

Headspace & Genpact



Genpact leveraged Headspace to promote self-care and create a supportive ecosystem for all employees.

ABOUT

Genpact is a global professional services firm that partners with the world's most innovative companies to turn their biggest challenges into opportunities – from creating hyper-connected supply chains to transforming experiences for their customers and employees. 115,000+ Genpacters work in more than 30 countries across the globe.

CHALLENGE

Genpact has long been guided by “the relentless pursuit of a world that works better for people,” with well-being as an integral part of its Diversity, Equity, and Inclusion strategy. When the company developed its AI-enabled chatbot to gauge employee sentiment, the data revealed that workload and work-life boundaries were causing burnout among employees.

In response, Genpact set out to build a mental well-being program that encourages self-care and creates a supportive ecosystem for all. Fostering a happier, healthier, and more productive work environment was critical to improving job satisfaction and retention, and strengthening the organization's overall well-being.

HEADSPACE APPROACH

Genpact partnered with Headspace to build a psychologically safe work environment, improve manager support, increase mental health awareness, and encourage work-life balance. The company achieved this by offering Headspace to 10,000 employees across the globe. Headspace has helped Genpact employees hone essential skills such as managing stress, focusing, and navigating challenges.



HEADSPACE RESULTS

100%

enrollment rate in their
Headspace program

87%

of employees reported less stress
after using Headspace

78%

of employees reported feeling
“more compassionate or patient
with others” after using Headspace

76%

of employees indicated that they
are “more present throughout the
day” after using Headspace

74%

of employees said that
they “react to challenging
conversations or situations
better” after using Headspace

29,000+

Genpacters from across the globe
engaged in Headspace Culture
training, webinars, and activities
celebrating Mental Health
Awareness Month in 2023

~700

employees attended 2023
Headspace Culture webinars
per session

Genpact also worked with Headspace to deliver webinars and training directly to employees, providing education on topics such as normalizing mental health, destigmatizing seeking help, and driving cultural change.

The company launched its Headspace program with other supportive mental well-being programming, including a 24/7 helpline, enhanced leadership communication, continuous learning content, and virtual employee communities.

RESULTS

Genpact’s commitment to building a robust mental well-being program for employees has resulted in measurable outcomes that directly impact employee stress, compassion, and focus.

Genpact’s engagement and adoption metrics speak for themselves, but it’s the stories from employees that leave a lasting impression.

“Headspace is a brilliant app. The content, meditation, workouts, and everything are so perfectly designed. I want to use this application daily to make my life happier.”

- GENPACT EMPLOYEE