

***Making Change Successful, not Stressful™*** (MCSS) is the Institute’s 20-year proven five-module training-plus-team development program. MCSS provides the skills and focuses the motivation essential for individual staff and for teams to contribute fully to *corporate success in the change journey*. MCSS’ five [Change-Mastery skill sets](#) empower staff to:

- *Make personal sense of change, uncertainty and stress*
- *Respond successfully to change for winner results*
- *Get past stress, worry and anxiety*
- *Create ≥ 30% more work satisfaction ... the “wins” of change*
- *Re-engage themselves in win-win work relationships*
  - *building an engaging “win-win 10” team culture*
  - *preparation for win-win team problem solving for team KPI success*

### *Clients’ Results*



➤ **MCSS results:** Staff ensure corporate changes succeed

- ✓ *Corporate Vital Signs™* online aggregate report shows ...
- Work stress ↓32%    • Work satisfaction ↑38%
- Job commitment ↑62%
- ✓ Client KPI metrics include ...

#### *TelCo CSR's*

- Key staff turnover ↓49%    • Productivity ↑ 7%
- Grievances ↓32%    • Customer service ↑17%
- Disability lost days ↓52%    • Service quality ↑13%

#### *Refinery: Team managers and engineers*

- Work environment improvements (9 factors) ↑28%
- Productivity gains from team win-win proposals ↑19%

### Contact

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