

Life Advisor User Journey

Life can be hard—getting help is easy with the Life Advisor EAP.

At Ulliance we meet people where they are on their wellness journey & serve up resources & tools just the way they want them.

Whether you're high tech, a mix of traditional communication & high tech or straight up want to talk it out—we've got you covered.



User Personas

Everyone's journey is unique, but there are **3 general personas** that most people fit into.

► TECH, FLEX & TALK.

TECH



FLEX



TALK



Meet the Tech User

1

TECH

Typically, those between 24 and 39, (but not always) prefer to engage using technology.

Their journey may look like this:

- Download the app & log onto the portal and watch a quick video
- Utilize the chat feature to ask a question
- Take an assessment
- Schedule a video counseling session



Meet the Flex User

2

FLEX

Others are tech savvy but flex their communication methods using technology out of convenience, but prefer direct communication at other times.

Their journey may look like this:

- Log onto the portal search the resource library
- Download an e-book
- Call the 800 number & schedule a counseling session via telephone



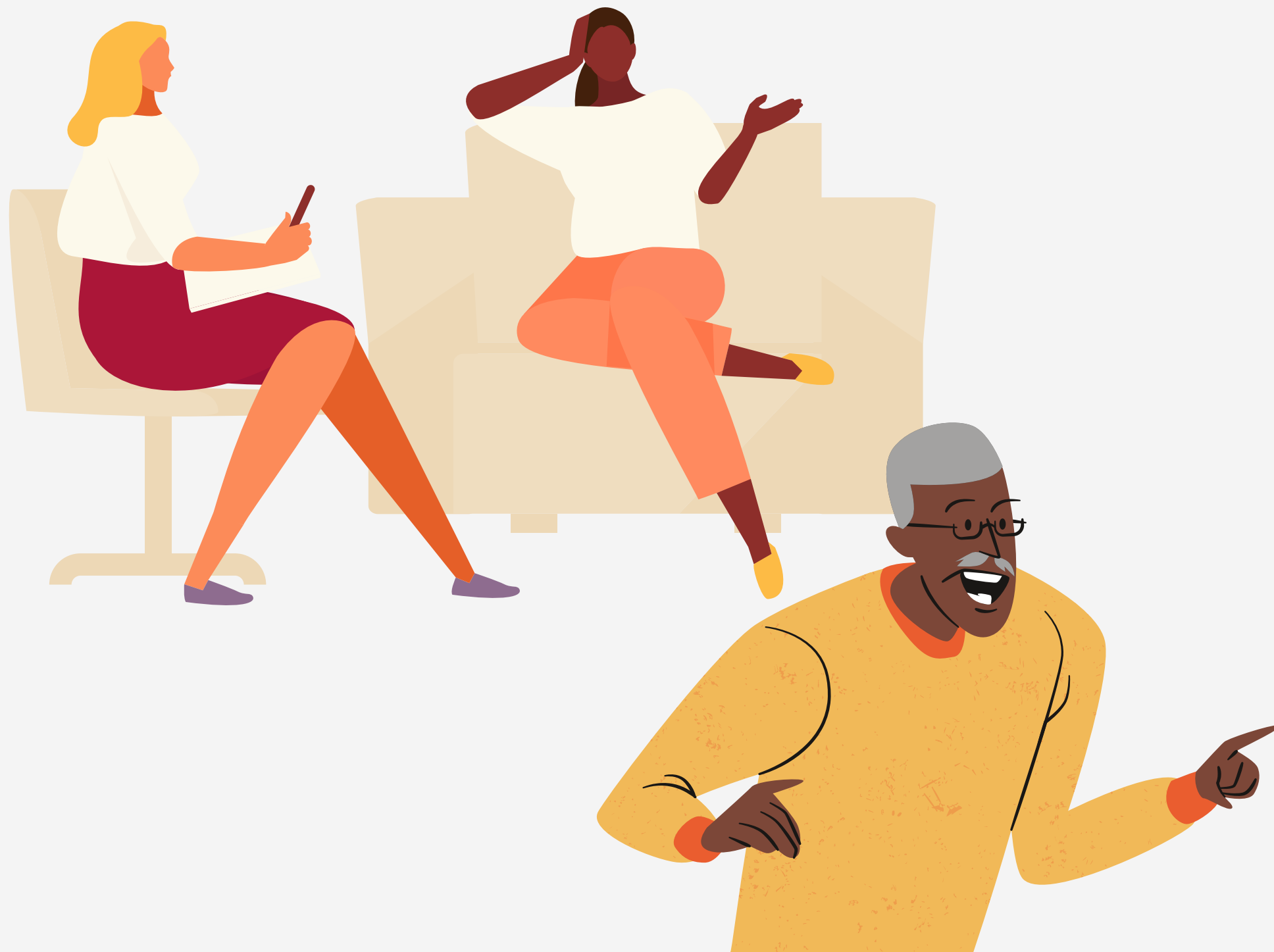
Meet the Talk User

3

TALK

The traditional engagement process via phone or in person works well for many others. **Their journey may look like this:**

- Call the 800 number & talk with someone about a work/life issue
- Schedule an in person counseling session near their home or work
- Request paper resource materials during their in person session



How Ulliance Supports your Launch

Ulliance will assist in every step of the way in implementing your new Life Advisor Well-being EAP.



Orientations

Whether on-site or on-demand, Ulliance will coordinate orientations for the employees and for HR/Leadership as well.

On-site engagement

Ulliance representatives can be on-site for orientations, open enrollment, health and benefit fairs.

Welcome Letter

Ulliance will provide a customized welcome letter for employees whether transitioning from an existing EAP or introducing it for the first time.

Personalized Promotional Material

Flyers, posters and optional post cards can be personalized with your company logo to help roll out the new program.

Solutions

The Ulliance Life Advisor EAP offers employees and their families a variety of ways to generate solutions at every stage in their well-being journey. EAP services are convenient and always confidential.

Counseling

Designed for individuals, couples or families. Counseling can be face-to-face or from the comfort of the employee's home and strictly confidential.

Coaching

Life Enhancement Coaches provide telephonic support and resources to help all family members reach their work, life, and well-being goals.

Resources

Legal and financial services, discounts programs and a robust informational portal are just some ways the EAP helps to find solutions.



Counseling

Child, adult, couples or family - the Life Advisor Well-being EAP provides short-term, solution focused counseling at no cost to the employee and as always, is completely confidential.

Counseling



For the whole family, convenient and confidential

This service is available for the employee, spouse/live-together-partner, and any children up to age 26.

Professional assistance, when and where you need it

Appointments can be face-to-face or from the comfort of the employee's home. Licensed counselors are always available for crisis intervention and just a phone call away.

Enhancing life, strengthening families

Ulliance licensed counselors are prepared to assist with a variety of issues including anxiety, stress, depression, parenting, communications, relationships, grief, substance abuse, and more. On average, 96% of people using the EAP have their issues resolved satisfactorily and need no other referrals.



Life Enhancement Coaching

This service is renewable; family members can call back with different goals throughout the year - no need to wait to the next calendar year!

Coaching



Turning wishes into reality

Life Enhancement Coaching is also available for the employee, spouse/live-together-partner, and any children up to age 26. This service is renewable; family members can call back with different goals throughout the year - no need to wait to the next calendar year!

Personalized coaching

Participants are matched with a Life Enhancement Coach, and when they call back, they'll speak with the same coach to build on their previous session together. Coaches offer goal clarification, support and resources to turn wishes into achievements.

Helping on a wide variety of goals

People use this benefit for many reasons including career advancement, health and well-being, interpersonal goals, improving communication and so much more.



Resources

Because there's more than one way to solve a problem, Ulliance offers a variety of resources to assist an employee and their families.

Resources



A robust portal

The Life Advisor Well-being portal is easy and fun to use. It includes thousands of resources for all stages of life including proactive tools to use with the 5 to Thrive Well-being program, videos, blogs, articles, assessments, personal challenges, journals and health stat tracking.

Ongoing digital communication

Employees can receive the Life Advisor monthly newsletter featuring interesting and topical subjects. The Life Advisor Response bulletin is issued during times of national or region crisis and helps make sense out of difficult times. Life Advisor Well-being Webinars are a popular offering throughout the year.

EAP enhancements

The Life Advisor Well-being EAP also offers free legal and financial consultations, an employee discount program for savings on entertainment, shopping and travel and discounts on Identity Guard and Lifelock.



Flexible Options for Total Well-being

Never before have so many generations been working together in the workforce. This is helpful in providing many different perspectives, but can also be challenging to provide the tools and resources that all individuals are comfortable utilizing.

That is why the Ulliance Life Advisor EAP provides flexible options, to meet your employees where they are at on their wellness journey!

Contact us today!



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