

EAP IN THE MODERN AGE: EMPLOYEE ENGAGEMENT



Asia Pacific Employee Assistance Roundtable

As a not-for-profit organization, the Asia Pacific Employee Assistance Roundtable (APEAR) is a regional forum for the promotion of the highest standards of practice and continuing development of Employee Assistance professionals, providers and services. Employee Assistance (EA) is a work-based program designed to improve organizational performance through the provision of structured management and employee support services.

Since 2003, APEAR has attracted a growing number of industry leaders, line supervisors, health professionals, trainers, human resource professionals, medical advisors and those interested in employee work performance, productivity and safety. Registrants come from across Canada, US, Australia, India, China, Thailand, Malaysia, Indonesia, Europe and Singapore. In addition to net-working, registrants pick up skills on a variety of topics that address people's wellness and effectiveness.

Objectives of APEAR:

- To present the business case for Employee Assistance (EA) and mental health at work programs to Human Resource, Occupational Health and business leaders with a focus on how to maximize employee performance through EAP
- To promote better understanding of the clinical practice and application of EA provision
- To develop regional guidelines for EA as well as a Code of Ethics for EA practitioners and providers
- To continue the professional exchange and dialogue regarding EA in the Asia Pacific and with other EA organizations

With many organizations within the Asia Pacific region growing optimistically as they anticipate increasing business opportunities, the demand for professionals and leaders who can partner organizations towards their staff's mental resilience and work engagement will become urgent. As people professionals we must ready ourselves to be vital contributors to organizations seeking to develop their competitiveness.

This Conference will provide numerous opportunities for Managers, HR, Occupational Health and Workplace Safety professionals, Counsellors, Psychologists, Work Life and OD Specialists, General Practitioners, Psychiatrists, Health Promotion Champions and other Mental Health Professionals committed to the well-being of people in the workplace to share practice insights, research findings and the latest in Employee Assistance, organizational and professional practices in the Asia-Pacific region.

About the Host

Optum is a leading health services and innovation company dedicated to helping make the health system work better for everyone. With more than 100,000 people collaborating worldwide, Optum combines technology, data and expertise to improve the delivery, quality and efficiency of health care. Optum uniquely collaborates with our employer partners to drive workplace productivity, reduce and manage healthcare costs, and offer a simplified approach that creates better health outcomes for employees. Optum's global Corporate Health and Wellbeing solutions vary by country but include employee assistance and wellness solutions that integrate with our digital engagement platform to engage employees in their health awareness and improve overall health and wellbeing.

More Information – www.optum.com

Host's Welcome Message

To the attendees of APEAR 2018

I'd like to personally welcome you to the 16th ASIA PACIFIC EMPLOYEE ASSISTANCE ROUNDTABLE(APEAR) Summit in Bangalore on 3rd and 4th May. Optum is currently working closely with the APEAR board to carve out a powerful agenda for the programme and has selected Conrad, Bengaluru as the Summit venue. Conrad, Bengaluru is located in the heart of the city and overlooks the iconic Ulsoor Lake.

It's an exciting time for APEAR as we enter the 16th year of the Summit. The world of employee engagement and wellness is an exhilarating area in which we'll continue to meet and bring together inspired people through forums like this, to ensure our offerings as providers/practitioners and employers set the standard in the industry. This year's theme, **"EAP in the Modern Age: Employee Engagement"** is focused around how to carve an EAP or Wellness programme that actually works for the modern employee population.

This Conference will provide numerous opportunities for Managers, HR, Occupational Health and Workplace Safety Professionals, Counsellors, Psychologists, Work Life and OD Specialists, General Practitioners, Psychiatrists, Health Promotion Champions and other Mental Health Professionals who are committed to the well-being of people in the workplace to share practice insights, research findings and the latest in Employee Assistance, organizational and professional practices in the Asia-Pacific region.

We are expecting a forum of highly experienced professionals in the room from over 15 countries with experience in running some highly successful Employee Assistance and Engagement programmes globally.

I'd like to thank you for participating and bringing your expertise to our gathering. You, as organization leaders and health professionals have the vision, the knowledge, the wherewithal and the experience to help us pave our way into the future.

Throughout this conference, I request you to stay engaged and participate actively to make this a successful and insightful event. My personal respect and thanks goes out to all of you.

Thank you,
Amber Alam | Optum
Vice President Sales – Global Wellbeing and Employee Assistance Programs

APEAR President's Welcome Note

Dear APEAR Members, Friends, and Colleagues,

Employee Assistance in the Modern Age: Improving Employee Engagement and Wellbeing

We are living and working in an era of the greatest amount of change in our history. Such continual change is creating increasingly more complex issues that employees and organisations need to respond to. In more recent times this has played out globally in its impact on employee health and well-being leading to increasing challenges in organisational productivity. The inherent complexity of many of the issues requires new approaches in terms of both preventing a deterioration in employee engagement and wellbeing as well as responding more efficaciously to those experiencing significant mental health issues.

We invite you to attend the forthcoming APEAR Conference where you will have the opportunity to listen, learn, and engage in stimulating discussion about what organisations can proactively do in maintaining the highest level of employee engagement, well-being and productivity in these challenging times.

I am looking forward to personally welcoming you in Bangalore, India on May 3rd.

Sincerely,

Ian Shakespeare

BSc (Psychology); MBA; MAPS

President, APEAR

THE BOARD

The APEAR Board is made of professionals from world over who have had global experience in the EAP space. They have years of involvement in the EAP industry and understand corporate and individual wellness worldwide



Ian Shakespeare

President



Gary Barnes

Treasurer



Russ Hagen

Vice President



Kaoru Ichikawa, CEAP, Ph.D.

Board Member



Hong Hao Phua

Secretary



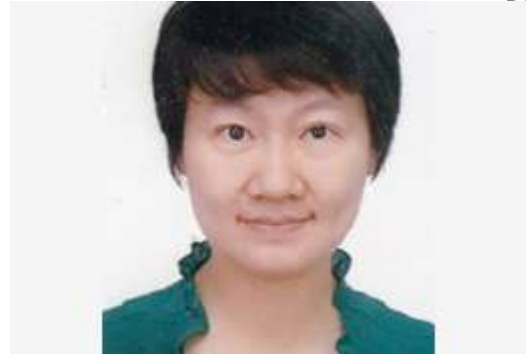
Miyen Low

Board Member



Min Kyung Song

Board Member



Grace Ding

Board Member



Amber Alam

Board Member



Rica Gonzales

Board Member



Kevin Menon

Board Member



Ian Shakespeare

President

Ian Shakespeare is the CEO of SMG Health. Ian is the Member, Australian Psychological Society and he is also the Director International Council of Stress Management Professionals and Judgement Index Australia. Ian is currently the President of the APEAR board.

Ian was CEO then Senior VP APAC for OPTUM (formerly PPC Worldwide), a role he held for 16 years. As well as managing the OPTUM EAP/Wellness business the position required the delivery of management consulting services into industry. This included the delivery of Executive Development/coaching to Business Leaders which he continues to this day. Ian's role was also responsible for the management and growth of the business across the Asia Pacific Region. Ian continues to work with Executive Managers across the region in areas related to building their resilience and managing work/life balance and difficult employee issues. In his new role with Judgment Index he has now developed these services further through the application of a values based assessment tool aimed at increasing the productivity of employees and the profitability of organisations.



Russ Hagen

Vice President

Russ Hagen is the CEO of Chestnut Health Systems, Inc. and the wholly owned subsidiary Chestnut Global Partners, LLC. Mr. Hagen has 33 years of experience in the behavioral healthcare field including employee assistance and workplace services, addiction treatment and prevention, mental health treatment and applied research. For twenty-six of those years he has been the CEO of Chestnut and Chestnut's subsidiary corporations. He was an early pioneer in the EAP field in the U.S., understanding the natural link between the delivery of behavioral healthcare services and Employee Assistance Programs.

Mr. Hagen has guided Chestnut's steady growth in the provision of domestic EAP's and has been an integral part of Chestnut's expansion into the delivery of global workplace services. He has developed a keen understanding of the business and program challenges associated with expanding EAP's internationally having extending Chestnut's delivery of EAP services worldwide leading the development of a global network of providers and the creation of joint ventures in China, Brazil and Mexico



Hong Hao Phua

Secretary

Honghao graduated from the State University of New York (Buffalo), USA with a Bachelor of Arts (Summa Cum Laude) in Psychology. He began his career with Phaidon International as a headhunter specializing in the financial industry performing the full 360 recruitment cycle from filtering resumes and interviewing candidates, to preparing candidates for interviews. Subsequently, he joined EPChem as an Application Partner and spearheaded the company's marketing and business development efforts in the Asia-Pacific region, working closely with subsidiaries in Indonesia, China, Malaysia, Thailand, and the Philippines to increase EPChem's market share and visibility in those countries. Since joining the Centre for Effective Living, Honghao has conducted workshops on resume writing and interview skills, utilizing his experience as a former headhunter to give candidates the competitive edge in the marketplace, and delivered wellness talks to organizations on topics such as stress management and resilience in times of change to improve the occupational health and wellbeing of employees. Honghao is also the Secretary of the Asia Pacific Employee Assistance Roundtable (APEAR), a nonprofit organization which seeks to present the business case for Employee Assistance (EA) and mental health at work programs to Human Resource, Occupational Health and business leaders, and to continue the professional exchange and dialogue regarding EA in the Asia-Pacific and other parts of the world.



Gary Barnes

Treasurer

With a passion for great people outcomes, Gary Barnes has worked within the health services division of the AXA Group for over 18 years.

Within the UK and Europe he has worked closely with many global and multinational organizations looking at their absence management, health support services, employee benefits and insurances to assist with returning people to work following general, physical and psychological ill health. Better focus on these areas often resulted in more appropriate types of support services, identification and reductions in health risk, appropriate use of insurances and more appropriate manager support within the work place environment. In addition there is improved attendance, staff morale and productivity with lower levels of claims and lower absence.

In 2012, Gary re-located to Asia Pacific to replicate this type of work with many organizations that are already well known to AXA ICAS International and also to build the business presence in the region. This has meant working with many different clients, providers, cultures and understandings in order to provide consistent and successful outcomes across the whole of the region.

His focus has been on physical and mental wellness and wellbeing recognizing that fit and healthy employees – both physically and mentally – will attend, become more involved and will contribute and perform more consistently at work.



Kaoru Ichikawa, CEAP, Ph.D.

Board Member (CEO, Resilie Laboratory)

Dr. Kaoru Ichikawa started her EAP career as an internal EAP counselor of Motorola in Japan, and later became an Asia Pacific EAP director. In 2002, she founded nationwide EAP vendor in Japan. She has been promoting EAP among Japanese industry as a core Human Resource and Management strategy.

- President, APEAR, 2012-2017.
- Established CEAP-I professional certification in Japan in 2007.
- Providing EAP consultant development course since 2002.
- Translated the EAP program standards by Council on Accreditation (NY) in 2003.
- Commissioner, Employee Assistance Certification Commission (EACC), Virginia, USA since 2016.
- Director at large for International Employee Assistance Professional Association Inc., 2012 – 2016.
- Teaching EAP course at Tokyo University, University of Occupational and Environmental Health, Japan and Kyoto Bunkyo University as adjunct lecturer.
- Leading research team at Resilie Laboratory, since 2017.



Miyen Low

Board Member

Miyen Low is a Clinical Psychologist by training but she has been one of Malaysia's foremost proponents of the application of psychology for individual, couple, family, workplace and community for more than 20 years, providing psychotherapy, psychological assessment, coaching, training and Employee Assistance Program (EAP) which she pioneered since 1999 at Motorola Malaysia. She has written 2 articles on EAP Development in Malaysia for an international publication in 2004 and 2010.

Over the years, Miyen has delivered more than 1000 programs over the years for a wide range of organizations in Malaysia, Singapore and Hong Kong from various industries including technology, manufacturing, oil and gas, airlines, pharmaceutical, shipping, banking and finance, petrochemical, hospitality, police force, telecommunication etc. She has also provided consultation and critical incident response since 1999 for bus and car accidents involving group of employees, airlines incidents, off shore helicopter crash, robberies, murders, suicides, sudden deaths, mental health emergencies and natural disasters (tsunamis and earthquake).

Recent years, Miyen actively conducts mindfulness and self-compassion based interventions especially for managing stress, burnout and enhancing emotional resilience which strongly support her EAP work. She is a Trained Teacher of Mindful Self-Compassion under Center for Mindful Self Compassion, USA and currently is the Vice-President of Malaysia Association for Mindfulness Practice and Research. She has professional membership in Malaysian Society of Clinical Psychology, Malaysian Psychiatric Association and Employee Assistance Professionals Association. Over the years, her work has been featured regularly by various local newspapers, magazines, TV and radio and she was a regular guest for 4 years on a local TV women's show "Bella".



Min Kyung Song

Board Member

Min Kyung Song is the CEO of a leading EAP company in Korea, Dain C&M, Inc. and a trained counselor for addiction management and prevention. Prior to running the EAP company, Min Kyung was in a position of advisory committee member for organizational management. With her role of advisor she conducted consultations with corporations for a wide range of issues occurred in organizations. Since 2012, she has led a dramatic growth of EAP service in Korea and endeavored to widen the awareness of stress management and to improve mental health. Min Kyung has also set up Korean integrated EAP model.



Amber Alam

Board Member

Amber is an accomplished Business leader with 14+ years in Healthcare and Employee Wellness and Benefits market space. Amber heads the India business as a Country head for Optum India and also manages Business Development and Sales for India and Singapore. Amber is a PRINCE2® Practitioner and a seasoned program manager with experience in handling high profile projects over multiple geographies. Amber has presented as a Keynote speaker at EAPA and has also presented at various APEAR, MAXIS GBN, NHRDN and other HR benefits forum across the globe.

Amber has been serving the APEAR board as a board member since 2015.



Kevin Menon

Board Member

Kevin is a Clinical Psychologist, a Certified Master Performance Coach, Hypnotherapist and an international Trainer.

Kevin has almost two decades of experience working with clients internationally on consulting, coaching and training projects as well as the application of world-class content and processes to increase personal and organizational effectiveness. Kevin's unique blend of knowledge and expertise in human behavior, group and organizational behavior has allowed him the opportunity to deliver targeted value added solutions to customers from a variety of industries including Shipping and transport, banking and finance, petrochemical, technology, manufacturing, airlines, transport, security, gaming and hospitality, pharmaceutical, FMCG, etc .

Kevin is an internationally recognized trauma and crises management expert, and has been called upon to provide critical incident response and consulting for tanker hijackings, ship collisions and incidents, industrial accidents, offshore incidents, fires & explosions, mental health emergencies, sudden deaths, murders, violent assaults, suicides, natural disasters (tsunamis, floodings, earthquakes, fires), terrorist attacks, bombings etc. Kevin also has extensive experience providing program management and consulting for Mental Health and Wellness programs, Bullying and Harassment, Diversity and Inclusion as well as Behavioural and Psychosocial Risk management.

Kevin has had the privilege of working with global organizations in Singapore, Malaysia, Vietnam, Indonesia, Thailand, Japan, India, Europe, China, Philippines and Australia. As the Managing Director and Principal Consultant of Aspirare International, Kevin currently provides wellness programs, psychosocial counselling & coaching, training, crisis management and human factors consulting and management services to organisations and individuals in the region.



Grace Ding

Board Member

Grace Ding is the senior EAP professional of Linzi EAP China Delivery. Grace has over fifteen years of sales and account management leadership experience in a variety of enterprises and industries in Japan and China. Her career spans the financial industry and consulting industry for state owned enterprises, multinational organization as well as private sectors.

At China Linzi EAP, Grace is responsible for customer relationship management. She has led the growth of the service and built a consultative partnership with business leaders and HR management. Grace holds a master degree in business management. She now also functions as peer supervisor for China Certified EAP Professional (CEAP) candidate supervision. Grace co-initiated EAPA China Branch Establishment.



Rica Gonzales

Board Member

Enrica Gonzalez is a recognized pioneer EAP professional in the Philippines. For many years, Rica served as the Deputy Executive Director of In Touch Community Services, which is a non-profit organization providing counseling and support for both Filipinos and expatriates, with particular emphasis on guidance for newcomers. Through strong relationships with large global client partners coming from many Countries, specially from the USA, Rica managed the EAP services for their global client companies servicing the large multinational corporations in the Philippines.

Rica's unique blend of knowledge and expertise in human behavior group and organizational behavior has allowed her to deliver targeted value added solutions for their clients. Also, Rica is passionate with her humanitarian service and outreach to the local communities, specially with ensuring a free counseling and crisis hotline available nationwide. An Accountant in background, Rica manages the financials for In Touch Community Services for many years, with the biggest growth area in EAPs.



WORKPLACE OPTIONS

Workplace Options is the world's largest independent provider of integrated employee support solutions, serving more than 90,000 organizations and their 58 million employees in more than 200 countries and territories worldwide. With a commitment to innovation, information security, and technology development, Workplace Options delivers emotional, practical, and physical support services to employees and their families around the world. Through clinical services, work-life support, wellness programs, and more, Workplace Options strives to help employees to be happier, healthier, and more productive at work and throughout their lives.

With ongoing investments in its capabilities, facilities, and service centers around the world, Workplace Options works together with partners and a global network of more than 78,000 affiliates to bring customized solutions to large and small organizations across the globe. Workplace Options is dedicated to improving and expanding its ability to provide high-quality products and services. The organization's expert team is well credentialed, and its ISO 9001 certification is evidence of an ongoing pursuit of consistent, exceptional-quality service. The ISO 27001 certification that Workplace Options holds supports its commitment to information security.

For more information visit our website at www.workplaceoptions.com.



We are proud to announce the first EAPA and APEAR joint certificate 1 day training in Bangalore, India on the Fundamentals of employee assistance practices, called "Fundamentals of Employee Assistance". This unique training aims to equip mental health professionals (counsellors, psychologist, psychiatrists, social workers), occupational health physicians, nurses and HR professionals, to learn essential knowledge and skills of EAP.

The learning objectives includes:-

- To be able to explain definition of EAPs.
- To learn EAP service delivery models.
- To learn the EAP unique way of handling cases which are different from non-EAP clinical practices.

Date: May 5th (Saturday)

Time: 10am to 5pm

Venue: Optum Global Solutions Trainign Room - RMZ Ecoworld

Fees – USD 100 to be paid at APEAR Registration Desk

APEAR 2018 / Past Conferences and Conference Themes

PEAR has held yearly conferences with relevant Themes from the Year 2003. These are held in different parts of Asia but attended by members & non-members alike from all over the world.

- **10th -11th March, 2003**
- **Singapore**
Employee Assistance Program (EAP) & Promoting Work-Life Balance

- **17th - 19th May, 2004**
- **Bangkok, Thailand**
Maximising Employee Performance Through EAP

- **30th May - 01st June, 2005**
- **Shanghai, China**
***Healthy Minds,
Healthy Workplaces***

- **25th - 27th May, 2006**
- **Kuala Lumpur, Malaysia**
People Matter: Resiliency in Times of Stress and Crisis

- **17th - 18th May, 2007**
- **Taipei, Taiwan**
Using Employee Assistance Programs for Organizational and Human Resource Effectiveness

- **10th - 12th April, 2008**
- **Singapore**
Best Practices to Improve Mental Health and Well-being in the Workplace

- **11th - 12th May, 2009**
- **Tokyo, Japan**
It was postponed

- **11th - 12th June, 2010**
- **Singapore**
Driving Business Competitiveness: Investing in Mental Fitness and Employee Engagement

- **27th - 29th April, 2011**
- **Singapore**

Multigenerational Workforce - Opportunity for Competitive Success

- 18th - 20th April, 2012
- Beijing, China

EAP - A Management Tool in the New Age of Business.

- 30th May - 01st June, 2013
- Tokyo, Japan

Planning Office Staff.

- 08th - 09th May, 2014
- Melbourne, Australia

Workplace Wellness and Culture: Integration for a successful future.

- 16th - 17th April, 2015
- GOA, India

Wellness – Productivity—Outcomes

- 14th - 15th April, 2016
- Seoul, South Korea

Workplace Wellness: Organizational Intervention and Outcomes

- 25th - 26th May, 2017
- Philippines

CRISIS Management

President Welcome Note

Dear APEAR Members, Friends, and Colleagues,

Employee Assistance in the Modern Age: Improving Employee Engagement and Wellbeing

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We invite you to attend the forthcoming APEAR Conference where you will have the opportunity to listen, learn, and engage in stimulating discussion about what organisations can proactively do in maintaining the highest level of employee engagement, well-being and productivity in these challenging times.

I am looking forward to personally welcoming you in Bangalore, India on May 3rd.

THE VENUE

Conrad Bengaluru

Located at the most coveted address in the 'Silicon Valley of India,' Conrad Bengaluru is nestled on the edge of M.G. Road with connections to the city's prime business, art and entertainment districts. The stunning high-rise hotel overlooks the iconic Ulsoor/Halasuru Lake, adding inspiration and charm to every room, dining and conference venue at the hotel.

Seen through the glass façade, the globally inspired architecture of Conrad Bengaluru presents a blend of Old World detailing and modern embellishments, offering a destination perfect for those seeking style and luxury in their experience.

Spacious accommodations bathed in natural daylight, a 42-inch HDTV, plush sofa seating by the window, an artistic jewellery box, rain shower, bathrobes and premium bath amenities add comfort to your stay while Wi-Fi access, multiple power connections and plenty of storage spaces make it ideal for extended-stay business guests and families on vacations.



Bespoke Conrad service that you can expect in Bengaluru:

- Innovative local and world cuisines at five distinctive restaurants and bars
- Inspiration from the Old World charm of nature in your events and conferences
- Signature Conrad Spa offering rejuvenating massages and beauty treatments
- 1/3/5-hour experiences of the city based on your interests
- Temperature-controlled infinity pool and modern 24-hour fitness center

Count on intuitive service from the moment you arrive and be pampered by the hospitable team of Conrad Bengaluru.

GALA DINNER

The Gala Dinner at APEAR 2018

As you attend the APEAR 2018 EAP Summit, we highly recommend you to attend the Gala night dinner which Optum is organizing. 'Namma Ooru Bengaluru' - is the traditional Gala event showcasing the rich cultural heritage of the state of Karnataka, India. Enjoy the gala night cocktails and dinner with Mediterranean cuisine set in a great ambience at the Conrad rooftop Tiamo restaurant from 7.30pm onwards. Experience the traditional Carnatic music with live pottery-making show. We promise you a great evening, full of fun and a platform to network with the industry experts from across the globe!



Reserve your "Namma Ooru Bengaluru" Gala dinner seat online at www.apear.org/2018 or contact Optum by writing to incontact@optum.com

The

Venue:

TIAMO

The open air Mediterranean restaurant located on the third floor offers a perfect pool-side dining experience with captivating views of the beautiful Ulsoor lake and the city skyline in its backdrop. Soak yourself in a range of international spirits, wines, draught beer and refreshing cocktails.

CONFERENCE SCHEDULE

APEAR 2018 SUMMIT - BANGALORE

EAP in Modern Age: Employee Engagement

Day 1

Time / Duration	Topic / Agenda	Speaker Details
09:00 AM – 09:10 AM (10 min)	Host's Welcome Note	OPTUM
09:10 AM – 09:20 AM (10 min)	APEAR President's Welcome Note	APEAR PRESIDENT
09:20 AM – 10:00 AM (40 min)	Employee Engagement in Modern Age - TBD	Keynote Speaker Gregory P. DeLapp, MHS, CEAP CEO at EAPA - USA
10:00 AM – 10:40 AM (40 min)	Global Corporate Health: Building a Digital Health Engagement Strategy	Amber Alam Vice President – Global wellbeing and Employee Assistance Programs
TEA BREAK 10:45 AM – 11:00 AM (15 min)		
11:00 AM – 11:40 AM (40 min)	Suicide Prevention	Dr. Ali Khwaja, BTech (IIT), MIE, PhD Chairman and Principal Faculty Banjara Academy India
11:45 AM – 12:15 PM (30 min)	Time is now – traditional healthcare benefits with modern touch	Siddharth U, India lead Our Health Mate – India
12:15 PM – 12:55 PM	Impact of Diet on Brain and Mental Health	Namrata Jain

Time / Duration	Topic / Agenda	Speaker Details
(40 min)		Wellness & Life Coach, Mumbai - India
LUNCH BREAK 01:00 PM – 02:10 PM (70 min)		
02:15 PM – 02:55 PM (40 min)	Ending Sexual Harassment in the Workplace: Our Watershed Moment	KEYNOTE Nancy Board Co-Founder / Executive Operations Director-Glob Women 4 Wellbeing - USA Dr. Gina Parekh Executive Director - GW4W Asia - Singapore
02:55 PM – 03:35 PM (40 min)	Improving the feedback culture in organizations	Dirk Antonissen Partner at PULSO Europe – Belgium
TEA BREAK 3:35 PM – 3:50 PM (15 min)		
03:50 PM – 04:20 PM (30 min)	Mental Health at the Workplace	Dr. Pratima Murthy MD Professor Department of Psychiatry and Chief Deaddiction Services NIMHANS – India
04:20 PM – 04:50 PM (30 min)	Update on Development of Asia Pacific wide EA experts' certificate program – 'Fundamentals of Employee Assistance'	Kaoru Ichikawa, CEAP, Ph.D. (APEAR past presid Resilie Laboratory, Director) - Japan Mi Yen Low, MA in Cli Psych (APEAR board men Integrated Wellness Solutions, Director) - Malay
04:50 PM – 05:00 PM (10 min)	CLOSING REMARKS DAY 1	APEAR PRESIDENT

Day 2

Time / Duration	Topic / Agenda	Speaker Details
09:00 AM – 09:10 AM (10 min)	Welcome Note and Reflection from Day 1	APEAR PRESIDENT
09:10 AM – 09:50 AM (40 min)	Observations from 40 Years in the EAP Field - Without Focusing on the Past	Keynote Speaker Dr. John Maynard, Ph.D., CEAP Ex CEO EAPA - USA
09:50 AM – 10:30 AM (40 min)	Substance Abuse at the Workplace	Dr Johnson Pradeep, MD Associate Professor St Johns College and Hospital - India
TEA BREAK 10:30 AM – 10:45 AM (15 min)		
10:45 AM – 11:25 AM (40 min)	EAP in the modern Age: Time for a new paradigm?	Dr. Gina Parekh Executive Director - GW4W Asia - Singapore
11:25 AM – 11:55 AM (30 min)	Financial wellness: Integral part of overall well being	Shweta Jain - CFP CEO and Founder – Investography – India
11:55 AM – 12:30 PM (40 min)	APEAR BOARD MEMBERS as PANELISTS	PANEL DISCUSSION TOPIC: TBD
12:30 PM – 1:10 PM (40 min)	Trends in Global Emotional Support: Issues, outcomes, and interventions demonstrating cultural commonalities.	Grace Ding and Maullika Sharma Workplace Options – China and India

Time / Duration	Topic / Agenda	Speaker Details
LUNCH BREAK 01:10 PM – 02:10 PM (60 min)		
02:15 PM – 02:55 PM (40 min)	PUSH D (Depression Tool Developed by NIMHANS for Counsellors)	Keynote Speaker Dr. Seema Mehrotra, PhD Professor of Clinical Psychology at NIMHANS
02:55 PM – 03:25 PM (30 min)	Mental Health Wellbeing Checks: An Holistic Approach to health and wellbeing	Ian Shakespeare Chief Executive Officer SMG Health - Australia
TEA BREAK 3:25 PM – 3:40 PM (15 min)		
03:40 PM – 04:20 PM (30 min)	EAP in India – Employees Perspective	Sakshi Mandhyan Clinical Psychologist Happiness & Wellness Coach – India
04:20 PM – 05:00 PM (30 min)	Critical Incident Outcome Measure: A New Tool to Measure the Impact of Workplace Critical Incident Response	Paul Witts Director - <i>Director,</i> <i>National and Global Clinical Services</i> Morneau Shepell - Canada
5:00 PM – 5:10 PM (10 min)	CLOSING REMARKS AND THANK YOU NOTE	APEAR PRESIDENT & Optum

Keynote - A Value Add: The Role of Employee Assistance in Employee Engagement



About the Speaker: Gregory P. DeLapp has held numerous EA, HR, and community service managerial roles since entering the addictions/EA/HR fields in 1977. He recently completed a 33+ year internal EA/HR role with a global engineering materials and specialty steel manufacturer in the US State of Pennsylvania. He is a former President of the EAPA Board of Directors.

Employers around the globe face a real challenge with talent management and sustained employee engagement. An expanded view of Employee Assistance (EA) services includes measurable improvement in engagement following employee participating in EA services. Coupled with a fully integrated EA / HR / Wellness approach, progressive employers are finding additional options that lead to solutions through EA services in working with their managers and employees when the normal supervisory interventions and attempts at motivation are not resulting in opportunities for talent development, retention, or engagement. A step-by-step look at the role of EA in talent management and sustained employee engagement will be reviewed on an organizational, managerial, and individual level. It is time to position EA services as a primary response to employers and employees well beyond the counseling role only.

Global Corporate Health: Building a Digital Health Engagement Strategy



About the Speaker: Amber Alam is an accomplished Business leader with 14+ years in Healthcare and Employee Wellness and Benefits market space. Amber heads the India business as a Country head for Optum India and also manages Business Development and Sales for India, Singapore and Australia. Amber is a PRINCE2® Practitioner and a seasoned program manager.

A healthier you is within reach

Struggling to make healthy habits stick? Optum My Wellbeing can help. It's a powerful digital health and wellness tool provided by your company, at no cost to you. Set goals, track your progress and stay inspired — all with a friendly virtual coach beside you every step of the way.



Suicide Prevention at Workplace



About the Speaker: Dr. Ali Khawaja is the founder chairman and principal faculty of Banjara Academy. He is Governing Board Member of INSA, Advisory Committee to Police Commissioner of Bangalore, Secretary of the Karnataka State Adoption Agency (ACA), Coordinator of Karnataka Chapter of Family of Disabled, and Convener of the Mental Health Network.

The major concern gripping the corporate world today is the rise in employee suicide rate. It is phenomenon at the far end of human anguish
Suicide prevention is an umbrella term for the collective efforts of local citizen organizations, health professionals and related professionals to reduce the incidence of suicide. Beyond direct interventions to stop an impending suicide, there are many methods which could be incorporated.

Time is now – traditional healthcare benefits with modern touch



About the Speaker: Siddharth U is the Chief Strategy Officer at OurHealthMate where he leads the business strategy initiatives and oversees the customer experience. With a passion to build new verticals and a keen sense of biz, Siddharth aims to significantly grow OurHealthMate's presence in new markets and build on the

With the gradually evolving modern healthcare, the significance of traditional healthcare and healing approach is gaining momentum. The focus is shifting towards holistic wellbeing and addressing the challenges of contemporary lifestyle. An integrative solution to address the need in an improvised fashion involves a combination of physical, emotional and mental wellness.

With the virtue of advance technology that offers ingenious capabilities, today we have the opportunity to reap the benefits of traditional healthcare model more efficiently.

Impact of Diet on the Brain and Mental Health



About the Speaker: Namrata Jain is a Wellness Coach, Psychologist, Corporate Trainer, Hypnotherapist, Women Sexual Health Counsellor, Expressive and an Arts Therapist. She successfully uses a multidisciplinary approach in her practice along with doctors and diet counsellors to help her clients change their diet and lifestyle for a positive, balanced and happy life.

Recent evidence suggests that good dietary habits are essential for our mental health and that a number of mental health conditions may be influenced by these Acro-nutrients plus other dietary factors.

One of the most obvious, yet under-recognized factors in the development of major trends in mental health is the role of nutrition. The body of evidence linking diet and mental health is growing at a rapid pace. As well as its impact on short and long-term mental health, the evidence indicates that food plays an important contributing role in the development, management and prevention of specific mental health problems such as depression, anxiety, schizophrenia, attention deficit hyperactivity disorder, Alzheimer's disease, sexual disorders etc.

Joint Keynote - Ending Sexual Harassment in the Workplace: Our Watershed Moment



About the Speakers:

Dr. Gina (Rajeshree) Parekh is a physician executive with over 20 years of experience as an advisor on health & wellbeing, healthcare delivery and insurance. In her current role, as **Executive Director of Global Women for Wellbeing**, Singapore, she is working to support women become better leaders for a more sustainable world.

Nancy Board is a long time EAP professional, experienced in corporate health and wellbeing globally, and a leader in workplace mental health, trauma response, risk management and women's issues. As a Co-Founder and COO of **Global Women 4 Wellbeing**, she is passionate about doing more good to create gender equity and build inclusive, respectful workplaces for women.

Nancy and Dr Parekh will discuss:

- The trickle-down effect of a culture of harassment
- Toxic masculinity, bullying and power
- Training to build respectful, inclusive cultures
- What works / what doesn't?
- Case Studies – breakout sessions
- Your role in making an impact

Joint Presentation: Reinforce leadership and feedback culture within companies



About the Speakers:

Dirk Antonissen has an academic background in Mathematical and Clinical Psychology as well as in Finance. Since 2000, Dirk is Partner and co-owner of Pulso Europe, a spin-off company of the Leuven University. During the 20 years of its existence, Pulso Europe. Dirk is active in the international Employee Assistance scene. He is Director at Large of EAPA (Employee Assistance Professional Association), Former President of the EAEF (Employee Assistance European Forum) and since many years fan of APEAR

Sofie Vuerstaek has an academic background in Organisational Psychology. Since 2004, Sofie is working at Pulso Europe. She started as trainer in topics as stress management and resilience. She currently coordinates the Training, Coaching and Leadership activities within Pulso Europe.

Feedback: a nicely packaged present, that is rarely offered or asked for. Still, it remains one of the inevitable conditions on the way to more openness, honesty and vulnerability within organisations.

How can one motivate managers and the hierarchical line to ask for feedback, thus emphasising everyone's responsibility within the organisation? How can you work towards a more learning- and feedback-oriented culture within companies? In this session, Dirk Antonissen and Sofie Vuerstaek will introduce new approaches. We also discuss a business case with a low threshold feedback tool which can create a first opening to get integrated leadership trajectories started.

Mental Health at Workplace



About the Speaker: Dr Pratim Murthy is the Professor Department of Psychiatry and Chief Deaddiction Services at the prestigious National Institute Of Mental Health and Neuro Sciences. (NIMHANS).

She has won the WHO award for Best performance in psychological medicine for psychiatrists from developing countries.

Mental Health at the workplace: Work is at the very core of contemporary life for most people, providing financial security, personal identity, and an opportunity to make a meaningful contribution to community life.” Although it is difficult to quantify the impact of work alone on personal identity, self-esteem and social recognition, it is expected that the workplace environment can have a significant impact on an individual's mental well-being. Recent epidemiological studies show the prevalence rate of psychiatric disorders .

Update on Development of Asia Pacific wide EA experts' certificate program – 'Fundamentals of Employee Assistance '



About the Speakers:

Dr. Kaoru Ichikawa started her EAP career as an internal EAP counselor of Motorola in Japan, and later became an Asia Pacific EAP director. In 2002, she founded nationwide EAP vendor in Japan. She has been promoting EAP among Japanese industry as a core Human Resource and Management strategy.



Mi Yen Low, MA, APEAR Board member and a Clinical Psychologist by training but she has been one of Malaysia's foremost proponents of the application of psychology for individual, couple, family, workplace and community for more than 20 years, providing psychotherapy, psychological assessment, coaching, training and Employee Assistance Program (EAP) which she pioneered since 1999 at Motorola Malaysia.

With increasing penetration of EAP in Asia Pacific countries, there is need for quality assurance from customers' standpoint. Training Employee Assistance Counselors and creating quality standards for counselors is one of the way to assure quality. The past efforts of counselors' training and certificate program in Asia Pacific countries includes; CEAP-I Japanese version, CEAP-I-Chinese version, and EA consultant achievement test in Japan, Diploma of Employee Assistance Program (DEAP) in China. 'Fundamentals of Employee Assistance' - a training-based certificate, which apply to all countries in Asia Pacific region has been developed by joint efforts of APEAR and EAPA recently. The presenters will be introducing the background, purpose, outline and plan going forward about this program.

Observations from 40 Years in the EAP Field - Without Focusing on the Past



About the Speaker: : Dr. John Maynard is known for his content-rich training programs and entertaining keynotes. In 2001, he received EAPA's prestigious Member of the Year award for his volunteer work providing critical incident response services at and near ground-zero after the 9/11 attacks. In 2015, he was awarded EAPA's highest honor, it's Lifetime Achievement Award; and in 2016, he was recognized by EAPA as a lifetime Emeritus Member. In the 1970s, he founded and built one of the first successful EAP companies in the United States.

Employers around the globe face a real challenge with talent management and sustained employee engagement. An expanded view of Employee Assistance (EA) services includes measurable improvement in engagement following employee participating in EA services. Coupled with a fully integrated EA / HR / Wellness approach, progressive employers are finding additional options that lead to solutions through EA services in working with their managers and employees when the normal supervisory interventions and attempts at motivation are not resulting in opportunities for talent development, retention, or engagement. A step-by-step look at the role of EA in talent management and sustained employee engagement will be reviewed on an organizational, managerial, and individual level. It is time to position EA services as a primary response to employers and employees well beyond the counseling role only.

Substance Abuse at the Workplace



About the Speaker: Dr Johnson Pradeep, is Associate Professor, Department of Psychiatry, St John's Medical College and Hospital, Bangalore. He is Member of Karnataka Medical Council, and Member of the Indian Psychiatry Society.

Alcohol and drug abuse by employees cause many expensive problems for business and industry ranging from lost productivity, injuries, and an increase in health insurance claims. The fact that some people use substances such as alcohol or illicit drugs, or that some people misuse prescription drugs is not new. The awareness that the use and abuse of substances may affect the workplace just as the workplace may affect how a person uses substances is, however, increasing in acceptance. Many aspects of the workplace require alertness, and accurate and quick reflexes. An impairment to these qualities can cause incidents, and interfere with the accuracy and efficiency of work.

EAP in the modern Age: Time for a new paradigm?



About the Speaker: Dr. Gina (Rajeshree) Parekh is a physician executive with over 20 years of experience as an advisor on health & wellbeing, healthcare delivery and insurance. In her current role, as **Executive Director of Global Women** for Wellbeing, Singapore, she is working to support women become better leaders for a more sustainable world.

Current Benefits Trends survey by Willis Towers Watson shows that 42% of employers in Asia offer Behavioral Health Programs. #1 For too long the traditional EAPs have been an attempt by employers to feel good about doing something positive for employees. Utilization rates of such programs remain abysmally low. So, do Employee Assistance Programs (EAPs) actually provide value for employers and employees? Is there room for innovation/ disruption of status quo and time for a new paradigm in how we approach these programs? Is a change from reactive to proactive approach the answer? This paper/ talk explores the stress universe, history of interventional programs and suggests a new approach

Financial wellness: Integral part of overall well being



About the Speaker: Shweta Jain-Founder, CEO- Investography Pvt Ltd. Shweta is a Certified Financial Planner with 14+ years in the financial service space across financial planning, research and client service. She is passionate about financial literacy and has been conducting workshops for the last 7+ years, conducting over 100 workshops for over 5000 individuals.

Shweta will be speaking about how financial wellness is the integral part of overall Wellness and wellbeing. In the modern workplace the idea that employee wellbeing plays a significant part in the productivity and performance of a business has been well and truly acknowledged. From Fitness programmes to Foosball tables, Free Food and Feng shui, Human Resources teams have made great efforts to relax and revitalize their staff.

But there is another 'F' that is often overlooked and it is a capital one. FINANCE.

All the health food and harmony in the world will come to nothing if an individual is suffering from financial stress. The only way to resolve this is by getting to the root of the problem. This is why Employee Financial Wellness

Trends in Global Emotional Support: Issues, outcomes, and interventions demonstrating cultural commonalities.



About the Speakers:

Maullika Sharma is the Global Clinical Manager with Workplace Options and has been instrumental in the growth of WPO's business in India. She works closely with WPO's partners and affiliates on clinical policies, practices, ethics and service delivery.



Grace Ding is the senior Employee Assistance Professional of WPO EAP China Delivery. Grace has over fifteen years of sales and account management leadership experience in a variety of enterprises and industries in Japan and China. Her career spans the financial industry and consulting industry for state owned enterprises, multinational organization as well as private sectors.

Employee Assistance Programs are becoming more effective around the globe. Utilization in many countries has climbed because both employees and managers realize how emotional support programs can help them with their overall emotional health. Workplace managers & HR professionals have evidence that these programs are useful, valuable and effective in elevating the overall health, wellbeing and performance of their employees. As more companies expand globally, it is becoming increasingly evident that the Employee Assistance Program is a core offering in creating a healthy workforce. The increase in utilization is especially true in Asia.

In this session, we will look at how EAP programs are functioning in different countries and different work environments.

Depression and PUSH-D



About the Speaker: Dr Seema Mehrotra is a Professor Department of Clinical Psychology NIMHANS. She is a consultant for an Adult psychiatry Unit as well as at Psychological Care Clinic. She is also a consultant at the Positive Psychology unit and runs a weekly clinic for positive mental health called FLOURISH at the NIMHANS Center for Well Being. Her research work revolves around themes pertaining to positive psychology, adaptation to major life events, psycho-oncology and mental health promotion.

Depression (major depressive disorder) is a common and serious medical illness that negatively affects how you feel, the way you think and how you act. Fortunately, it is also treatable. Depression causes feelings of sadness and/or a loss of interest in activities once enjoyed. It can lead to a variety of emotional and physical problems and can decrease a person's ability to function at work and at home.

In an attempt to reach out to depressed people who fear the stigma attached with attending counselling sessions with a psychiatrist, NIMHANS has come up with a mobile phone application, PUSH-D (Practice And Use Self Help for Depression). Dr. Mehrotra will be talking about PUSH-D

Mental Health Wellbeing Checks: An Holistic Approach to health and wellbeing.



About the Speaker: Ian Shakespeare is the CEO of SMG Health. Ian was CEO then Senior VP APAC for OPTUM (formerly PPC Worldwide), a role he held for 16 years. As well as managing the OPTUM EAP/Wellness business the position required the delivery of management consulting services into industry. Ian is the Member, Australian Psychological Society and he is also the Director International Council of Stress Management Professionals and Judgement Index Australia. Ian is currently the President of the APEAR board.

Globally we are witnessing an upward trajectory of employees indicating increasing incidence and complexity of stress. Though the traditional Employee Assistance Program has and will continue to assist employees with mental health support there is an increasing gap between those seeking assistance and those employees with mental health issues. The Wellbeing Check program has been designed to close this gap, and provide assistance to employees involved in specialist areas or specific roles where there may be a risk of psychological injury, burnout or accumulative stress. The Wellbeing Check involves employees participating in a one-on-one session to discuss emotional reactions to work, the manner in which work and personal lives interact and any other issues that may impact on their ability to perform their job safely. The program is proactive in helping individuals manage levels of stress. It is designed to intervene before they find themselves in crisis and unable to cope in the workplace, struggling to maintain work/life balance, or emotional or physical health. The focus of the session is not on therapy. It is intended to be a preventative strategy.

EAP in India – Employees Perspective



About the Speaker:

Sakshi Mandhyan is a practicing Psychologist, Happiness coach and a Wellness trainer with about 10 years of experience. As a master practitioner of Neuro-Linguistic Programming (NLP) and a Rational Emotive Behavior (REB) therapist, she is credited with successful projects in leading corporates, educational institutions and hospitals.

India, in the last few decades, has seen a huge transformation in its corporate ecosystem. The new look jobs scenario in the country offers exciting openings in sectors hitherto not too visible. With growth came challenges related to cultural and emotional assimilation of the ever- aspirant, and predominantly migrant workforce. The Employee assistance program (EAP) seeks better employee awareness and engagement, fight undue mental baggage and stigma and offer effective crisis-response protocols. The EAP practitioners are a crucial link for the employees to seek counseling for personal and professional issues, while confidentiality remains the cornerstone of this relationship. A healthier and happier workplace not only leads to improved productivity and better employee retention, it also provides the invisible tailwinds to the overall performance of the companies.

Critical Incident Outcome Measure: A New Tool to Measure the Impact of Workplace Critical Incident Response



About the Speaker: Paul Wittes is a clinical social worker with a Master's degree from the McGill University School of Social Work, and has been a leader in the EAP industry for over 25 years. He currently serves as Director, National and Global Clinical Services, for Morneau Shepell, Canada's largest provider of domestic and international EAP services.

Worksite critical incident response (CIR) is a highly prevalent approach used by EAPs; they are aimed at helping affected employees cope with a disruptive workplace event or return to their pre-event level of functioning at work. Despite the high visibility nature of CIR, there is no consistently accepted measurement tool or approach to evaluate their outcomes. This presentation will describe a newly validated CIR measurement tool that is an extension of the workplace outcomes suite (WOS). Presenter will describe methodology to collect data using this tool that will be made freely available to EA professionals.

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