

CONFERENCE EAEF

JUNE 10-12, 2026 • LJUBLJANA, SLOVENIA

ROOTED *in* Resilience

Evolving Workplace Wellbeing
in a Changing World

eaef
Employee Assistance
European Forum



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DEAR EAEF MEMBERS & CONFERENCE PARTICIPANTS

We are honoured and privileged to welcome all of you to the XXIII EAEF Conference in Slovenia:

Rooted in Resilience – Evolving Workplace Wellbeing in a Changing World

Like Slovenia's enduring Linden tree—the national symbol that has stood strong through centuries of change while remaining deeply rooted in its soil—the Employee Assistance profession finds itself at a pivotal moment. We honour our foundational values while continuing to evolve in response to an increasingly complex and rapidly changing world.

This year, we gather in Ljubljana to reflect on what it means to remain rooted in resilience: staying grounded in our professional ethics, evidence-based practice, and human-centred approach, while at the same time embracing innovation, transformation, and new ways of delivering support. But also for ourselves: how do we remain resilient?

Our field has always evolved—moving from early occupational programmes to comprehensive wellbeing services, from local to global delivery models, and now into the era of digital transformation and artificial intelligence. Through it all, our core mission has remained unchanged: supporting people and organisations to thrive!

We are excited about the programme we have prepared for you:

- 3 days of learning, exchange, and connection with colleagues and leaders from across Europe and beyond
- Inspiring keynotes and interactive breakout sessions across a wide range of workplace wellbeing topics
- Meaningful networking opportunities to strengthen existing relationships and build new collaborations
- Presenting good practices in the EA field
- Social activities that provide energy, create unforgettable experiences, and foster connection rather than alienation.

This year's conference will explore:

- **Individual Wellbeing** – enabling people to thrive in evolving work environments
- **Evolving Through Technology** – including AI, digital tools, and new service models
- **Organisational Resilience** – supporting workplaces through change, crisis, and complexity
- **Rooted Practice** – strengthening our professional foundations and ethical standards
- **Navigating Industry Change** – responding to transformation in the EAP landscape

Throughout the conference, we invite you to engage openly, share your experiences, and challenge each other in constructive dialogue.

Together, we will explore how to remain grounded in our values while evolving to meet the needs of tomorrow's workforce—and we want to have fun!

Ljubljana, with its green landscapes, strong cultural identity, and deep sense of community, offers the perfect setting for this reflection on resilience, continuity, and transformation.

Let's use these three days (and, for some, one more) to reconnect, learn from one another, and co-create the next chapter of Employee Assistance.

So sit back, connect, and enjoy the conference.

The EAEF board, Anke, Dave, Harry, Kenny, Ketut, Liliana, Matthias, Ryan and Wendy.

ROOTED Resilience

Conference

Programme

DAY 0

Wednesday 10th June 2026

18:00 – 20:00 ARRIVAL COCKTAIL

VENUE: Nebotičnik (Skyscraper) – Café / Terrace (10th floor)

DAY 1

Thursday, 11th June 2026

8:00 – 8:30

Registration & Networking – All Participants

Main Conference

8:30 – 9:00

Opening Remarks & Welcome Speech | Anke Luts – President – EAEF

9:00 – 10:00

Keynote Presentation & Q&A – The Human Advantage in the Age of AI |
Kat Thorne – The Morning Game Changer

10:00 – 10:30

COFFEE/TEA BREAK (30 mins)

10:30 – 11:00

The Wellbeing Paradox: What Your EAP Can't Reach Presentation
Conference main sponsor – Leqtire

11:00 – 11:25

Presentation of EAEF Innovation Award Nominees |
Ketut David-Liege – Secretary – EAEF

11:25 – 11:50

Resilience at Scale: Can We Ethically Support Millions
Without More Humans?

- Carsten Blum – Insite Interventions
- Marie-Claire Martens-Schembera – EAP Institut

11:50 – 12:15

Clinical Excellence & AI: can they really co-exist?
Alexandru Manescu – Corporate Counselling Services

12:15 – 12:30 Group Photo

12:30 – 13:30 Lunch Break (60 mins)

13:30 – 14:25

Breakout sessions 1:

Session 1

Supercharging Precision Efficacy of Employee Assistance with Tripartite AI Amplification

Speaker

Leon CK Leong – MindFi

Session 2

From Crisis Response to an Integral EAP & Wellbeing Program

Speaker

Andrea Lardani & María Migali – Grupo Wellness Latina

Session 3

How quality assurance (QA) can be meaningfully operationalised within Employee Assistance Programmes

Speaker

Mohamed Lamaa & Manuel Fürholzer – Corporate Counselling Services

14:25 – 14:30 Technical Break (5 mins)

14:30 – 15:25

Workshops 1:

Session 1

Brain hacks to help your mind stay adaptable, forward-thinking, and open to change.

Speaker

Athalie de Koning – New Counselling Services (NCS)

Session 2

Building Resilience Against Stress & Trauma – In Newsrooms and in the Humanitarian sector

Speaker

Kate Nowlan – CiC Wellbeing

Session 3

How to Prevent a Crisis from Becoming a Catastrophe – Effective Leadership Consulting When It Matters Most

Speaker

- Nancy Board – GW4W
- Bruce Greenhalgh – Mindful Consulting

15:25-15:45 Coffee/Tea Break (20 mins)

15:45 – 15:55

Ice Breaker | Matthias Krueger & Ketut David-Liege – EAEF

15:55 – 16:45

Building Resilience in the Use of AI: How Do We Maintain High Ethical Standards

Anke Luts – EAEF

Andrea Lardani – Grupo Wellness Latina

Kaoru Ichikawa – APEAR

16:45 – 17:00

Presentation of EAEF Innovation Award Nominees | Ketut David-Liege – Secretary – EAEF

Day 1 – Closing

17:00 – 17:15

19:00 – 21:00

CONFERENCE DINNER & INNOVATION AWARD PRESENTATION

Venue: Hotel Lev.

All Conference Participants (included in conference fee – set menu)

21:00 – 00:00

CONFERENCE DINNER “AFTER-PARTY”

Venue: Hotel Lev.

All Conference Participants (free admission – pay per use)

DAY 2

Friday, 12th Jun 2026

8:45 – 9:00

Check-in for day 2 | All Participants

9:00–9:10

Opening Remarks Summary | Take-away of Day 1
Anke Luts and Harry Key – Presidents – EAEF

9:10 – 10:00

From Insight to Action: The One Habit Experience |
Kat Thorne – The Morning Game Changer

10:00 – 10:45

Employer Roundtable
Liliana Dias – Executive Board Member – EAEF
Panellists: TBD

10:45–11:15 Coffee/Tea Break (30 mins)

11:15– 12:00

Breakout sessions 3:

Session 1

Speaker

Connected Reintegration:
Building Resilient Return-to-Work
Pathways Across Borders

Audrey Boussart – Pulso Group

Session 2

Speaker

From Vendor to Strategic Partner
– How EAP earns its seat at the
HR table

Anna Wojciechowska – EAP24

Session 3

Speaker

Measuring What Matters:
Emerging Approaches to
Wellbeing in the Workplace

Dirk Antonissen – Faresa

12:00 – 12:05 Technical Break (5 mins)

12:05 – 12:15

Ice Breaker
Matthias Krueger & Ketut David-Liege – EAEF

12:15 – 13:00

Measurement Outcomes: Presentation of the Health Outcomes
& Productivity Estimator (HOPE)
Patricia A. Herlihy – Rocky Mountain Research

13:00 – 13:15

Wrap up and evaluation

13:15 – 14:00

Annual General Meeting (AGM)
For EAEF Voting Member only

14:00 – 15:00 Lunch Break (60 mins)

15:15 – 17:00

Social Networking Activity (included in conference ticket)

Day 2 - Closing

DAY 3

Saturday, 13th June 2026

8:30 – 18:00

OPTIONAL SOCIAL EVENT
Day Trip to Lake Bled

ALL CONFERENCE PARTICIPANTS
(Not included in conference fees – ticket must be purchased)

ROOTED Resilience

Conference Programme



DAY 0

Wednesday 10th June 2026

18:00 – 20:00 | Arrival Cocktail Nebotičnik (Skyscraper) – Café / Terrace (10th floor)

Join us and our hosts EAP Adria for a toast to welcome everyone to our conference!

DAY 1

Thursday, 11th June 2026

8:00 – 8:30

Day 1 Registration & Networking

8:30 – 9:00

Opening Remarks & Welcome Speech



Anke Luts
President EAEF

9:00 – 10:00

The Human Advantage in the Age of AI

As AI accelerates the pace of work, human capacity – focus, energy, resilience, attention, and mental fitness – remains the foundation of sustainable performance.

In this interactive opening keynote, Kat Thorne explores the human side of the AI revolution: how small daily habits shape the way people think, work, lead, recover, and reconnect. Participants will be invited to pause, reflect, and experience a simple habit designed to cut through noise, build awareness, and strengthen resilience. This keynote reminds us that the future of work depends not only on smarter technology, but stronger human capacity.



Kat Thorne

CEO | The Morning Game Changer - United Kingdom

Kat Thorne is an internationally recognised keynote speaker, TEDx speaker, serial entrepreneur, podcast host, and positive habits expert. Following her own experience of extreme burnout after a successful corporate career in the tech industry, Kat now helps organisations, leaders, and teams improve productivity, wellbeing, resilience, and performance through simple, sustainable habit change. She has delivered keynotes, workshops, and programmes for organisations including IBM, the Ministry of Justice, Admiral Financial Services, McCann, and Next plc, working across sectors such as finance, retail, technology, education, and leadership development.

10:00 – 10:30

Coffee / Tea Break



10:30 – 11:00

The Wellbeing Paradox: What Your EAP Can't Reach

We've never invested more in workplace wellbeing, yet people have never felt worse. Drawing on tens of thousands of employee surveys from live sessions worldwide, Micha traces the hidden driver behind the numbers: not workload, but alienation. From Adam Smith's pin factory to remote work and AI, every leap in efficiency has pulled people further from the pride, purpose and connection that protect mental health. For EAPs this is the real challenge, and the real opportunity. Support that waits for crisis only ever reaches the few.

This talk is about reaching everyone, earlier.



Micha Schipper
CEO | Leqture - Netherlands

Micha Schipper is the founder of Leqture, a global learning platform that helps HR and L&D teams deliver live, interactive, expert-led learning experiences at scale. Based in Amsterdam, Micha leads the strategy and growth of Leqture, supporting organisations with learning weeks, leadership development days, wellbeing events, DEI programmes, and global awareness moments. His work focuses on making high-quality learning easier to deliver across regions, functions, and time zones, while reducing the operational burden for internal teams. He is also the founder of MentalHealthDay.com, a global event supporting employee mental health education across time zones.

11:25 – 11:50

Resilience at Scale: Can We Ethically Support Millions Without More Humans?

Workplace wellbeing is evolving in a rapidly changing world. As work becomes more complex, fragmented, and continuously "on", the need for resilience is growing – not only at an individual level, but systemically. For EA providers, this raises a fundamental challenge: how can support models remain rooted in human care while adapting to increasing demand, expectations of accessibility, and limited professional capacity?

This session reflects on artificial intelligence as part of the broader evolution of workplace wellbeing. Rather than focusing on tools or solutions, it explores the principles that should guide EA providers when considering scalable, technology-supported approaches to resilience. Key questions include how to preserve trust, professional responsibility, and human connection, while responding to a changing environment that requires new forms of access and continuity.

Framing AI as a potential supporting layer within resilience systems, not a replacement for human expertise: "How can EA services evolve without losing their roots."

The aim is to contribute to a shared understanding of how workplace wellbeing can grow responsibly, grounded in ethical practice and responsive to the realities of a changing world.



Carsten Blum
Head of Strategic Marketing | Insite Interventions - Germany

Carsten Blum studied Business Administration and Sports Science at the University of Oldenburg, Germany and Long Beach, USA. After completing his studies, he worked for many years as Head of Marketing in sports marketing, then spent nearly a decade as Head of Marketing for a globally leading food supplier. Since 2022, he has been Head of Strategic Marketing at INSITE-Interventions GmbH, a leading EAP provider. His passion lies in new trends and technologies, innovative concepts, and creativity.

**THE EAEF 2026
AWARD**

11:00 – 11:25

**Presentation of EAEF
Innovation Award Nominees**

Presentation of our first group of nominees for the EAEF Innovation Award.



Ketut David-Liege
Secretary
EAEF



Marie-Claire Martens-Schembera
EAP Institut - Austria

Marie-Claire Martens-Schembera is a psychological counselor with a background in cognitive behavioral psychotherapy. She is Head of Operations at the EAP Institut, the only family-owned Employee Assistance Program provider in Austria and the only Austrian member of the EAP Alliance. In her role, she oversees operations, personnel, and business development, with a focus on strengthening workplace mental health and delivering accessible, high-quality support within organizational settings.



11:50 – 12:15

Clinical Excellence & AI: can they really co-exist?

This presentation examines the evolving relationship between artificial intelligence and clinical excellence in mental health, addressing both current limitations and future opportunities. It explores ethical tensions, risks, and the boundaries of technology in complex human care, while outlining pathways for AI to support rather than replace clinical judgment.

The session highlights key considerations around trust, responsibility, and oversight, offering a strategic perspective on aligning technological innovation with clinical integrity and patient-centered care.



Alexandru Manescu

International Director of Clinical Services & Corporate Strategy
Corporate Counselling Services (CCS) - Romania

Alex is a senior international clinical leader with over 20 years of experience and holds multiple master's degrees in clinical practice, psychotherapy, health management, and business administration. He has led CCS's international clinical department for more than 15 years, overseeing clinical quality assurance, clinical leadership, and service delivery across 50 countries. He plays a key role in advancing culturally adaptive clinical methodologies and leads the strategic development of new clinical products, studies, and service innovation within CCS.

12:15 – 12:30 Group Photo

**12:30 – 13:30
Lunch Break**



Breakout Session 1

**13:30 – 14:25 Session 1
Supercharging Precision Efficacy of Employee Assistance with Tripartite AI Amplification**

The efficacy of modern EAPs is throttled by antiquated intake processes, generic care routing, and a lack of measurable ROI. We demonstrate how Tripartite AI Amplification transforms static programs into dynamic ecosystems for Precision Efficacy. For Employees: Intelligent Triage fuses structured data and assessments with unstructured free-text interactions and workplace metadata. This multi-modal synthesis enables precise matching, routing users to the most culturally relevant and topically accurate care in the most timely manner.

For Care Providers: To ensure an efficacious therapeutic alliance, the Provider Co-Pilot delivers a strategic Pre-Flight Brief. During sessions, Automated Clinical Documentation and Affective Mapping reduce administrative overhead while deepening clinical insights through a more profound session record.

For Employers: Predictive Workforce Intelligence closes the efficacy loop by converting anonymized psychometrics into proactive ROI. These predictive insights serve as a preventive safeguard, allowing HR to strategically implement data-driven interventions before a crisis occurs.



Leon CK Leong

CEO | MindFi - Singapore

Leon CK Leong is the CEO of MindFi and a serial entrepreneur whose mission is rooted in his own radical journey of losing 100 kg. This personal transformation drives his professional commitment to mental and behavioral health. Under his leadership, MindFi manages a network of 1,500 mental health and coaching practitioners, servicing employees across more than 60 countries. Leon's vision with MindFi, in the age of AI, is to transform employee assistance from a reactive service into a predictive, human-centric network empowered by data. He believes this fusion of technology and empathy is the future of sustainable workforce wellbeing.

13:30 – 14:25 Session 2

From Crisis Response to an Integral EAP & Wellbeing Program

This presentation explores how an Employee Assistance Program initially launched as a pandemic-response emotional support service evolved into a comprehensive EAP and wellbeing program with measurable organizational value.

The program was provided to a multinational food industry company in Latin America, starting as a confidential Psychological and Emotional Support Program for employees. Over time, the service expanded into a more integrated model, with a strong focus on leadership capability building through regional Leadership Training and Train-the-Trainer initiatives for Medical Service and HR teams, complemented by preventive wellbeing actions, onsite health initiatives, digital resources, new access channels, family coverage and additional professional guidance areas.

The case demonstrates how an EAP can move beyond a reactive support channel to become a strategic, culturally adapted and scalable wellbeing program that strengthens prevention, leadership capability, employee experience and long-term organizational resilience.



Andrea Lardani

Co-founder/Managing Director | Group Wellness Latina – Argentina

Co-founder and Director at Grupo Wellness Latina. More than 20 years of experience in developing, managing and supervising Employee Assistance Programs and Wellbeing Programs in Latin America. Has recruited, trained and supervised EA affiliate networks in eighteen countries in the region. Coordinates and supervises critical incident services in LATAM. Andrea collaborated as Co-chair of EAPA Communications Advisory Panel and has also published several articles such as: “How Covid-19, Gender Violence and Femicide Intersect in Latin America” and “Impact of Covid Lockdown in Spain and Latin America.”



María Migali

Co-founder/Managing Director | Group Wellness Latina – Argentina

Co-founder and Director at Grupo Wellness Latina. Clinical Psychologist and Mindfulness Instructor. Leads the commercial strategy and coordinates the Client Services Team, ensuring quality delivery and client satisfaction across Latin America. Also responsible for the development of digital tools and innovative wellbeing services. Has collaborated in designing and implementing Employee Assistance Programs and Corporate Wellness Programs in several countries of the region. Member of EAPA and EAEF.

13:30 – 14:25 Session 3

How quality assurance (QA) can be meaningfully operationalised within Employee Assistance Programmes

This workshop explores how quality assurance (QA) can be meaningfully operationalised within Employee Assistance Programmes without reducing mental health care to narrow performance metrics. It addresses the challenge of translating commercial QA principles into psychologically informed frameworks that respect clinical complexity while remaining accountable and data-informed. Combining participant reflection with practice-based insights, the session introduces a proprietary Clinical and Operational QA framework developed within an international EAP context. Emphasis is placed on QA as a tool for clinical learning, service integrity, and risk management rather than surveillance or punishment. Attendees will engage with practical approaches to evaluating EAP effectiveness, communicating quality to stakeholders, and embedding QA as an organisational safety net.



Mohamed Lamaa

Regional Coordinator – MENA | Corporate Counselling Services (CCS) Jordan

Mohamed Lamaa is a licensed clinical psychologist and psychotherapist with 15 years of experience in mental health support, specializing in organizational psychology, Employee Assistance Programs (EAP), crisis management, and trauma-informed care. As a clinical supervisor at Corporate Counseling Services (CCS), he ensures clinical excellence and the delivery of high-quality counseling, critical incident stress management, and capacity-building programs for managers in global organizations. Mohamed’s humanitarian work includes serving with the United Nations, where he supports international humanitarian organizations in crisis management. Fluent in Arabic and English, he provides culturally sensitive care and fostering resilience among diverse populations and organizations.



Manuel Fürholzer

Lead Clinical Quality Assurance and Senior Clinical Operations Manager Corporate Counselling Services (CCS) – Austria

Manuel Fürholzer began his studies in psychotherapy science in 2011 and graduated from Sigmund Freud University Vienna, Austria, in 2014. After a hiatus, he returned to his academic pathway in 2018 to complete his master’s degree. Following his clinical internship, Manuel joined the Sigmund Freud University Out-Patient Clinic Vienna in 2020 as a Research Coordinator, where he contributed to several clinical research projects. In parallel, he began working with CCS in 2021, where his role gradually developed and expanded. He later transitioned away from psychotherapy research to focus fully on his role as Lead Clinical Quality Assurance and Senior Clinical Operations Manager at CCS. Since 2020, Manuel has also worked as a psychotherapist in private practice.

Workshop

14:30 – 15:25 Workshop 1

Brain hacks to help your mind stay adaptable, forward-thinking, and open to change.

In the next few years, hundreds of thousands of jobs will be replaced by AI. As information and AI innovations become increasingly accessible, there will be major shifts in how human beings relate to one another, how they view professionalism, and what they expect from their providers. How will we, as company leaders and clinicians, respond to these changes?

The only way we can stay ahead of the curve is by being flexible, creative, and tuned in to our humanity. Trust and authenticity will become major currencies as industries struggle to stand out from curated competition. Maintaining our own brain neuroplasticity allows us to discern which developments are beneficial and which are merely passing trends.

In this activating workshop, you will practice science-backed brain hacks to help your mind stay adaptable, forward-thinking, and open to change. Through movement and improv exercises, you will learn to see patterns in ways that AI can never replace. You will be empowered to remember that we are the creators—and AI is our tool.



Athalie de Koning
Creative Director | New Counselling Services (NCS) - Thailand

Athalie de Koning is the Creative Director of New Counseling Service (NCS), a mental health agency serving the expat and Thai community since 2001. Before becoming director, she delivered leadership and development training for NCS for 10 years.

With a background in the Arts and cultural competence education, and raised in a family of therapists and social workers, Athalie became an advocate for holistic mental health and prevention-focused wellbeing. In 2024, she founded the Accredited Counselors of Thailand (ACT), a non-profit initiative upholding international accreditation standards for counselors in Thailand. She is also a sought-after international speaker, with recent appearances at UN, Koktail Magazine, and corporate innovation events.

14:30 – 15:25 Workshop 2

Building Resilience Against Stress & Trauma – In Newsrooms and in the Humanitarian sector

Most newsrooms recognise that stress and trauma pose serious risks to journalists, yet many are still unsure how to respond effectively. Kate Nowlan has spent 20 years building emotional resilience and mental health support within major international newsrooms, media organisations, and NGOs.

As former CEO of CiC, Kate developed global trauma and counselling programmes, delivered workshops, integrated psychological health into hostile environment training and risk management, and helped create a benchmark journalist peer support programme now being replicated across the news sector.

In this interactive session, Kate will share lessons learned from two decades of supporting journalists and humanitarian workers, offering practical tips and exploring the essential pillars of a successful stress and trauma support programme.



Kate Nowlan
Strategic Advisor | CiC Wellbeing - United Kingdom

Kate Nowlan was CEO for almost 20 years of CiC Wellbeing, a leading supplier of mental health services to global newsrooms and leading INGOs. Kate, a psychotherapist, remains a strategic advisor for the company. She has deep experience of helping newsrooms deal with the psychological and emotional consequences of covering conflict, disasters, and mass casualties, and has gone into newsrooms from Asia to the Middle East to train journalists on trauma and emotional resilience. She has also worked closely with INGOs across the globe to build focussed and resilient programmes for those working in conflict zones. A recipient of the EAPA UK Lifetime Achievement Award in 2021, Kate advises news organizations and NGOs on how to build mental health support structures and build a culture of resilience that allows them to lead their teams with confidence on traumatic events. She was President of EAEF from 2012 – 2014.



14:30 – 15:25 Workshop 3

How to Prevent a Crisis from Becoming a Catastrophe - Effective Leadership Consulting When It Matters Most

When disaster strikes, our responsiveness and guidance to management and key stakeholders is crucial to re-establishing workforce stability. How confident are you in providing the services and level of consultancy necessary in the event of a major crisis? Is your EAP ready for this level of consultancy and guidance? Some key questions we will consider: What is your level of trust with the organisational leadership? What is your relationship with those key leaders...with the Executive suite? Do they know and trust you? What do you do well? What skills are lacking? What skills are critical? How do we help organisations better manage risk? We rarely get a second chance to deliver what we didn't effectively deliver the first time.



Nancy Board

Co-Founder & COO | Global Women 4 Wellbeing (GW4W) - United States

Nancy Board is a globally recognized leader in corporate health, wellbeing, mental health, and employee assistance programs (EAP). Her career has spanned the globe, and in the Asia-Pacific region alone, she built an extensive behavioral health provider network across more than 30 countries. Known for her cultural competence and crisis response leadership, Nancy has supported organizations through the aftermath of workplace violence and major disasters—including the 2011 Tokyo earthquake. She has also served as a trusted advisor to senior executives and labor relations officials at the U.S. Postal Service, including the (then) Postmaster General. Today, Nancy empowers corporate leaders to better understand, identify, and support the mental wellbeing of their employees—helping reduce harm and mitigate organizational risk. In 2016, Nancy co-founded Global Women 4 Wellbeing (GW4W), an organization dedicated to advancing gender, health, and pay equity. She is a passionate advocate for creating equitable, healthy, and respectful workplaces where all women can thrive.



Bruce Greenhalgh

Senior Consultant | Mindful Consultant Services - United Kingdom

Bruce is currently Senior Consultant at Mindful Consultant Services. Previously he was Council Director at The Conference Board as well as been Head of Global Wellbeing at Rolls-Royce Aerospace and before that Global Head of Wellbeing at BT (British Telecom). He is a Fellow of the UK Chartered Institute of Personnel and Development and an accredited psychotherapist with the British Association for Counselling and Psychotherapy. Bruce has been working in the Employee Assistance field for over 40 years and his experience has included working with, internal, external and hybrid models of Employee Assistance Programmes. Currently he is providing Critical Incident responses for UK based EAP's.

15:25 – 15:45

Coffee / Tea Break



15:45 – 15:55

Ice Breaker



15:55 – 16:45

**Building Resilience in the Use of AI:
How Do We Maintain High Ethical Standards**

Artificial intelligence is rapidly becoming part of everyday Employee Assistance practice, influencing how employees access support, how services are triaged, how workloads are managed, and how wellbeing data is understood.

Used well, AI can broaden access, reduce waiting times, improve analytics, and allow practitioners to focus more fully on the human aspects of care. Used carelessly, it risks undermining trust, professional integrity, and service quality.

This interactive session invites EAEF members and partners to exchange experiences and explore how AI can be used responsibly within EA services. Together, participants will consider emerging standards, ethical risks, practical opportunities, and the foundations of a future EAEF practice framework for AI in employee support, organisational wellbeing consulting, and operational management.



Anke Luts | President - Employee Assistance European Forum (EAEF) | Belgium
Anke is a clinical and occupational psychologist by training and has been working for Pulso Group for more than 17 years. She is currently a Director and responsible for the Employee Assistance Programme offering, as well as reintegration and crisis management services.

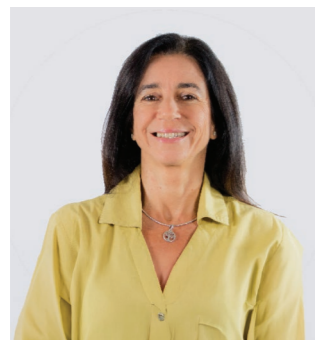
She is also the current President of the EAEF. In this role, she has participated over the past year in an international working group on Ethics in AI in EA Services. Her motivation has always been to maximise the alignment between organisational and individual objectives in a resilient way.

In this interactive session, she aims, together with other facilitators, to co-create a shared narrative on how AI can further strengthen EA services in a way that is ethically responsible.



Kaoru Ichikawa | President - Asia-Pacific Employee Assistance Roundtable (APEAR) | Japan

Dr. Kaoru Ichikawa is a globally recognized employee assistance consultant, researcher, and educator, and a pioneer of Employee Assistance Programs (EAP) in the Asia Pacific region. Holding a Ph.D. in Preventive Medicine, she introduced the concept of EAP to global corporations in Japan and across Asia beginning in the 1990s. As President of the Asia Pacific Employee Assistance Roundtable (APEAR), she has actively promoted the development and expansion of EAP throughout Asia, supporting emerging programs and professional networks across the region. With more than three decades of experience, she is widely regarded as a go-to expert for understanding EAP practices, cultural adaptation, and implementation in Asia. She holds professional licenses in both the United States and Japan, including CEAP-I, LCSW (California), and Licensed Psychologist of Japan.



Andrea Lardani | Co-founder/Managing Director Grupo Wellness Latina | Argentina

Co-founder and Director at Grupo Wellness Latina. More than 20 years of experience in developing, managing and supervising Employee Assistance Programs and Wellbeing Programs in Latin America. Has recruited, trained and supervised EA affiliate networks in eighteen countries in the region. Coordinates and supervises critical incident services in LATAM. Andrea collaborated as Co-chair of EAPA Communications Advisory Panel and has also published several articles such as: "How Covid-19, Gender Violence and Femicide Intersect in Latin America" and "Impact of Covid Lockdown in Spain and Latin America."



**THE EAEF 2026
AWARD**

16:45 – 17:00

**Presentation of EAEF
Innovation Award Nominees**

Presentation of our second group of nominees for the EAEF Innovation Award.



Ketut David-Liege
Secretary
EAEF

17:00 – 17:15

Day 1 - Closing

19:00 – 21:00

Conference Dinner & Presentation of EAEF Award

Join us for dinner and the presentation of this year's EAEF Award!

No dress code. Feel free to wear whatever you'd like!

21:00 – 00:00

**Conference Dinner
"After Party"**

Continue the good vibes at our "After Party".

No dress code.

Feel free to wear whatever you'd like!



DAY 2

Friday, 12th Jun 2026

8:45 – 9:00

Check-in

9:00 – 9:10

Opening Remarks



Anke Luts
President EAEF



Harry Key
President-Elect - EAEF

09:10 – 10:00

From Insight to Action: The One Habit Experience

Building on the opening keynote, this follow-up session invites participants to return to the habits, reflections, and insights sparked on day one. Through a practical “one habit” experience, Kat Thorne will help participants explore how small, intentional actions can support focus, energy, resilience, and recovery in everyday working life. The session creates space to reflect on what emerged during the conference, connect personal insight with professional practice, and identify one realistic habit participants can carry forward.



Kat Thorne
CEO | The Morning Game Changer - United Kingdom

Kat Thorne is an internationally recognised keynote speaker, TEDx speaker, serial entrepreneur, podcast host, and positive habits expert. Following her own experience of extreme burnout after a successful corporate career in the tech industry, Kat now helps organisations, leaders, and teams improve productivity, wellbeing, resilience, and performance through simple, sustainable habit change. She has delivered keynotes, workshops, and programmes for organisations including IBM, the Ministry of Justice, Admiral Financial Services, McCann, and Next plc, working across sectors such as finance, retail, technology, education, and leadership development.

10:00 – 10:45

Employer Roundtable

Join us for this lively and interactive panel discussing the Client/Employer perspective.



Moderator: Liliana Dias
Executive Board Member - EAEF

10:45 – 11:15

Coffee / Tea Break



Breakout Session 2

11:15 – 12:00 Session 1

Connected Reintegration: Building Resilient Return-to-Work Pathways Across Borders

Absenteeism is a cross-border challenge, yet return-to-work solutions are often shaped by national silos. This workshop, presented by Pulso Group experts from Belgium, the Netherlands, Luxembourg, France, Spain, Portugal, and Greece, explores how organisations can build more connected and resilient reintegration pathways. Participants will examine legal, cultural, and clinical challenges across Europe, while exploring a "Connected Reintegration" model that links key actors, legal frameworks, and clinical recovery with organisational resilience. The session offers a practical cross-border perspective on sustainable return-to-work and the value of stronger connections across stakeholders, sectors, and countries.



Audrey Boussart

Senior Consultant | Pulso Group - Belgium

Audrey Boussart holds a master degree in Clinical psychology and has a degree of forensic psychology and cognitive-behavioral therapy. She has 10 years of experience as a clinical and business psychologist. At Pulso, Audrey guides companies with their vision on well-being and implementation of a integrated well-being policy. In addition, she also provides supervisions, workshops and trainings.

11:15 – 12:00 Session 2

From Vendor to Strategic Partner - How EAP earns its seat at the HR table

EAPs are still often seen as external vendors providing sessions and helplines, rather than strategic partners supporting organisational resilience. As workplace wellbeing expectations evolve, providers must demonstrate broader value and contribute more directly to workforce strategy. This interactive workshop helps EAP leaders and professionals strengthen their positioning with client organisations. Through discussion, peer exchange, and practical exercises, participants will identify barriers to strategic partnership and define concrete actions to increase visibility, influence, and impact at HR and leadership level.



Anna Wojciechowska

CEO | EAP24 - Poland

Chief Executive Officer of EAP24 in Poland, with 15+ years' experience in HR consulting and learning & development. Specializes in launching and scaling Employee Assistance Programs in emerging markets of CEE. Recognized for driving initiatives to reduce mental health stigma and normalize help-seeking behaviors across business environment. Proven track record of enhancing engagement through data-driven and culturally relevant support solutions.

11:15 – 12:00 Session 3

Measuring What Matters: Emerging Approaches to Wellbeing in the Workplace

This presentation explores how EAPs and workplace wellbeing providers can move beyond traditional survey-based psychosocial risk assessments toward more continuous, data-informed, and predictive approaches. It examines the limits of classic employee surveys and highlights the potential of digital tools, AI-supported analytics, behavioural data, and longitudinal modelling to detect psychosocial risk earlier and improve prevention. The session also addresses the European regulatory context, including GDPR and the EU AI Act, with a focus on ethical, aggregated, prevention-oriented analytics rather than individual profiling.



Dirk Antonissen

Managing Partner | Faresa - Belgium

Dirk holds a business degree in finance and a master's degree in psychology, with postgraduate training in social science data analysis. He began his career as a psychologist and researcher before transitioning into management, consultancy, and international business, including founding a firm in Central Asia. From 2000 to 2023, he led Pulso Group (formerly ISW), growing it into a European leader in workplace well-being. In 2023, Dirk became Partner at Human & Work, acquired by Telus Health, where he then served as EMEA Lead for Research & Insights. Since May 2026, Dirk has been Managing Partner of Faresa. He previously served as EAEF President and received the EAPA Global Champion Award in 2019 for his contributions to Employee Assistance worldwide.

12:00 – 12:05

Technical Break (5 mins)



12:05 – 12:15

Ice Breaker



12:15 – 13:00

Measurement Outcomes: Presentation of the Health Outcomes & Productivity Estimator (HOPE)

The future of workplace wellbeing will not be shaped only by what we offer, but by what we can meaningfully demonstrate.

This presentation introduces the Health Outcomes & Productivity Estimator, or HOPE, as a practical way to connect employee health, wellbeing, productivity, and organisational impact. It invites EAP and wellbeing providers to think beyond utilisation, activity reports, and anecdotal value, and to consider how outcome measurement can strengthen credibility, guide decision-making, and support more strategic conversations with employers.

It will also explore the realities of measurement, including data quality, interpretation, confidentiality, and the challenge of balancing clinical meaning with business relevance.



Patricia Hearley

CEO & Founder | Rocky Mountain Research - United States

Patricia Herlihy, Ph.D., RN, is the CEO and Founder of Rocky Mountain Research and a recognised researcher and consultant in the Employee Assistance field. Her work focuses on benefit delivery programmes, crisis response, workplace wellbeing, SBIRT, and sexual assault and harassment response. She is also Co-Founder of the International Employee Assistance Digital Archive, housed at the University of Maryland, which preserves and shares research, publications, and historical resources for the EA profession. Patricia has contributed extensively to EAP research and publications, helping advance evidence-based practice, outcome measurement, and the understanding of EAP value.

13:00-13:15

Wrap up and Evaluation

13:15 – 14:00

Annual General Meeting (AGM)

Join the Board of Directors for a recap of EAEF activities, financial status and Election Results.

14:00

Day 2 - Closing

14:00 – 15:00

Lunch Break

15:15 – 17:00

Social Networking Activity

The EAEF team will take the lead in this year's Social Networking Activity. Bring some good shoes and get ready for a fun afternoon!



DAY 3

Saturday, 13th June 2026

8:30 – 18:00

Trip to Lake Bled



We'd love to hear your feedback:



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