



# Mental Health Coaching by Headspace

Support employees through stress, burnout, and change with coaching that fits into everyday life.



Headspace mental health coaching delivers support from certified mental health coaches for life's everyday challenges, including stress, burnout, relationships, career, and more. With options for live video or text-based sessions, coaching is an easily accessible and action-oriented approach to building resilience and improving mental well-being across your workforce.



## How coaching works

### Flexible options

Members select their preferred coaching format—45-minute video sessions<sup>1</sup> or 30-minute text-based sessions—and are matched with a dedicated coach<sup>2</sup>

### Support between sessions

Between scheduled sessions, members can message their coach anytime to stay on track, reflect on progress, or ask questions about their care



### 24/7 access to support

For urgent or unexpected challenges, members have unlimited access to an in-the-moment mental health coach in 2 minutes or less anytime, day or night<sup>3</sup>



### Confidential & secure

All coaching interactions are private, encrypted end-to-end, and fully HIPAA-compliant to protect personal health information



1. While text sessions are unlimited, video sessions are capped annually to a set # of sessions, aligned with your package and pricing model

2. If a member switches between video and text coaching, their lead coach may change

3. 24/7 text-based support is available in select regions and languages

# The power of mental health coaching

Mental health coaching is a flexible, approachable way to support employee well-being.

Coaching is future-focused and action-oriented. Using techniques like behavior change theory and motivational interviewing, coaches guide employees in setting goals, building emotional resilience, and developing practical tools to manage life's ups and downs.

Because coaching is accessible and stigma-free, it reaches employees who may never seek traditional therapy. And for those already in clinical care, it offers structure and accountability between therapy sessions. By giving employees more choice in how they engage, coaching extends the impact of your mental health benefits and meets a wider range of needs across your workforce.

## The Headspace difference



### Gold standard coaching

Our coaches are certified professionals trained to deliver practical, real-world mental health support. Every coach either holds a master's degree in a psychology-related field or is certified by the National Board for Health & Wellness Coaching (NBHWC).



### A connected system of care

Headspace combines guided content, an empathetic AI mental health companion, Ebb, coaching, therapy, and psychiatry in one integrated ecosystem. Members can move between services easily, with no barriers or disruptions to care, getting the right support at the right time.



### Actionable insights

Employers receive reporting that delivers aggregate engagement insights without compromising confidentiality. This data helps you track adoption, measure impact, and understand how your team is engaging in their mental healthcare.

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A member came in on their first session and was very emotional. They had been struggling a lot with their mood and seeing a friendly face that held space while being silent and empathetically listening gave them the support they needed in the moment.

– Headspace video coach

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