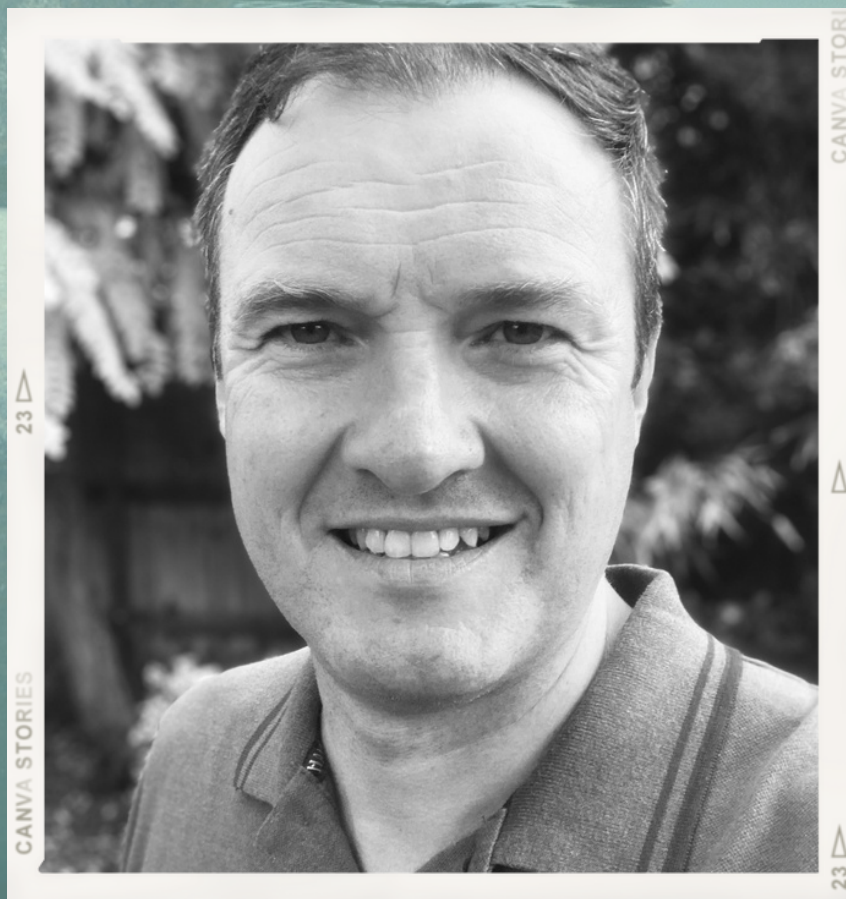


# OYSTER OUTCOMES MONTHLY SPOTLIGHT MEET OUR ASSOCIATES

**NEIL STEAD**

**Associate Consultant and i-act  
Instuctor**





*Welcome Neil, thanks for joining us today,*

### **Can you tell us about your background?**

"I've been extremely fortunate to have spent over 30 years working for The John Lewis Partnership. Having undertaken a number of roles across Waitrose, John Lewis and Pan-Partnership, I've learnt a lot (and I mean a lot). And now is the time for me to use this wealth of experience, skills and capabilities to support other organisations to grow, evolve, thrive or simply just be more efficient.

My biggest achievement has got to be the creation, launch, ongoing evolution and operational management of the highly successful 'myWaitrose' loyalty programme for Waitrose. At its inception it was seen as a 'market-leading proposition' within the retail sector. Working alongside my team and many others involved across the business, I helped achieve extremely positive levels of customer satisfaction – and this drove significant contributions to the business's results. The myWaitrose brand loyalty scheme is a legacy I'm immensely proud of."

## **What do you love about mental health training?**

"Driven by my own lived experiences, I have placed a focus on my mental health and well-being. And I now provide support to others by delivering the i-act training online. The i-act training model gives practical guidance and tools for how we might improve our own mental health and wellbeing, and support others who may have a mental health or wellbeing issue. Specifically targeted at the workplace it informs participants as to what they need to know and offers tools for addressing and improving mental health and wellbeing for themselves and their colleagues."

## **How can mental health training help when times are still so ambiguous?**

"Mental health training can help employees become more aware of what can help or harm the wellbeing of themselves and others, whether this is at work or in the home.

While we know it's not always possible to remove everything that can be detrimental to our mental health, the training can help individuals build resilience to stress. The training also provides tools that can be used to support a proactive approach to managing well-being in the workplace, or at home."

**Please can you tell us about your offering through Oyster Outcomes?**

"As an Associate Consultant my services are designed to provide expert guidance and support across strategic, operations, customer experience and employee well-being areas of a business.

I use my depth of experience to provide a client-focused approach, where I work with the client to explore their business challenges, enabling them to define and achieve positive outcomes. I place emphasis on ensuring the optimum balance between the needs of the business and that of the employees."

**Finally, how would your consultant clients best describe your style?**

"A people person (Friendly and empathetic)  
A good listener  
Clear & methodical  
Supportive"

*Thanks Neil, it was great talking to you  
and good luck with your offering.*

*Kayleigh  
Oyster Outcomes*

***To find out more about Neil and his  
coaching visit***

***[www.oysteroutcomes.co.uk](http://www.oysteroutcomes.co.uk)***



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