



# Talk Your Heart Out (TYHO)

## Employee Assistance Programme (EAP)

### About TYHO

Talk Your Heart Out (TYHO) is an end-to-end therapy platform that provides Employee Assistance Programme (EAP) to various private and public sector organisations located across Asia.

Our services address different types of organisational needs and are designed to be flexible, confidential, and accessible to all employees.

By providing easy access to high-quality mental health support, we hope to help your organisation create a more positive, productive, and supportive work environment.

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## 01. TYHO Advisory Board and Expert Panel



### TYHO Advisory Board



**David Chua**  
CEO, National Youth Council,  
Singapore



**Prof Chua Hong Choon**  
Deputy Group CEO  
(Strategy & Transformation),  
National Healthcare Group &  
CEO, Khoo Teck Puat Hospital



**Dr. Hsien-Hsien Lei**  
CEO, American Chamber of  
Commerce (AmCham), Singapore



**Corinna Lim**  
Executive Director, Association of  
Women for Action and Research  
(AWARE)



**Yiling Ding**  
Head of Chrome Marketing (APAC),  
Google



**Jeffery Tan**  
General Counsel,  
Jardine Cycle & Carriage  
CEO, Jardines MINDSET Care Limited

### TYHO Expert Panel



**Punitha Gunasegaran**  
Counselling Psychologist  
  
Former Programme Head, Singapore  
After-Care Association



**Khairul Mohd Khair**  
Organisational Psychologist  
  
Senior Consultant – Change  
Management, Kantar Public  
  
Associate (Educator), Singapore  
University of Social Sciences (SUSS)



**Lira Low**  
Professional Counsellor  
  
Conflict Resolution and Mediation  
Advisor, The Mencius Advisory

## 02. TYHO Employee Assistance Programme (EAP)

### Comprehensive Coverage —

In addition to our individual services, TYHO has also designed two packages based on the needs of different clients. This has been developed after considering our clients' organisational needs, budgets, sizes, and feedback. The aim is to provide clients with better value for their purchase and more consistent support.

	Basic	Standard	Preferred
What is it?	Employer subsidised counselling only	Package of various TYHO services	Comprehensive support
Confidential Counselling Services	Pre-purchased OR Post-paid sessions	60	100
Empathy Circles	Ad-hoc purchase	1 per year	3 per year
Wellness Seminars	Ad-hoc purchase	1 per year	3 per year
Psychological First Aid (PFA) workshop for managers	Ad-hoc purchase	1 per year	3 per year
Critical Incident Stress Debrief (CISD) by a qualified TYHO Therapist	X	✓	✓
Ask Me Anything (AMA) series with wellbeing, legal, & finance experts	X	✓	✓
Crisis Hotline	X	X	✓
Annual Wellbeing Assessment	X	X	✓
Pricing	As indicated in proposal  No discount	SGD 1500 / month (1-year contract)  ~15% discount	SGD 2500 / month (1-year contract)  ~40% discount

### Benefits —

- Better value**  
Our packages not only come with a discount, they also reduce costs associated with research and decision-making.
- Holistic care**  
Our packages provide comprehensive support, with different services catering to the varied needs of employees.
- One-stop access**  
Organisations may easily reach out to TYHO for the coordination of any service or for help with any issues.
- Increased take-up rate**  
The different services are complementary which can encourage greater engagement and utilisation.



# TYHO's Advantages

- ✓ **Customisable to Your Needs**  
We will work alongside you to understand your organisation's budget, needs, as well as desired outcomes and tailor your EAP to accommodate them.
- ✓ **Therapist Diversity**  
Our ever growing pool of Therapists come from diverse backgrounds and have wide-ranging areas of expertise. They are culturally sensitive and attuned to the needs of both locals and expatriates.
- ✓ **Quality Guaranteed**  
We have a strict selection criteria for therapists that is in line with the relevant professional peak body. Beyond having the right credentials (a Master's Degree from a recognised university) and training, we also consider their soft skills, values, as well as their overall life and work experiences. We also continuously assess them against internal standards to ensure that our clients always receive consistent and quality care.
- ✓ **Continuity for Employees**  
For confidential counselling services, employers can choose the number of subsidised sessions an employee receives per year. Employees can then pay out of pocket to continue seeking support upon exhaustion of employer-subsidised sessions.
- ✓ **All-round Support**  
To top it all off, our dedicated client support extends not just to you but to your employees as well. You may rest easy knowing that they are in good hands across their therapeutic journey.




# What TYHO Clients Say




## Corporate Clients


“ TYHO has been the easiest to reach out to and their onboarding process as a EAP provider was seamless. Correspondence and partnership with the team was no fuss at all and we're proud to provide this EAP option to employees of the Company. The monthly report and e-newsletter has been really helpful too! ”



“ We are grateful to have Talk Your Heart Out (TYHO) as our mental health partner to provide online counselling services to our employees at Mandai Wildlife Group. We are encouraged to see some employees overcome the stigma of asking for help and using the service to practice self-care especially during these trying times. The online counselling service is available daily and after work hours which is more functional for our diverse workforce. TYHO has also been flexible in meeting our Organisation's needs to ensure a smooth process! ”



“ The nimble team was very thoughtful and responsive, and really appreciate the openness to feedback while co-creating the content in an experimental format. While the quality of therapists was good, it's the quality of end-to-end journey that we as an organisation really appreciated. ”



## Individual Clients

“ My therapist has been easy-going and empathetic ever since the first session I had with her. Not having good experiences with counselling in the past, she has helped me open up to her and expressed an eagerness for me to gain back my self-esteem and identity. As a student just entering adulthood, she has shown sympathy for my hardships and always guided me with an optimistic attitude. 100% recommend ”

“ I chose my therapist based on some of the reviews that had been written about her and her introduction video. She is very easy to talk to and I feel comfortable sharing my experiences and feelings with her. After my first session with her, she reassured my feelings and that they are valid. I felt that she created a safe environment for me to open up without judgement and that's how I found my therapist to be a good fit for me. ”

# 03. TYHO Services

## A. Confidential Counselling Services

### I. About

For organisations, we provide employer-subsidised individual, couples, and family counselling services for your employees. We offer both online and in-person (Singapore only) sessions.

#### Languages



Our Therapists come from diverse backgrounds - they are culturally sensitive and well-versed in the issues employees face.

All of them converse in English. Some are also fluent in Mandarin Chinese, Malay, Tamil, Cantonese, Hindi, Bahasa Indonesia, Tagalog, amongst other languages.

### II. Scope of Services

#### Duration & Hours

- ✓ **Duration:** All sessions are one hour long
- ✓ **Counselling Hours:** Monday - Sunday, 8 am - 11 pm (GMT +8:00) with same day availability

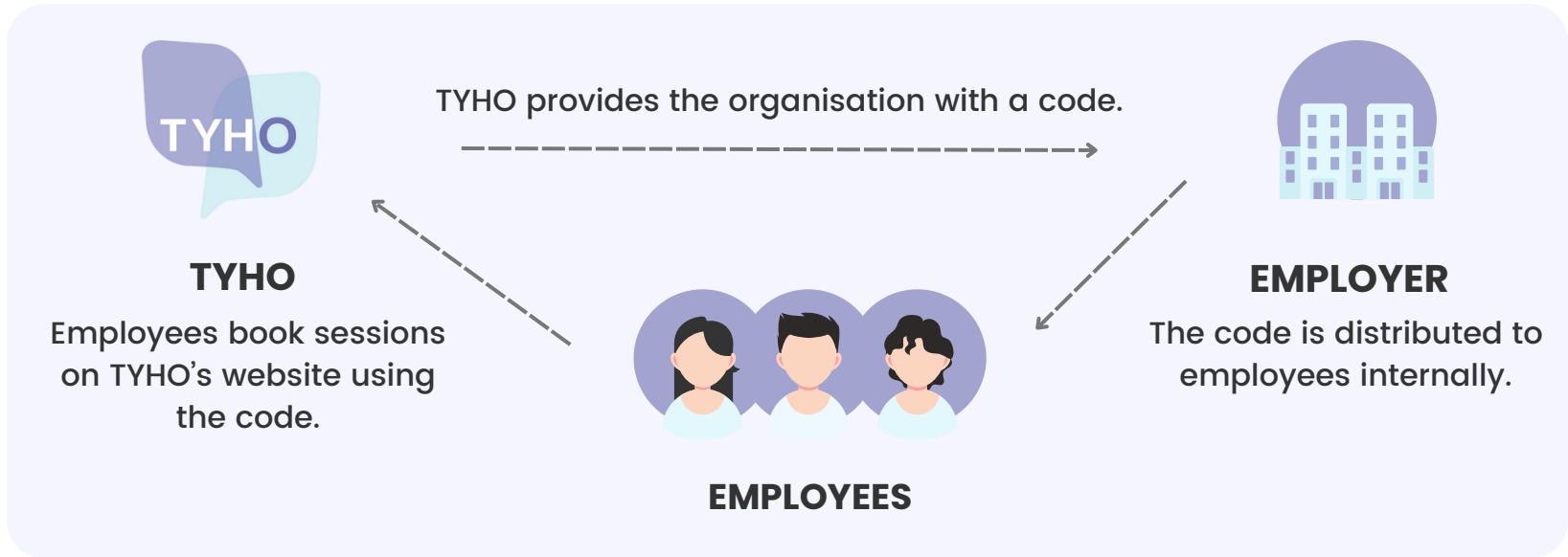
#### Other Details

- ✓ Employees are eligible to book services costing up to SGD 160. They would be required to do a top-up for any service exceeding SGD 160.
- ✓ TYHO can also link the code to email domain(s) (eg @XYZcompany.com) to ensure it is only used by your employees.
- ✓ TYHO will provide a monthly report informing you, in aggregate, the number of employees who booked sessions and the number of sessions used.
- ✓ Any code provided will expire 1 year from the date it was shared.

## III. How It Works



The illustration below explains how our employer-subsidised counselling program works.



### IV. Pricing

	Option 1 Post-paid Sessions	Option 2 Pre-paid Sessions
Price	SGD 160/ session	SGD 160/ session
Additional Admin Fee	SGD 20 / session	None
Minimum Purchase Required	None	SGD 3200 (ie 20 sessions)

### V. Benefits

**Improved mental health & well-being**  
Employees have a confidential space to manage their stress, anxiety, or depression.

**Enhanced work & personal relationships**  
Counselling leads to better interpersonal relationships, improved communication, and less conflict.

**Better problem-solving skills**  
Employees improve their ability to resolve issues, saving time, energy, and resources.

**Improved work performance**  
Improved productivity, motivation, and relationships resulting in a positive work environment.



## B. Empathy Circles / Group Therapy —

### I. About —

Empathy Circles are small-group discussions or group therapy, led by a TYHO Therapist on a topic of interest. By creating a safe environment for participants to share their stories, they create opportunities for reflection and introspection.

### II. Scope of Services —

- ✓ **Format:** Large and small group discussions facilitated by a TYHO Therapist and facilitators
- ✓ **Duration:** 1.5 hours
- ✓ **Participant Limit:** A minimum of 15 to a maximum of 25 participants per session

### III. Popular Topics —

#### Professional Growth


- ✓ Developing Healthy Boundaries
- ✓ Handling Difficult Conversations
- ✓ Self-care for Busy Professionals
- ✓ Effective Workplace Communication

#### Personal Growth

- ✓ Coping with Change
- ✓ Having a Growth Mindset
- ✓ Managing Grief
- ✓ Understanding Burnout

### IV. Pricing —

 Online – SGD 2000 per session

 In-person (Singapore only) – SGD 2500 per session

### V. Benefits —

#### Reassuring

Participants feel comforted in knowing that they are not alone in their struggles.

#### Cathartic

Open expression during confidential sessions often provides psychological relief.

#### Insightful

By listening to others, participants gain insights into how they may approach their issues at hand.

#### Introspective

In understanding other objective perspectives, participants may identify lapses in their own thinking.

## C. Workshops —



### I. About —

Workshops focus on the development of intervention skills, self-evaluation, and reflection guided by a TYHO Therapist, with regard to an individual's role and responsibilities at the workplace.

For example, our **Psychological First Aid Workshop** aims to enhance emotional support and resilience at the workplace by equipping individuals with a repertoire of skills they can use to identify troubling signs in their co-workers and provide psychosocial support.

### II. Scope of Services —


- ✓ **Format:** Intervention skills training, self-evaluation, and reflection guided by a TYHO Therapist
- ✓ **Duration:** 4.5 hours across 2 days
- ✓ **Participant Limit:** A maximum of 20 participants per session

### III. Popular Topics —

- ✓ Psychological First Aid (PFA)
- ✓ Effective Communication and Team-building
- ✓ Managing Setbacks and Building Resilience
- ✓ Thrive at Work: Balancing Performance, Productivity, and Play

### IV. Pricing —

 Online – SGD 2500 per session (2 days)

 In-person (Singapore only) – SGD 3000 per session (2 days)

### V. Benefits —

#### Increased adaptability

Equip employees with skills to adjust and manage change at the workplace.

#### Builds self-efficacy

Strengthen employees' confidence in their ability to overcome challenges.

#### Improved communication

Help employees better express themselves and respond to others.

#### More supportive workplace

Create a positive climate where employees can support each other.

D. Wellness Seminars

I. About

Wellness seminars or webinars on various topics aim to increase mental health awareness and recognition at the workplace and introduce a set of preliminary tools employees can adopt to improve their wellbeing.

II. Scope of Services

- ✓ **Format:** 40 minute presentation by the Therapist, followed by a 20 minute Q&A segment where participants can raise their questions
- ✓ **Duration:** 1 hour
- ✓ **Participant Limit:** A maximum of 100 participants

III. Popular Topics

Workplace Wellbeing

- ✓ Conflict Management
- ✓ Enhancing Work-Life Balance
- ✓ Understanding Imposter Syndrome
- ✓ Assertiveness at Work

Individual Wellbeing

- ✓ Practising Acceptance and Self-Compassion
- ✓ Creating Your Reset Routine
- ✓ Maintaining Healthy Relationships

IV. Pricing



Online - SGD 800 per session



In-person (Singapore only) - SGD 1200 per session

V. Benefits

Better mental health literacy

Equip employees with knowledge about issues, stressors, and the language to use.

Increased access to suitable tools

Help employees better manage their issues / symptoms as well as develop healthy habits.

Greater employee satisfaction

Allow employees to feel supported and encouraged and keep them engaged.

More inclusive workplace

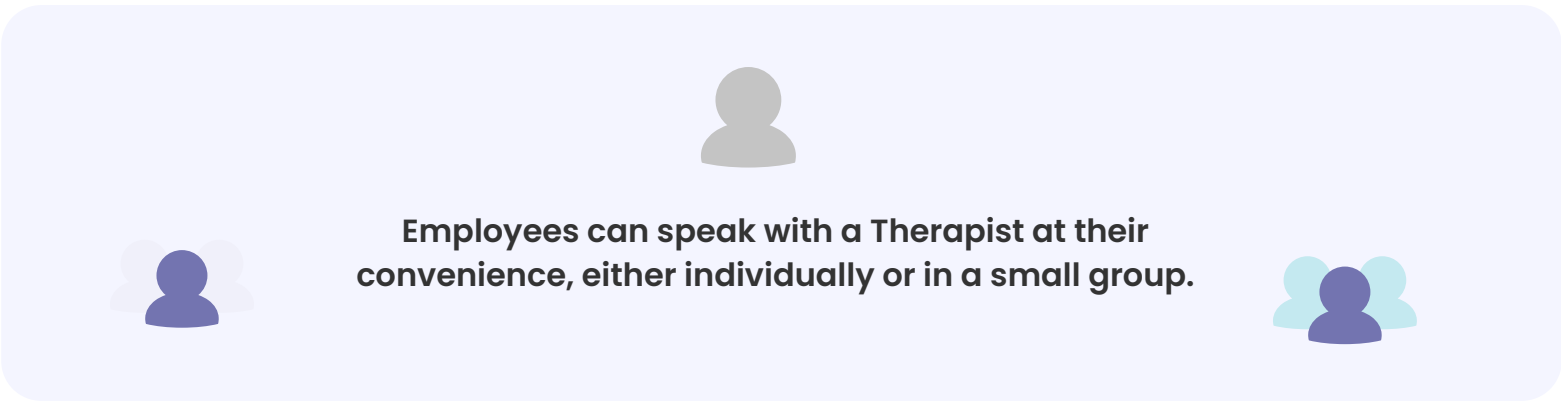
Spark conversations, reduce stigma, and encourage help-seeking behaviour.

E. On-site Emergency Support



I. About

The on-site emergency support proactively offers a time and place where individuals can speak with a Therapist in-person at their convenience, for the purpose of processing their immediate thoughts and emotions and seeking support following a crisis.



II. Scope of Services

- ✓ **Format:** In-person counselling session with a Therapist at the client's preferred date / time, and location
- ✓ **Duration:** A minimum 4 hour session per day

III. Pricing



In-person (Singapore only) - SGD 1600 for a minimum 4-hour session, extendable on an hourly basis at SGD 400 per hour

IV. Benefits

Improved morale

Helps employees feel valued and motivated to do their best work amidst difficult times.

Increased productivity

Addresses the needs of employees and facilitates their engagement at the workplace.

Improved well-being

Allows employees to feel supported and cared for and provides them with guidance.

Enhanced reputation

Establishes the company as a responsible and compassionate employer through timely support.

F. Online Resources

I. About

To complement our services, TYHO also offers a plethora of online resources that employers and employees can freely access in their own time. These include free webinars, pre-session resources, articles on wide-ranging and relevant topics, client stories, and our newsletters.



These serve to help them prepare for their sessions, keep up to date with the latest mental health and wellbeing science, as well as pick up communication and self-care tips.

II. Benefits

Comprehensive support

Allows access to more comprehensive support that meets their individual mental health needs.

Mental health education

Helps promote mental health awareness and reduce the stigma associated with mental health challenges.

Provides immediate support

Online mental health resources can provide immediate and relevant support.

Increased engagement

Increase engagement with mental health support, leading to better outcomes and a more supportive workplace.



04. Contact Us



Email: [contact@talkyourheartout.com](mailto:contact@talkyourheartout.com)



WhatsApp: +65 9831 0005



**Counselling Hours**  
Monday – Sunday, 8am – 11pm (GMT +08:00)



**Corporate Office Hours**  
Monday – Friday, 9am – 6pm (GMT +08:00)  
(excluding public holidays)

All provisions herein are valid for 30 days from the date this proposal is sent.



Book a Demo Today!

