



Lynne Jones
— Therapeutic Mentoring —

CASE STUDY

Transforming Wellbeing in the Construction Industry

Client: Wates Residential – Wales

Programme: Mastering Your Stress Bucket

Background

Wates, a fourth-generation family business with over 125 years of history, had already invested significantly in digital wellbeing tools. Yet, an organisation-wide survey revealed a gap: despite the investment, employees weren't experiencing the level of wellbeing improvement the company hoped for.

Wates Residential – Wales wanted more than a tick-box initiative. They were aiming for a genuine cultural shift -one that strengthened wellbeing, encouraged openness, and supported people at every level of the business.

The Challenge

Existing wellbeing initiatives weren't creating meaningful change

Employees needed practical, relevant, and personal support in a high-pressure, fast-paced industry

The culture required a shift toward openness in an environment where talking about stress can be difficult

The Solution

After in-depth conversations with the Managing Director, I recommended my Mastering Your Stress Bucket programme - a neuroscience-informed, relational approach designed to create real, sustainable change.

The programme focused on:

- Understanding the true causes of stress through accessible neuroscience
- Creating safe, confidential spaces for honest conversations
- Helping individuals build personal insight, self-regulation, and take responsibility for their own experiences
- Supporting compassionate leadership and healthier workplace relationships

Year-long Implementation Included:

- 11 group training sessions for all staff - from site workers to directors
- One-to-one mentoring to address individual needs for all staff
- Careful scheduling to minimise operational disruption

The Results

Key Outcomes

- 80% of participants reported significant benefits
- 94% learnt practical ways to improve their wellbeing
- 98% felt more aware of how to support themselves and others
- 84.5% reported increased awareness of their own need for regulation
- Wellbeing scores rose from 62% to 72% among those who completed the programme.

Cultural Impact

- Employees began requesting additional one-to-one support, a first for the organisation
- Internal surveys showed a 10% increase in wellbeing scores across the business
- 80% of participants highlighted the training and personal support as a standout experience
- Communication, engagement, and sense of community strengthened across all levels
- 6mths later and the MD reported no absence in his team were due to stress/anxiety

Client Feedback

Director:

“Nobody complained about the training, which is rare and people actually asked for more sessions. Which we implemented straight away.”

Employee:

“It helped me to better understand the personal issues I'd been dealing with and how to get past these using specific techniques. The level of care and expertise shown by Lynne was brilliant.”

Conclusion

For Wates Residential – Wales, investing in people has proven to be both a moral and strategic decision. The Mastering Your Stress Bucket programme not only improved individual wellbeing - it laid the foundations for a more connected, resilient, and compassionate workplace culture.

This case study demonstrates the power of combining neuroscience, relational support, and practical tools to create meaningful, lasting change in even the highest-pressure industries.