

KIT: an ambitious, international workforce performing under pressure



KIT Royal Tropical Institute

KIT Royal Tropical Institute is an **independent centre of expertise, education, intercultural cooperation and hospitality dedicated to sustainable development**. The organisation assists governments, NGOs and private corporations around the world to build inclusive and sustainable societies, informing best practices and measuring their impact. Guided by the Sustainable Development Goals (SDGs) of the United Nations, KIT's work focuses on healthcare, gender, economic development and intercultural cooperation.

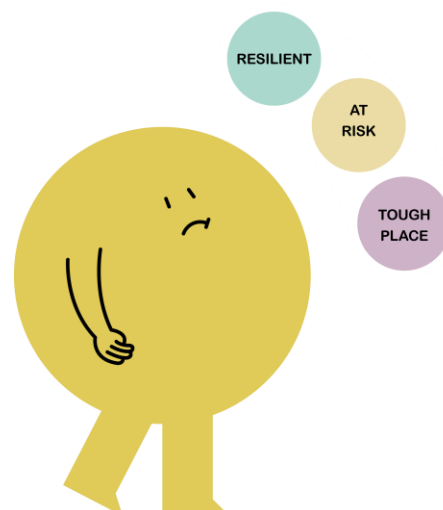
Employees:	142
Nationalities:	18
Average age:	46.5

Annual Report 2018

KIT also owns and operates Amsterdam Tropen Hotel, De Tropen cafe and restaurant, and offers office and conference facilities in their heritage building, the revenues of which contribute to KIT's mission.

Working under significant pressure

KIT has an ambitious, highly educated, international workforce that works under significant pressure. Annerink Post, HR Manager, explains: "**We demand a lot from ourselves in terms of quality and our client-oriented attitude**. We run multiple projects at the same time in challenging contexts, requiring a lot of flexibility from staff in terms of organising their work - including flexible working hours. The fact that the majority of our workforce travels a great deal, has a wide range of cultural backgrounds and speaks different languages makes it hard for us to find a fitting solution to support our employees to stay resilient."



First Inuka pilot in The Netherlands

KIT was the first organisation in The Netherlands to do a pilot with Inuka, within one of their larger departments. They performed a central kick-off in which an Inuka representative introduced the solution, and hosted a short Q&A. Afterwards, all employees received an email encouraging them to take the wellbeing scan. They were also reminded of the opportunity to take the scan at the weekly, departmental stand-up meetings.

Results

The pilot department saw an uptake of 72% which is very high for their organisation compared to other HR initiatives. **Five employees were coached back from 'at risk' status to 'resilient'**, which may have prevented costly burnout episodes.* Furthermore, in April 2020 KIT rolled out Inuka's service to its entire organisation.

* Results obtained between Dec 2019 and Mar 2020



Average
coach score:
4.7 out of 5*

Why would you recommend Inuka?

Lindy van Vliet, department manager: "Inuka is **simple to introduce, offering employees a low-threshold solution to check in on how they are faring, and get immediate support if they want or need it.** It has also helped employees to raise and discuss the topic of work pressure with their managers.

The wellbeing scan referrals, Inuka's simple but effective kick-offs and our reminders have **pointed people towards the existing facilities we already had as an organisation** to better cope with work pressure, but that were not always used optimally. At the same time, it gives us valuable insight into how our organisation is doing.

As Inuka provides coaches that speak different languages beyond English, our French, Dutch, and Hindi-speaking employees also get tailored support.

Working on mental health ourselves in low and middle income countries, we strongly support Inuka's accessible and high quality approach. We are happy and proud to work together and very much recommend their services."

Find out more: www.inuka.io