

## Appendix 2

### Most Significant Change (MSC) Story Guidelines

The MSC method involves three main steps:

1. Collection of Significant Change stories from project participants.
2. Selection of Most Significant Change story, and identification of key themes.
3. Documenting and communicating the Most Significant Change stories in a report so that the program can be improved, and so others may learn about the program and its effects.

You can write or communicate your story in any way you like. [The questions are provided as prompts to help frame your story; you can write as much or as little as you want for each point.](#)

- How has COVID-19 pandemic affected your life: Personally and Professionally?
- How were you feeling before the program began?
- Which aspects of the [insert organisation] program did you make use of/experience/participate in?
- Did anything in your life change, either professionally or personally as a result of the 'Leading Kindness COVID-19 Toolkit' wellbeing program?
  - o YES/NO If your answer is NO, please tell us why you think this was the case.
  - o If YES, what changed? (How are things different now?)
- Why do you think these changes happened?
  - o When did the change/s happen?
  - o How did the change/s to happen?
- What was the most important change for you? And Why was this change so important for you?
- Did you have any 'AHA' moments as a result of the 'Leading Kindness COVID-19 Toolkit' wellbeing program? What were they?
- Is there anything else you would like to tell us about your experience of the 'Leading Kindness COVID-19 Toolkit' wellbeing program?
- Is there anything you would like to suggest about further development of the 'Leading Kindness COVID-19 Toolkit' wellbeing program?