



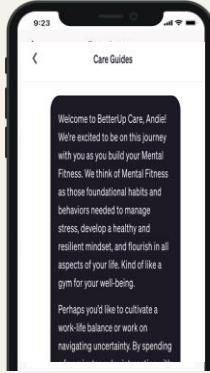
# BetterUp Care™ Member Information

BetterUp Care — what is BetterUp Care and how does it benefit me?

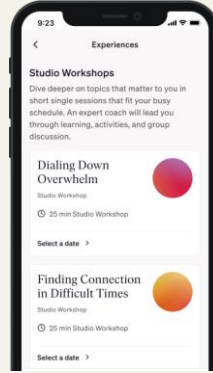
Leverage a dedicated Coach to build the mindsets and habits you need to increase resilience and readiness, and thrive through uncertainty.



A dedicated  
Coach



A Care Guide to help you navigate  
all of your  
BetterUp  
resources



Science-backed  
tools and  
workshops

## Mindsets & habits

Fostering a positive outlook

Reframe setbacks

Adopting an abundance

mindset

Set daily goals to maintain  
momentum

Reduce stress

Schedule your first  
coaching session

**Meet 1:1 with your Coach** for 30  
minute sessions to focus on your  
personal growth, and create a  
plan for your next steps.



BetterUp Care — what is BetterUp Care and how does it benefit me?

## Blended learning modalities to help you develop strategies that strengthen mindsets

### Science-backed tools & workshops

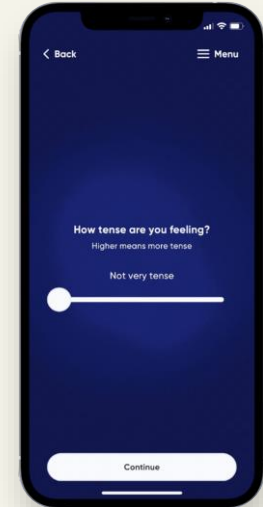
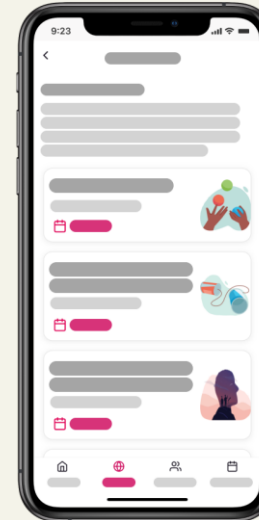
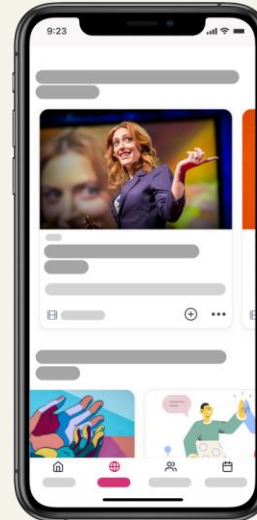
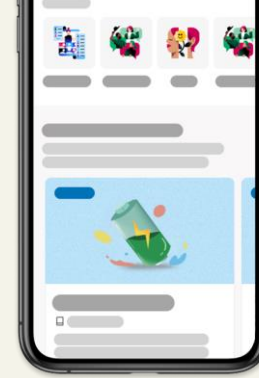
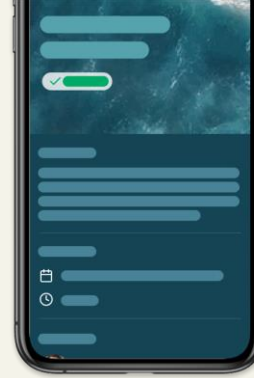
*Curated articles, quizzes, and tools to strengthen skills and gain new insights*

#### **Designed for a busy schedule:**

Effective strategies for managing stress and strengthening mindsets

25-minute workshops

Bite-sized interactive exercises

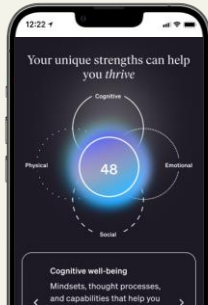


BetterUp Care — what is BetterUp Care and how does it benefit me?

# The Process

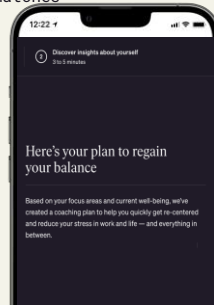
## Your steps to get started with your BetterUp Care experience

01 — Assess —



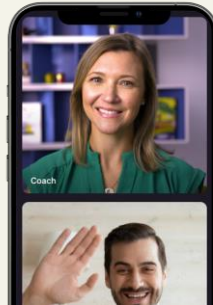
Take the Whole Person™ Thriving Assessment to gain insights into your mindsets, behaviors, strengths, and areas of growth.

02 — Review your Matches —



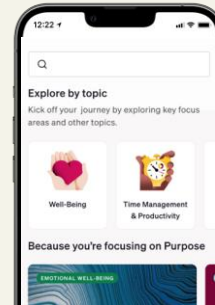
Based on your results, get a personalized recommendation for where to start

03 — Select your Coach —



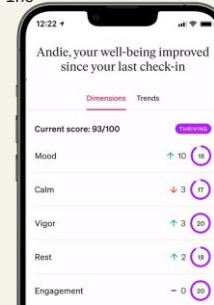
Choose a Coach, schedule, and complete your first 1:1 session. Sessions are unlimited, and you and your coach will determine the right cadence for your goals

04 — Explore Resources —



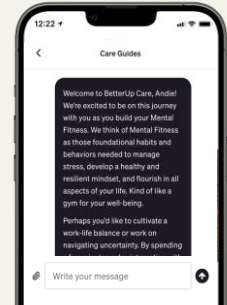
Find vetted, science-backed resources tailored to your focus areas with an AI-driven content library

05 — Engage in Check-ins —



As you continue your journey, you'll get quick WHO-5 check-ins and personal insights to measure progress and see trends

06 — Get Support —



Your Care Guide team is available to help navigate BetterUp

## Your Care Coach

Get confidential 1:1 coaching - whenever you need it - to help you redefine career goals and plan for the future

### A 1:1 Care Coach

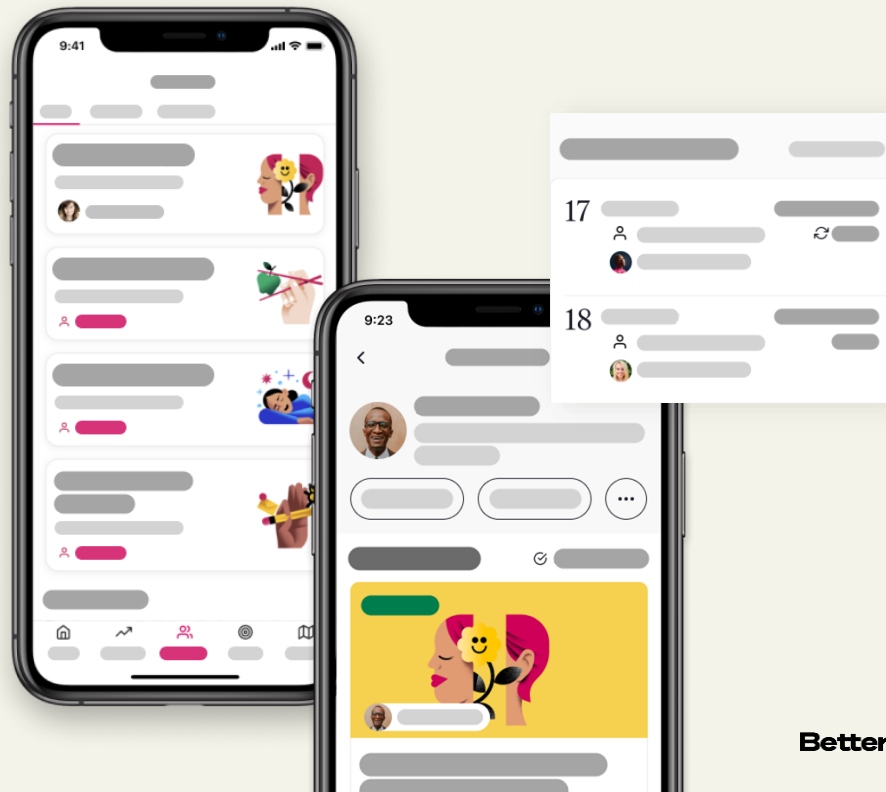
*Confidential, unlimited video sessions with a dedicated Coach matched to you*

#### **Works with you on:**

Discussing what is next in your career and how to navigate a transition

Emotional Processing and Mindset - Coping with the change, building resilience, overcoming limiting beliefs

Figuring out what is next- Assessing skills and interests, redefining career goals, exploring new opportunities



## Your Care Guide

Get personal guidance along your journey to get to the right support for your needs quickly.

### Care Guide

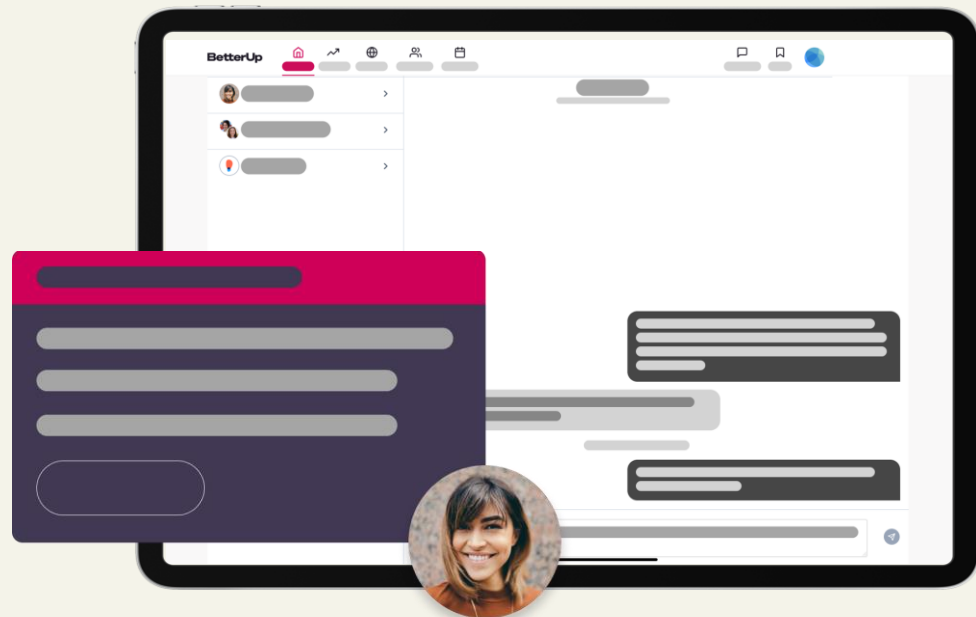
*Personal concierge by message or video call*

#### Ask us anything:

What Coach is right for me?

I don't have a lot of time, what do you recommend I start with?

I'm thinking of connecting to a therapist, can you help?



## A Care Guide *IS*

- A personal navigator, helping members find and access the best tools and resources.
- A supportive and caring professional.
- A bridge between internal and external resources at BetterUp.
- A compassionate and patient partner

## A Care Guide *IS NOT*

- A coach
- A therapist (we do not offer clinical services in house).
- A technical support representative (we have a customer service team for these requests).
- A passive and script based question and answer bot.

Our Care Guides are **not** Coaches, therapists, bots, or technical support.

While they do not provide clinical services, they **are** here to support you, by connecting you to proper care, no matter what you are going through (even in crisis).

**\*\*Need technical support?** Contact our Customer Support Team.

**How?** Go to the Message Tab and then scroll down to the Customer Support Widget on the left, or email us at [Support@BetterUp.co](mailto:Support@BetterUp.co)