



## What it means to work Bravely through organizational change

How a fast-casual food chain helped their employees navigate change by offering them access to confidential coaching—and was able to encourage critical dialogue as a result.



### The challenge

As it prepared for disruptive organizational change across its corporate headquarters, a Fortune 1000 restaurant group knew they needed to take action to support their employees, protect their productivity, and prevent the spread of toxic culture.



### The solution

The company chose to offer Bravely to all affected employees. Employees could use the platform to connect with a personal coach for a confidential conversation about their situation—helping them prepare for difficult conversations with their managers and HR business partners.



### Result

Since Bravely's Pros are HR experts, professional coaches, and corporate ombuds, they were able to provide employees with completely unbiased guidance (a healthy alternative to venting to friends and family) and help them make an incredibly difficult decision.

## Adoption

In a single quarter, rapid adoption proved that employees at every level needed a confidential resource like Bravely. We saw above-average adoption and repeat usage, and employees loved the experience they had with their coaches.



of employees booked a Bravely session within 30 days



of employees booked more than one Bravely session



average star rating given to Pros

## Impact

In addition to helping the company's HR team earn back employees' trust, Bravely helped them maintain a positive culture despite the stressful organizational change.



### They encouraged open and honest dialogue

By providing employees with access to their own personal coach, they gave them a safe space to discuss what they were feeling without fear or awkwardness or retribution.



### They won back their employees' trust

Employees told their Bravely Pros that the service was the best thing their company had done to help them during the transition.



### They prevented the spread of toxic culture

Employees gave their sessions an average NPS score of 92, suggesting that they recommended Bravely to one another instead of gossiping and complaining.



"You helped me think more clearly and confidently about my decision; offered a perspective I wouldn't have gotten elsewhere; and provided a service I'd use again to help navigate a difficult work situation."

Bravely user