



CCI FRANCE MYANMAR

ပြင်သစ်-မြန်မာ ကုန်သည်ကြီးများအသင်း



PSYCHOLOGICAL SUPPORT TO EMPLOYEES IN MYANMAR

JOINT HOTLINE PROJECT WITH CITTA CONSULTING

INTRODUCTION

Now more than ever, because of the impact of one year of pandemic and of the recent political events, employees in Myanmar have to cope with pressure due to:

- The loss of hope and confidence in the future
- The fear for their personal safety and that of their loved ones
- The reduction of their income and its impact on their families
- The social isolation resulting from lockdowns, curfew, WFH
- Possible losses of friends and relatives because of the Covid-19
- Having to work from home in unproper conditions
- Work pressure because of high objectives in a crisis economy...

INTRODUCTION

Without proper support, this additional pressure can lead to:

- The loss of motivation and productivity at work
- Stress, tension, conflicts at work and in their private lives
- Depression and long-term health/mental problems
- Dangerous and erratic behaviour
- Suicide in the worst cases



OBJECTIVES

This project launched by CCI France Myanmar aims at providing psychological support to all the employees working for our Members, through a hotline:

- Dedicated number and time slots for employees of our Members
- Free of charge for the employees (cost covered by companies)
- Support provided by trained professionals from Citta Consulting
- Guarantee of anonymity and confidentiality



CITTA CONSULTING



Citta Consulting is a social enterprise employing trained professionals providing EAP counselling:

- Not using medication but through other psychological and behavioral methods to facilitate mental, emotional and behavioral changes in a person
- Short-term with session limit, solution focus with specific target problem
- Emotional support, skill-teaching and referrals for symptom management and problem resolution
- Confidential and private in a safe and non-judgmental environment
- Case management and Care Coordination with collateral, such as supervisors, employers, doctors, other support providers

CITTA CONSULTING



Citta Consulting's strengths:

- Positioned to cater to unique needs of Myanmar workforce
- Culturally and linguistically competent
- Local knowledge expertise
- Global mental health standards and experience
- Comprehensive services, with focus on wellness and growth
- Counselors supervised by Masters' level psychotherapist licensed in United States of America
- Ethical with high standards of care

CITTA CONSULTING



Daw Su SU Maung

M.A. Counselling Psychology
CITTA Consultancy

"I have been amazed at how creative, kind, fun and determined the people of Myanmar have been. I also listened to people's stories - taxi drivers, my friends and family, teachers, entrepreneurs, professionals - and I hear that they need help with empowering their mindsets for change. If they have the knowledge, the will and motivation, and the soft skills, they can become successful with their technical and professional endeavors. I have been trained in psychology and behavioral change so I know I can help with this. I truly believe that when the people have strong social, emotional and ethical skills, they can shine so bright and achieve great things for our country."

Su Su Maung, MA, LMFT, BC-TMH, DMHC, CMHIMP is a Licensed Marriage and Family Therapist in California (MFT51546), a Board Certified Telemental Health Provider (BC-TMH 342), a Certified Mental Health Integrative Medicine Provider, and Disaster Mental Health Counselor. She is also the Principal Consultant of Citta Consultancy, psychological consulting agency that is a social enterprise in Myanmar. She focuses on cross-cultural issues, life transitions, identity development, workplace wellness, intimacy issues, women's issues, relationship difficulties, community wellness and inter-generational and complex trauma healing. She is multilingual in Burmese, conversational Mandarin, and English. She currently provides online counseling via the HIPPA compliant video conferencing site at Doxy.me and has in-person psychotherapy consultation sessions for limited number of clients at her location in Oakland, California. She is also able to meet with new clients in Myanmar or Singapore via video conferencing through other platforms as the regulations there permit her to do so. She is on the provider panel for Spring Health .

You can check Su Su Maung's professional profiles at these sites:

- [Citta Consultancy's Website](#)
- [Therapy Den](#)
- [Counseling California](#)
- [Instagram](#)
- [Linkedin](#)

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Other counselors:

- Ma Nang Kyi Pyar Maw (B.Pharm, B.A. Psychotherapy, Certificate in Life Coach, Certificate in Cognitive-Behavioral Therapy, Certificate in Telemental Health, Certificate in Neurolinguistic Programme)
- Ma Myint Myint Khine (B.A. in Journalism, Graduate Diploma in Clinical Psychology, Post-Graduate Diploma in Applied Psychology, Lincoln Scholarship Recipient)
- Shwe Yee Zaw (B.A. in Philosophy, Certificate Diploma in Human Resource Management, Diploma in Applied Psychology)

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Other counselors:

- Christina Moe (B.A. with honors in Psychology, M.A. in Psychology, Level-1 Coaching Certificate)
- Soe Paing Hein (M.Sc. in Counseling Psychology, Post-Graduate Diploma in Applied Psychology, Certificate in mhGAP, MBBS, Diploma in Family Medicine)
- May Zaw Naing (M.Sc (Counseling Psychology), Certified Trauma Professional (CTP). Post-Graduate Diploma in Applied Psychology, Certificate in mhGAP, MBBS)

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All counselors:

- Are supervised closely by Principal Consultant
- Follow the ethical codes of American Counseling Association, American Psychological Association, California Association for Marriage and Family Therapist, and International Employee Assistance Professionals Association

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Additional information about Citta Consulting:

- [About Citta Consulting](#)
- [Citta Work Consultancy](#)
- [Tree Line Path](#)
- [Citta Consultancy's Website](#)
- [Citta Consultancy's Facebook page](#)

PACKAGES

Citta Consulting is offering a **special 30% discount** to the companies Members of CCI France Myanmar participating in this joint project.

- Price for Member companies paying for their own employees:
 - 20,000 MMK/call (30 min./call), instead of 30,000 MMK
 - Possibility to set up a maximum number of calls per month and a maximum duration
- Sponsorship package for companies offering free calls to any employee in Myanmar:
 - 2,000 USD for 100 calls per month (30 min./call)
 - Includes logo on banners and communications
 - Includes mentions in all press and media relations
 - Possibility to cover for more calls or for several months

HOW IT WORKS

Procedures for Hotline Services with Citta Consulting:

- Dedicated phone number for the Members of CCI France Myanmar
- Hotline calls hours are between 8am-6pm, Tuesdays to Saturdays / 9am-11am on Mondays. For off service hours emergencies, please send an SMS.
- The employee calls the hotline number to request counseling. The office assistant arranges for the earliest available counselor to call the employee back with one hour.
- The numbers of calls, with the name of companies, will be tracked anonymously for reporting and invoicing purpose.

HOW IT WORKS

Services offered by participating CCI France Myanmar:

- Promotion of the operation among our Members to find sponsors and companies willing to participate.
- Promotion of the operation among our contacts and communication.
- List of participating companies with details (contacts, number of calls and months covered, ...) sent to Citta to facilitate reporting and invoicing.
- List of sponsors with details (number of calls and months covered by sponsor...) sent to Citta to facilitate reporting and invoicing.
- Follow-up and reporting to sponsors and Members.
- Reporting and communication at the end of the operation.

HOW IT WORKS

Procedures for invoicing for individual companies:

- CCI France Myanmar will send the list of Member companies who have agreed to cover the cost of calls for their employees to Citta.
- CCI France Myanmar will provide Citta with contacts, details for invoicing, maximum number of calls, duration (number of months), and other details.
- Citta will closely monitor the number of calls according to the limit of maximum number of calls per month set up by the companies.
- Citta will report to and invoice these companies directly (monthly invoice).

HOW IT WORKS

Procedures for invoicing for sponsors:

- CCI France Myanmar will send the list of sponsors who have agreed to cover the cost for any other employee in Myanmar.
- CCI France Myanmar will provide Citta with the details (number of calls and of months covered, ...).
- CCI France Myanmar will receive the payment from sponsors in advance to cover the cost and to establish in advance the maximum number of free calls.
- Citta will closely monitor the number of calls according to the limit of maximum number of calls per month paid by the sponsors.
- Citta will report to and invoice CCI France Myanmar for these sponsored calls (monthly invoice).
- CCI France Myanmar will report the number of calls to their sponsors.