



A psychologically-based online training program that empowers participants to turn emotionally disruptive events into a source of empowerment, enabling them to quickly bounce back and thrive.

*"Very meaningful in the stressful environment of a corporate software research and development lab. This class actually changed the course of my life."*

## Program Overview

LivingEasy is an 8-session, video-based digital/online Stress Management & Resiliency program from SelfHelpWorks. Established in 1999, SelfHelpWorks is the leading provider of online video-based lifestyle management interventions for reducing population health risk. The company has mastered the art of delivering convenient, highly engaging digital versions of live evidence-based lifestyle management courses formerly taught in hospitals, clinics and large corporations. Clients include national health plans, leading healthcare providers and wellness vendors, and hundreds of corporate wellness programs nationwide.

LivingEasy employs a proprietary evidence-based Cognitive Behavioral Training process to transform the participant's emotional and behavioral responses to stressful events and relationships so that they produce power, freedom, and control instead of frustration, hopelessness or overwhelm. The program is accessible conveniently and privately 24/7 via PC, tablet or smartphone.

LivingEasy is extremely effective, cost-efficient, quick and easy to implement, and seamlessly scalable over multiple locations. Robust reporting, attractive customized marketing collateral and live support are included at no extra cost.

## Unique Differentiators

The success of LivingEasy is driven by two main factors:

**1. Proprietary Evidence-Based Training Approach:** The issue at the root of poor stress management and low resiliency is emotional, not practical. When someone deals with stress poorly, they unconsciously train parts of their brain to keep dealing with stressful situations in the same self-defeating manner - even though the result is detrimental. The evidence-based Cognitive Behavioral Training approach used by SelfHelpWorks provides the knowledge, cognitive skills and tools needed to (a) retrain the brain to respond to stressful situations by using them as a source of empowerment instead of disruption and pain, (b) take control of the situation in a productive manner. The result is improved resiliency, genuine, lasting behavioral change, and a higher quality of life.

**2. Engaging Online Delivery Format:** LivingEasy features highly engaging pre-recorded 'live' video instruction from a Board-certified physician and a Cognitive Behavioral Training expert, interactive quizzes, useful exercises, mobile companion app and other tools. Designed to simulate a live coaching experience, the training sessions are accessible conveniently and

privately 24/7 via PC, tablet or smartphone. The user simply logs in and clicks Start, and the software takes over and guides them from there.

## Sample Participant Feedback (Anonymous Course Exit Surveys)

*"The program changed the way I look at everything. There were so many 'below the line' thought patterns I was living out - now I am aware of them, so I can work on getting rid of them. I feel like Lou and Diane are close advisors and friends."*

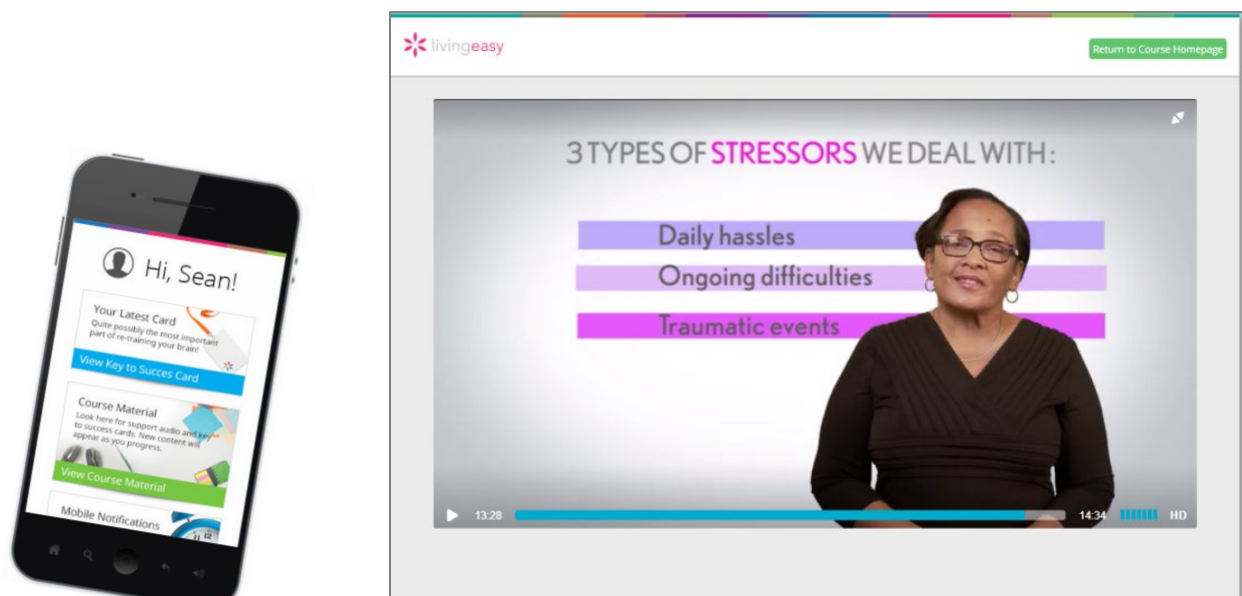
*"It helped me look different way on the stress situation. Helped me overcome urge to complain and take responsibility, so I was happy and people I worked with too."*

*"At age 62 with an Engineering background, I knew of many of the course "tools", but, was not applying them in all stressful situations. The course will make me more aware of these tools and apply them constantly. Also, the lectures were excellent, I was 80% where I wanted to be and the course pushed me toward 99%."*

*"The program was awesome. I wish I had participated in something this good years ago. I have already recommended it to family and co-workers. Thanks."*

*"This was such a great program that I want all the folks in my department to take it. We are short staffed right now and the stress level is high. It would be great to empower them to handle this temporary situation."*

## Sample Screenshots



## Online Demo Video

The best way to get a feel for the actual user experience is to [watch the LivingEasy 3-minute overview video](#).

You can also [watch this 2-minute video](#) to find out more about the overall SelfHelpWorks solution.

## Summary of LivingEasy Program Components

Mobile-Compatible Course Delivery System with LivingEasy Program	
Calendar-driven online delivery of sequential pre-recorded 'live' expert-led video coaching sessions, support content, and rules-based reminder emails	
Additional Feature Sets Included	
Some feature sets, such as trackers, are configurable and may be omitted from the portal if desired	Companion mobile phone app (iOS and Android)
	Push notification tool
	Personal journal
	Sleep improvement journal
	Optional trackers (weight, cholesterol, blood pressure, blood glucose)
	BMI calculator
Reporting	
Standard participant progress and completion reports	

## User-Level Support

**Live Program Support** – Trained SelfHelpWorks personnel answer routine questions regarding program content by telephone and e-mail. Q&A's are escalated to trained SelfHelpWorks subject matter experts when appropriate.

**Live Technical Support** – In addition to online help screens, technical staff are available to provide support by telephone and e-mail for computer-related issues such as updating outdated web browsers.

**Automated Program Compliance Support** – Periodic reminder emails are delivered to inactive participants, and program support emails are delivered to participants based on preset rules.

## Client-Level Support

Continuous system monitoring is in place and the SelfHelpWorks technical support team is available by email and by phone.

In addition to the customer service team, an easily accessible account manager will be assigned.

## Promotional Collateral

The following promotional collateral is available to drive employee participation in the LivingEasy Stress Management & Resiliency program:

- Attractive full color 8 ½" x 11" two-page flyer with login URL – PDF format (high-res and low-res available)
- Set of 3 customizable email templates for launching the program – Word format

## Implementation

The LivingEasy online program is quick and easy to implement. The entire portal set-up and implementation process can usually be completed within 5 business days depending on the responsiveness of client personnel.

Single Sign-On (SSO) integration into an existing wellness portal may take slightly longer.

## Reporting Capabilities

HIPAA-compliant real-time participant progress and completion reporting will be made available online, 24/7, to the client's designated LivingEasy program administrator(s).

Automated data feeds are also available for integration into incentive engines or coaching platforms.

## Electronic Completion Certificate

Each participant who completes the LivingEasy course will receive a completion certificate in the form of a congratulatory email.

## Large-Scale Case Study

A leading corporate wellness vendor compared the back-to-back annual Health Risk Assessments (HRA's) of 60,000 employees who had taken one or more SelfHelpWorks online courses during the year. The wellness vendor informed us that 47% of the participants who had taken the LivingEasy program reported lower stress levels in their subsequent annual HRA.

## Emotional Outcomes

As part of the SelfHelpWorks quality assurance process, LivingEasy participants are invited to take an anonymous exit survey at the end of each online course. In addition to gathering demographic information and feedback regarding the user experience, the survey asks respondents several outcomes-related questions. Those questions, together with the aggregate responses over the last 12 months across all clients, are shown below.

Overall, did the program help you meet or move toward your goal?

- Yes = 98%

Overall, did the program help improve your motivation?

- Yes = 96%

Overall, did the program help you feel more confident / in control?

- Yes = 95%

Do you feel more positive about your future health than before you started the program?

- Yes = 92%

## Need More Information?

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