, transparent communication amongst team members.

Encouraging Open Dialogue and Transparent Communication

Utilizing data and user feedback from the October Insights portal, we identified six major stressors impacting Milpark employees. Tackling these stressors has become a vital component of Milpark's wellbeing objectives for the year.

October provided a comprehensive overview of key features and content related to these common areas of concern. Milpark are sharing these with employees weekly as part of their Wellbeing Wednesday initiative.

In addition to this, at the click of a button in the Insights Portal, Milpark's HR team are generating content specific to the unique challenges that employees face in the academic environment, and publishing these articles for employees in the App as well as generating a soft copy version to share via internal channels.

Each month's key area of focus becomes the topic for the Closed Forest session, a live audio-only session co-hosted by a leader at Milpark. This comprehensive approach significantly enhances employee support and engagement, and saves hours of time for the HR team.

80%

**Adoption
Rate**

3423

**Clinically Effective
Engagements in 12 months**

1197

**No. of Forests
Attended**

26

**Coaching Courses
in Use**