



**ADAPTIVE MINDSET™**

**Syniverse®**

# SUCCESS STORIES

## Boosting Resilience of Mobile Communications Company



### TRACOM Resiliency Training is Part of Wellness Effort for Global Workforce

Faced with rapid change in technology and a highly competitive global marketplace, Syniverse, a leading mobile communications solutions company, has identified resiliency training from TRACOM as part of an overall employee wellness solution.

For most businesses, the pace of change is accelerating and people are under more stress than ever before. According to the American Psychological Association, 69% of employees report that work is a significant source of stress and 51% of employees say they are less productive due to stress. For example, they have difficulty focusing on tasks, they make more errors, or miss deadlines.

*“Sixty-nine percent of employees report that work is a significant source of stress and 51% of employees say they are less productive due to stress. For example, they have difficulty focusing on tasks, they make more errors, or miss deadlines.”*

— American Psychological Association



*“We operate in some 30 countries and sell to some of the largest companies in the world including mobile operators, retailers and even financial services firms,” said Julie Capsambelis, the company’s manager of organizational development. “The underlying technologies and competitive landscape are constantly changing and our people need to be able to deal with change and stress productively.”*

TRACOM’s *Developing a Resilient Mindset* assessments and training were being implemented as part of robust wellness initiatives that also include, an onsite clinic, health coaches and measurable health goals. The objective of the program is to address not just employees’ physical health, but also their mental well-being.

*“We have high expectations for our employees in terms of productivity and contributing to our ongoing growth,” said Capsambelis. “It’s our responsibility to give them the resources they need to achieve. The *Developing a Resilient Mindset* curriculum does that.”*

The company has headquarters in the U.S., but operations throughout the world. While the initial training was instructor-led, the company needed a different model for global execution. TRACOM developed a model that would allow for both in-person and web-based training in multiple countries. All participants will still receive the resiliency profile regardless of the training format.

To ensure the tools given through training remain fresh and are being utilized, the company has set up a reinforcement program called the “Virtual Coffee Break.” The Virtual Coffee Break is a series of follow-up meetings hosted by Resilience Champions. The Champions will partner with the training team to develop topics and activities that connect resiliency skills directly to the challenges employees face in their daily work-life.

*“We believe we can help people recognize the opportunities that come with change and develop the mindset to embrace it. People will develop a greater sense of control, do their jobs better and thrive in an unpredictable environment,” said Capsambelis.*

Read more Success Stories at: [www.tracomcorp.com/successstories](http://www.tracomcorp.com/successstories)

## About The TRACOM Group

The TRACOM Group provides the “Ah Ha’s” to people as to how and why they act and interact with the world around them the way they do. We do this by teaching people about the core elements of an individual: their behavior, their emotions and their mindset and the impact these elements have on them each and every day. We call these core elements Social Intelligence and most people are completely unaware the impact that these elements have on them each and every day in how they interact with others and how they frame what is happening in the world around them. Learn more at [www.tracomcorp.com](http://www.tracomcorp.com)