

SUCCESS STORY

Boosting Resilience of Mobile Communications Company

syniverse

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INDUSTRY:

Communications

CHALLENGE:

"The underlying technologies and competitive landscape are constantly changing and our people need to be able to deal with change and stress productively."

JULIE CAPSAMBELIS
Syniverse Manager of Organizational Development

SOLUTION:

Adaptive Mindset for Resiliency

OVERVIEW

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.

THE CHALLENGE

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.

"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."

THE SOLUTION

TRACOM's Developing a Resilient Mindset assessments and training were being implemented as part of robust wellness initiatives that also include, an on-site 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.

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WHY RESILIENCY?

Resilience is the ability to bounce forward in times of adversity and to see challenges as opportunities for growth. When we work in a world where change is constant and inevitable, resiliency skills are crucial.

Studies show that "initiatives and programs that foster a resilient and mentally healthy workplace returned \$2.30 for every dollar spent — with the return coming in the form of lower health care costs, higher productivity, lower absenteeism and decreased turnover."

-  **21%** more likely to positively influence others during times of change
-  **16%** better at consistently performing at a high level
-  **18%** more constructive in building a positive culture
-  **19%** better at helping others navigate through change

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