



## MEMBER CASE STUDY

### JLL: #LETSTALK OPEN FORUM

The City Mental Health Alliance Hong Kong member case study series aims to showcase interesting and impactful workplace mental health initiatives, projects or campaigns in order to support and inspire organisations in Asia on their journey to creating mentally healthy workplaces.

#### INITIATIVE

At JLL, our approach is to leverage all-rounded events and initiatives to increase awareness, provide training and support, and build a culture and environment for open conversation around mental health and wellbeing.

#### #LetsTalk open forum

Based on our research, the news and our people surveys, we understand the need to continue our efforts in raising awareness and encouraging more conversation around wellbeing and mental health. We believe that the more conversations we have, the more myths we can bust and barriers we can break down - with an aim to challenge stigma and alleviate feelings of isolation, shame and worthlessness that people may be experiencing with regards to where they are on the mental health spectrum.

We started to organise the #LetsTalk forum regularly to encourage open dialogue. We invited our Mental Health Champions (who are certified Mental Health First Aiders) to listen to, share and exchange stories and insights on wellbeing and mental health topics, including:

- Parenting during the pandemic
- Preparing for quarantine
- Personal stories of special experiences during quarantine
- Support and care for carers
- Managing difficult emotions and issues

Our other initiatives include:

- JLL Wellbeing resources and playlists
- Employee Assistant Program and JLL Care wellbeing related webinars and resources
- Your Mind Matters training for all employees and Managers
- Mental Health First Aid training and Champions
- "Keeping well" videos - to share tips on how to keep ourselves both physically and mentally well
- Medical benefits - including counselling and psychological treatment coverage
- Corporate member of City Mental Health Alliance Hong Kong - understanding the overall framework and key benchmarking references from other members of the Alliance

## HOW IT FITS WITH OVERALL MENTAL HEALTH STRATEGY

Based on conversations with our Diversity, Equity and Inclusion committee, we understand that there are many diverse needs and mindsets within our workforce. We believe that a range of events and initiatives would be necessary to support and meet different requirements and maturity levels across the organisation.

## IMPACT

Our holistic approach is allowing our people to utilise the support and resources in a flexible way based on their needs. Our extensive series of wellbeing events and programmes demonstrate our commitment to focus on the wellbeing and mental health of our staff.

Based on our bi-annual people survey results and focus group sharing sessions, we have seen more people provide feedback, comments and suggestions on how and what kinds of initiatives around mental health are effective based on their experiences.

### #LetsTalk open forum

Our staff appreciated very much the opportunity and safe environment to share on topics that they may not usually readily share with others, especially colleagues. Learning from and hearing shared experiences enabled our staff to feel more comfortable, less alone and also to gain support from others who have been through similar challenges.

## THIS INITIATIVE SUPPORTS THRIVING AT WORK STANDARDS:

2 (increase awareness and support),  
3 (foster a culture of openness and inclusivity) and 4 (ensure a healthy work environment)

“The #LetsTalk session was very cathartic, reassuring and empowering. It was not something our people could have imagined JLL could have achieved in being so open on mental health and wellbeing.”- **Participant at #LetsTalk open forum, JLL**

## Wellbeing

People | Stories | Experience podcast channel

- 前奏曲：故事人生 - Winnie Tsien (廣東話)
- Prelude: People Matters - Winnie Tsien (English)

- Keeping well  
12 videos | 12 followers
- 06:30 Throwback 2021 Christmas: Jack-in-the...
- 00:47 See you in 2022
- 03:01 Keeping well - Gavin Morgan to beat t...
- 03:08 Keeping well - Peter Sykes
- 00:51 Keeping well - Sabrina Lo and Wendy ...

[Next >](#)

Sharing tips and advice to keep ourselves well

### OUR PEOPLE communication (archived)

- OUR PEOPLE - love is caring for each other
- OUR PEOPLE - update on mental health support in 2022 medical insurance
- OUR PEOPLE - Young Strategic Leadership Group (YSLG) 2nd cohort

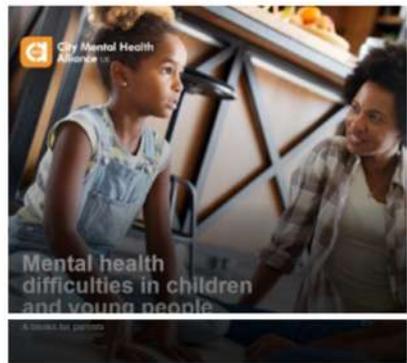
### Upcoming events [See all](#)

+ Add event

**MAY 20** Powerful Communication – Harnessing Effective Techniques To Enhance Your Style  
Fri, 20 May, 11:00

**Bullying & Harassment-Zero Tolerance**

**From Tired to Inspired: Keeping Engaged an...**



1 of 4



COVID-19 support resources by JLL

**COVID-19 webinar: Helping Your Child Get R...**

**COVID-19 and mental health resources for d...**



1 of 3



#### Well-Being Webinars & Resources



Discover the Four Pillars of Well-Being at JLL - Click on each to discover our top tips & resources

- Physical Well-Being**

Keep Your Body Healthy: sleep, nutrition, and exercise regimes that impact your...
- Mental Well-Being**

Focus on You your mental, emotional, and spiritual state of mind
- Financial Well-Being**

Safeguard Your Future: Reduce stress related to financial concerns and devel...
- Inclusion in the Workplace**

We Are in This Together! Feel recognized, secure and safe in our workplace, and...

“Mental health is critical part of our focus at JLL. We are committed to providing a workplace and workstyle that supports success as part of a happy, productive and balanced life for all of our people.”- **Senior Sponsor, JLL**



香港城市精神健康聯盟

## City Mental Health Alliance HK

The City Mental Health Alliance Hong Kong (CMHA HK) is a not-for-profit membership organisation. We are an alliance of businesses, working together with mental health experts and partner organisations, to achieve our vision that every workplace will protect, support and create positive mental health for their people.

We provide training, events, resources, research and practical support for companies wishing to create mentally healthy workplaces.

### CONTACT

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