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Mr Simon Rustom

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Dear Simon

I'd like to thank you for the excellent support provided by both yourself and Aubyn, during our period of working together.

The outputs of this work have now been turned into a series of workshops that will be used to develop a local cultural change plan. This will augment and dovetail with a management development programme that has been designed alongside.

Certainly the working methodology utilised by both of you very much facilitated the design process. Aubyn, in particular, was part coach, part consultant/advisor throughout this process. This felt both challenging and enjoyable and brought about, what I believe to be an excellent result.

Thanks again. I look forward to working with you both again should the opportunity arise.

Very best wishes.

Yours sincerely,

Andy Smith
Head of Newport Contact Centre



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