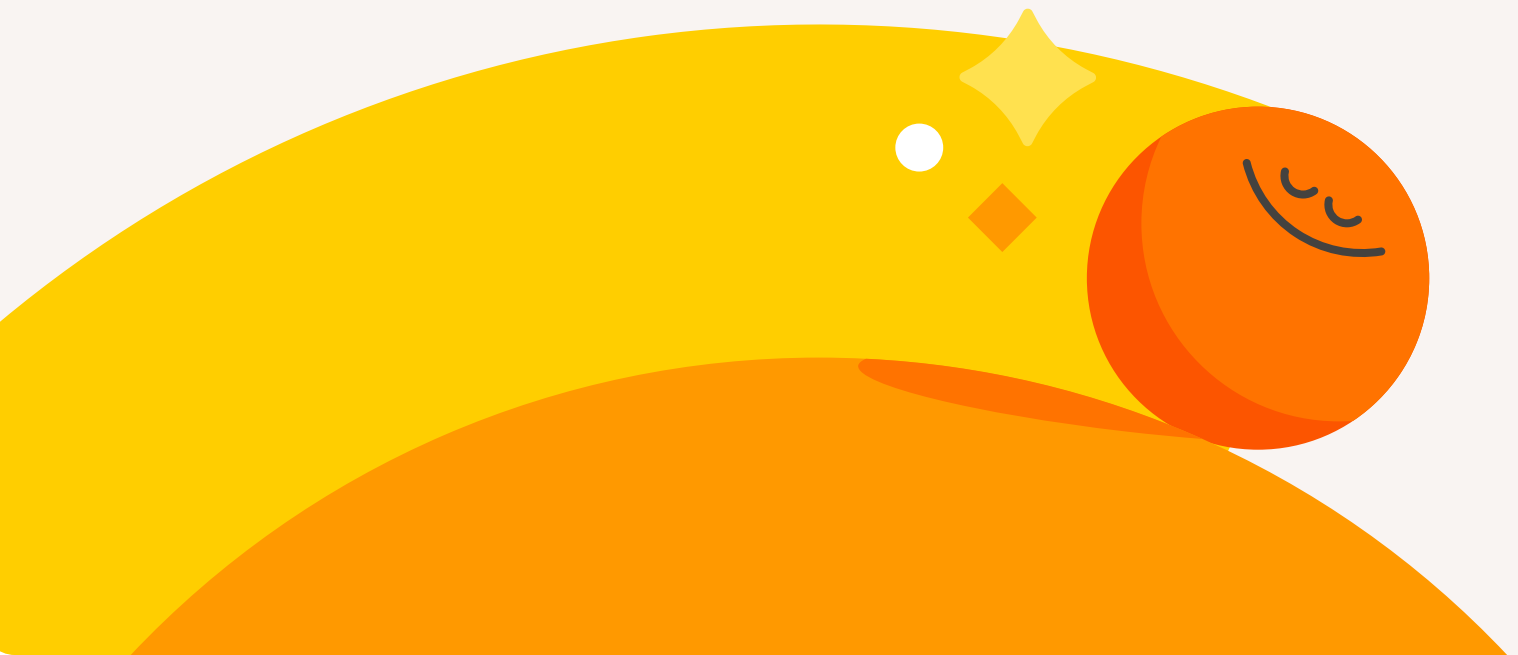




# Get Support with Headspace Care

Headspace Care offers effective and convenient mental health support from the privacy of your smartphone.

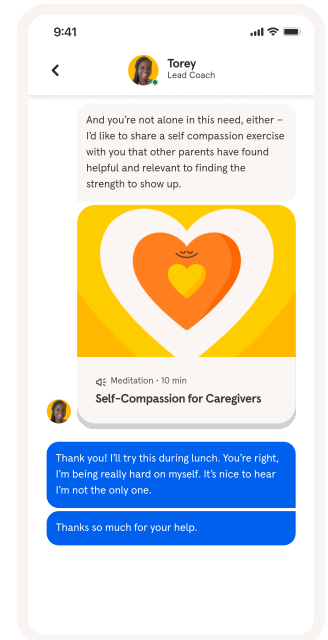
Qualified coaches provide personalized care through text-based chat alongside skill-building resources in-app to meet you where you are, for whatever you are going through.



# Working with a coach

For those little annoyances that might seem silly to stress about, for those overwhelming feelings, for the life changes you wish to make, and for everything else in between, our coaches are on hand to help you navigate it all. Using text-based conversations, your coach can help you manage everyday stressors before they become bigger issues.

In the same way you would get a regular tune-up for your car, view this as an opportunity to fine-tune yourself. Coaches will work with you to build skills that allow you to stay on track and cope with any difficulties or challenging situations. One of the most convenient features is that it's all done through text messages, so you can chat on your own time without worrying about anyone listening in. Coaches get you back to feeling like yourself so you can focus on what matters to you most.



## Coaching In Action: A (Fictional) Member's Story

Katie (she/her) has been feeling overwhelmed by work piling up. It's getting to the point where she's constantly stressed and is losing sleep. She checks her work email and learns that she has access to Headspace Care as part of her company's benefits, so she decides to give it a try, downloading the app during her lunch break.

- 1 Two minutes into using the app, **Katie schedules her first 1:1 text-based session** with her coach, Joe, for later that evening after she puts her kids to bed.
- 2 In her first session, Katie tells Joe about the stress she's been experiencing. **Joe creates a personalized plan, which includes weekly scheduled coaching sessions and assignments from the Self-Care Library** to help her manage the stress and improve her sleep.
- 3 During each weekly coaching session, **Coach Joe checks in on her progress** to ensure her care plan is still the right fit. When something isn't working for Katie, Joe adjusts it. Together, they come up with specific, measurable, and attainable goals for Katie to work toward, with Joe's support.
- 4 **In between sessions, Katie browses the library and chooses activities based on Joe's suggestions.** He is able to see which activities she followed through with, so that he can recommend others tools and guidance in the interests of her progress and needs. Katie marks her favorites so that she can return to them at any time.
- 5 After three months, Katie feels more in control of her emotions. She's less stressed and is sleeping better. **She decides to stop her weekly sessions with Joe and now only checks in occasionally.**
- 6 **Katie attends Headspace Care's live workshops** — which happen every three months — to hear from other coaches and clinicians, refreshing her knowledge on how to manage different challenges.

4.8/5 ★

Average Headspace Care satisfaction rating

85%

of members (approximately) have their needs met by coaching alone

50+

Countries where coaching is available to millions of people

# Mental Health Coaching



## Text-based chats

Coaching happens through text messages in the Headspace Care app. Texting lets you access mental health support privately, conveniently, and without the worry of anyone overhearing your conversation.



## Confidential

Headspace Care is a healthcare provider and, as such, we keep your health information secure. Your activity is never shared with your company, and privacy of data is protected by law.



## Scheduled sessions & immediate support

Schedule in advance a text-based chat for a certain time so that you can better prepare for a session with your coach, when it's convenient for you.



## Real people, experienced professionals

Our coaches either have a graduate degree in psychology or a related field, and/or a coaching certification. They have at least two years of professional work experience, and undergo 200+ hours of training a year.

## Working with your coach

Our research shows that coaching is most effective when done regularly. We recommend scheduling sessions weekly or every other week. In your first session, your coach will do an initial consultation to learn about you and what you're going through and will work with you on creating a care plan. In follow-up sessions, your coach will check in to see how the plan is going for you and will make adjustments if necessary. Some of the issues a coach can help you with include relationships, sleep, feelings of anxiety, productivity, career, confidence, self-esteem, grief and loss, and mindfulness.

### When you need immediate support

We understand that you might sometimes need in-the-moment support. Maybe you're panicking before a presentation, or you're unable to calm your mind. Our coaches can work with you to develop skills that allow you to handle difficult emotions or a challenging situation.\*

### How is coaching different from therapy?

Coaching focuses on where you are in the present and your goals for the future. Together with your coach, you will identify small steps to achieve your goals. Therapy is a deeper dive into past or present issues to help you make positive changes in your life. Therapy helps you address ongoing psychological symptoms, patterns of thought, behavior, or emotion that no longer serve you.

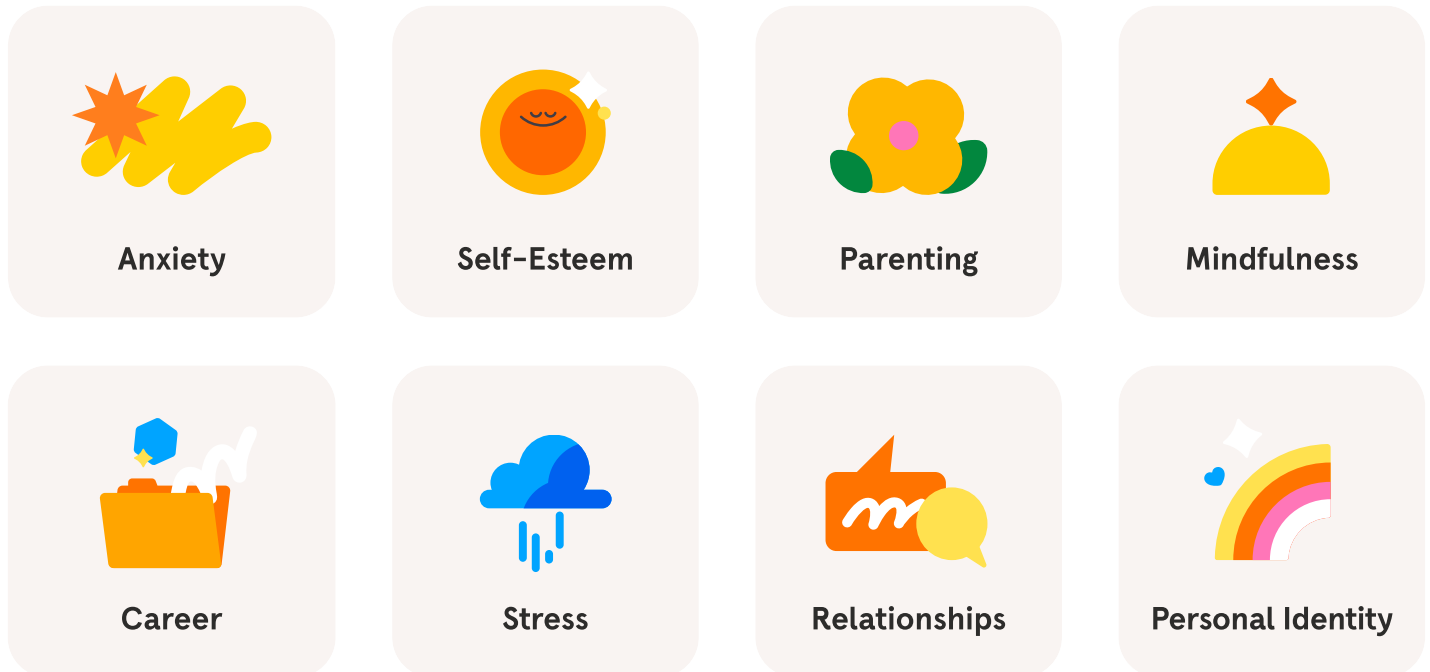
# Skill-building resources

Our library of tips, tools, and insights includes activities, articles, classes, and podcasts offering expert guidance on a range of topics to help you develop new life skills to maintain good mental health.

Each activity takes an average of five minutes to complete and topics include productivity, mindfulness, stress, relationships, self-esteem, personal identity, career, and more.

Coaches may assign you activities as part of your care plan and can track your progress. Along with your coach's suggestions, Headspace Care may recommend content based on what you share during your intake process. The library is always open for you to engage with any content whenever you need it.

## Explore the library

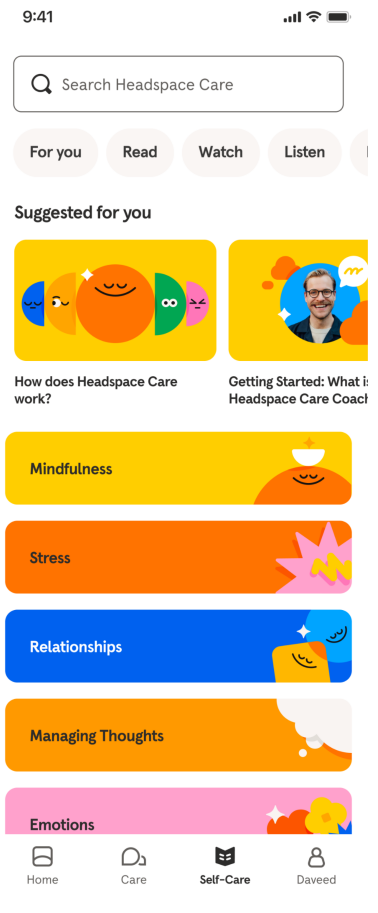


## 200+ activities & growing

Our team of coaches and clinicians constantly adds new, relevant content that supports a variety of needs.

## Easy to use

Resources can be accessed any time, anywhere. They are quick to complete, averaging 5 minutes per activity.



# Ready to get started with Headspace Care?

Just follow these simple steps.



- 1 Download the Headspace Care app.
- 2 Set up your account.
- 3 Follow the instructions and you're all set!



Questions?

Visit us at <https://help.headspace.com>