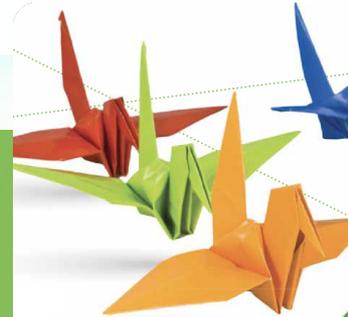


Recovering team morale during COVID-19

Client Story:
Millstream is an insurance MGA specialising in loss of licence, accident, health, and travel.

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INTRODUCING

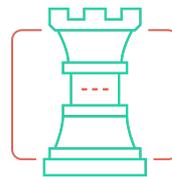
Millstream

Culture has a tangible competitive advantage for business. But knowing how to sustain that advantage? That was what drew Tim Brangwyn, Millstream’s Managing Director, to Friday Pulse.

Friday’s people platform provides a non-threatening way of exploring culture with his team — a way to have open, direct and sometime difficult conversations and become even more involved, at all levels, in making changes. In January 2020, Millstream began measuring and talking about their experiences.

Little did they know that a pandemic would soon send everyone from the office into work from home situations. As Travel insurance claims escalated dramatically, Millstream’s focus quickly switched to self-care, team-care and getting work/life balance under control.

With some coaching, combined with the habits they’d established around measuring and discussing work experiences; Millstream was able to recover to pre-COVID levels of happiness by August 2020. They were also able to make significant improvements in how people scored in Work-life balance, Appreciation, and Fairness and Respect.



The Business Challenge

TO BUILD BACK BETTER FROM
THE COVID-19 PANDEMIC.



Our Solution

- Implemented weekly happiness scores and a trend line to track employee experience — before and during COVID-19.
- Team-focused Impact Reports shifted focus to self-care and team care to get work-life balance under control during COVID-19 and helped people connect more in 1:1 virtual meetings.
- Differentiated negative ‘venting’ conversations (an outlet for people’s frustrations in the crisis) from more positive explorations about how they respond.
- Used the wisdom of the group to raise levels of positivity during the worst months of the crisis. For example, Friday Pulse created a “Songs that make us Smile” playlist to connect people working from home.



Impact

- ✓ The business improved four of the Five Ways to Happiness at Work – Be Fair, Empower, Challenge and Inspire, including a 20-point increase for Work-life balance and 15-point increase for Appreciation on a 0-100 scale.
- ✓ By focusing on wellbeing before COVID-19, Millstream was prepared for the worst. Team happiness levels bounced back to pre-COVID levels by August 2020.
- ✓ Created confidence among leaders that they were asking the right questions of themselves and each other to look after culture.
- ✓ Sustained team relationships, cross-team working and friendships at work when everyone shifted to remote working.





Building back better

- ✓ | Friday Pulse created a continuous and fluid conversation within the business about how people are feeling. When the pandemic hit, the business was already in the habit of reflecting and making changes to their behaviour and priorities in real-time.
- ✓ | Directors were impressed by the integrity with which people used the platform, helping them move towards greater openness, responsibility and accountability.
- ✓ | The business has protected against burnout, outperforming like-minded organizations in this area. In August 2020, Millstream made a 20-point gain in levels of work-life balance compared to a 5-point drop across Friday Pulse's client base.



Roberto Amati

DIRECTOR, MILLSTREAM UNDERWRITING

“ I was initially sceptical about the potential benefits when we kicked off with Friday Pulse, **but it is the one tool of this nature that has really made a difference.** When you boil it down, it keeps culture and the soft side of running a team front-and-centre in people’s minds and on the agenda every week.



Friday, don't leave it another day

Book a demo to see how your organization can benefit from measuring and improving happiness – the ultimate people KPI.

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