



CASE STUDY

Client:

The Salvation Army, Australia

Brief:

To provide TSA's 10,000 staff with an online capability program, building their resilience, personally and professionally, so they can continue helping others in the face of increasingly uncertain and stressful conditions.

Result:

In its first 9 months, 300 people have completed the program with a further 500 in progress.

In 2018-19, State of Mind ran a series of face to face workshops for staff running TSA's Foster House. Daily they work with up to 126 homeless men providing them with everything from living skills to recreational pursuits, case management, a medical centre, detoxification unit and accommodation around the clock.

On the back of the success of these programs, State of Mind was engaged to provide a fully online program that was accessible to all 10,000 staff across the Australian Territory. The Army's two Australian territories, Eastern and Southern, had been going through a 3 year merger, one of the largest in the history of the organisation. All number of procedures and processes, from payroll to Learning Management Systems and everything in between, were being changed or integrated, roles reconsidered and divisions merged and recreated.

The result was a huge amount of stress, uncertainty and anxiety as all number of steep learning curves had to be climbed, across all areas of the business. Providing an easily accessible, 24/7 program via their own LMS was a high priority as the merger reached its conclusion.

MOST USED TOOLS

Shake It Out

Go To The Balcony

Power Of The Pause

More Alpha, Less Beta

Cherish The Gaps

Embrace Your Chaos

“ The training has been really great. Having a clear and positive mindset is definitely something I've wanted to work on for a long time. I just never knew where to start... I've found lots of the tools very helpful for both my work and personal life. Especially during these crazy COVID times where you're locked up at home with just your own thoughts. The coping mechanisms have really made a difference and the whole family has noticed too (which is a big plus 😊). ”

“ I can't get enough of your helpful tools and am going through it again. Thank you for your wonderful training. ”

State of Mind Online Capability participants



THE PROGRAM

Following face to face programs for the Foster House team, the National State of Mind Online Capability program was uploaded by IT staff to the in-house Learning Management System. From there the task was to internally market the program, in the midst of overwhelm from the merger, summer bushfires and ultimately COVID, all contributing to the havoc that made the programme's availability even more timely and important. Online 'taster' sessions were organised by members of the Learning and Development team, giving participants a 2 hour experience over zoom, of the nature of the course, its science-based foundations and its highly practical applications to both the workplace and home life.

THE RESULTS

800 staff have enrolled in the online program in its first 9 months and plans to continue its broad distribution for Year 2 of the subscription are under way. 81% of the 145 HR Managers have attended taster sessions of the program and of these, 94% said the tools seemed relevant and useful to helping them reduce their stress and worry, and 88% said they would recommend the program to others. Thanks to well-designed and focused internal marketing to these HR Managers we've seen a 77% increase in uptake of the program in a 3 month period.

The Salvation Army is there to help those most in need, whether rebuilding communities after fires, floods and droughts, or helping inner city homeless people regain control. Whether dealing with youth in crisis, providing aged care services, or managing their thousands of volunteers across the country, staff at The Salvation Army continue to serve tirelessly. It is a privilege to be resourcing those who are constantly there for us, mitigating their stress, anxiety and doubts so they can continue to serve to the best of their ability in these unstable times.



View our testimonials
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