

CASE STUDY

Industry
Energy

Customers Served
3.5 Million

Location
National

Employees
2250

How IGS Energy Delivered Real Business Impact Through Well-Being

THE PROBLEM

Even before COVID, IGS leadership saw early signs of strain in employee well-being, particularly among customer-facing teams in high-energy, high-stakes roles.

IGS partnered with Positive Foundry to implement their BetterYet Teams® program, a science-backed approach designed to build practical well-being and communication skills across the workforce.

BetterYet®

THE SOLUTION

- **124** internal Champions certified
- **1,700+** employees trained on science-backed skills, including emotional intelligence, positive relationships, optimism, and resilience
- A short session added to an existing weekly meeting with a brief video, a guided discussion, and a few **practical ways to build well-being and healthy teams**

“ Employees have described the (BetterYet) program as life-changing.”



Alissa Durbin
VP of HR | IGS Energy

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Results at-a-glance

95% employee satisfaction in well-being and culture
HR Grapevine Podcast

94% of employees say IGS is a Great Place to Work
Great Place to Work®, Sept 2025

86% of participants self-reported increased well-being
Post-Program Anonymous Assessment

88% felt a stronger connection to their team
Post-Program Anonymous Assessment

0% attrition in the acquisition of a 500-employee company*

**Acquired a 500-person company and implemented BetterYet® immediately following. No one from the acquired company left IGS during the transition.*

Today, Positive Foundry continues its partnership to support and sustain culture and well-being at IGS.

How the Program Took Root

IGS leaders were looking for a way to go beyond traditional engagement efforts “We wanted to offer more to our employees from a mental health standpoint. We wanted focus on development, authentically uplift the whole human, and help them learn skills to flourish,” said Jenni Kovach, Chief People Officer at IGS.

IGS partnered with Positive Foundry to bring BetterYet Teams® to its workforce. The program focuses on practical, science-backed skills that help employees build emotional intelligence, strengthen relationships, and navigate challenges both at work and at home.

Rather than a one-time initiative, BetterYet Teams® became part of the rhythm of work through short, weekly sessions. A network of 124 certified internal Champions, led the sessions with open dialogue and shared learning, creating healthier teams, stronger engagement, and lasting results.

Following the initial year-long program, IGS introduced monthly reinforcement through corporate communications, executive videos, the company Intranet and quarterly events led by Positive Foundry. Today, all new employees are introduced to BetterYet Teams® through a 10 week cohort and IGS continues to spotlight one skill each quarter with new content, employee stories, and encouragement to practice.

Employees feel the impact personally, applying skills both at work and at home.

I now practice gratitude daily, which Positive Foundry helped bring back into my life. It's also changed how I show up at home — instead of being distracted, I ask my daughter, 'Tell me more.' A simple nudge helped bridge communication at work and at home.



Jenni Kovach
Chief People Officer | IGS Energy



Culture in Action

BetterYet Teams® is embedded in the culture at IGS as a key component of their commitment to well-being and whole person growth and development.

“Despite the significant shift to remote and hybrid work, team engagement has reached new heights.”

- HRO Today, feature on IGS Energy

“We’ve really moved from professional development to whole-self, whole-life development.”

- IGS 2024 Social Impact Report

Sustaining Momentum as IGS Grows

IGS continues to build on this foundation by using BetterYet Teams® to sustain momentum and evolve its culture to support a growing organization. Today, that work includes:

- All new-hires participate in 10-week BetterYet Teams® cohort
- All-employee access to BetterYet® training
- One skill highlighted quarterly
- Content on employee social platforms
- Ongoing company-wide communications
- Quarterly online BetterYet® workshops

With the acquisition of Just Energy, IGS has scaled beyond \$1B in revenue while keeping people at the center. That commitment was once again recognized with **Great Place to Work®** certification and **The Top 100 Inspiring Workplaces** list in 2025.