

# CASE STUDY

## Leonardo Helicopters



## Training and Supporting International Clients

### Background

Leonardo Helicopters provides specialised mechanical and avionics training to clients who operate and maintain their own aircraft. Leveraging a highly skilled and experienced team of engineers, Leonardo supports a diverse client base including the UK Ministry of Defence, Algeria, Japan, the Philippines, Canada, Indonesia, Poland and Norway among others.

While instructors were initially sent to local colleges for Level 3 teacher training, this approach created a development gap. The team required targeted preparation to deliver training effectively to an international audience with diverse cultural and technical needs.

Understanding and anticipating the varied requirements of international personnel attending the Leonardo Training Academy in Yeovil posed a significant challenge for the support team. Committed to excellence, the staff were eager to tailor their approach to meet all clients' needs and deliver the highest quality training experience.

### Our Solution

We developed a customised training and development programme designed to meet the diverse needs of both experienced and new instructors.

The programme delivered:

- Learner-centred training techniques that enhance engagement and adaptability
- Specialist methods and tools to effectively overcome language barriers and navigate cultural differences in the classroom
- Practical skills to provide optimal support for international personnel attending the training academy in Yeovil

This targeted approach ensured instructors were fully equipped to deliver inclusive, effective training across a multicultural environment.

## Outcomes and Impact

The programme was a resounding success. Instructors reported a heightened awareness of their influence within the training environment and demonstrated the capability to:

- Deliver learner-centred training using six proven techniques
- Anticipate and mitigate cultural influences on learning
- Enhance communication skills tailored for non-native English speakers
- Effectively overcome language and cultural barriers
- Design engaging, effective materials and activities
- Identify and address diverse student abilities and language levels
- Drive increased student participation and overall success

This transformation has equipped instructors to create more inclusive, dynamic, and effective learning experiences across diverse international cohorts.

*“The training has transformed how our instructors approach the classroom. Rather than simply delivering content, they now engage participants in active problem-solving, discussion, and reflection. We’ve seen a measurable increase in learner participation, confidence, and retention of knowledge. Most importantly, our trainers feel empowered and motivated — they can see the difference they’re making. This programme has raised the standard of training and support we provide our clients.”*

*Chris Wilson, Customer Training Manager  
Training Academy, Leonardo Helicopters*

## About Sterling Training

Since 2015, Sterling Training has been a trusted partner to the British Army and international military and defence organisations, delivering programmes that elevate operational effectiveness, deepen defence engagement, and advance professional competence and service standards. Our expertise spans:

- Specialist defence instructor development
- Tailored cultural and linguistic preparation courses for international military personnel
- Comprehensive operational and technical training programmes
- Customised product and military language training

Our distinctive, intelligent and discussion-driven training approach is highly valued across defence communities for driving sustainable, long-term transformation. By combining practical skills with strategic insight, our programmes consistently deliver measurable return on investment while accelerating organisational growth and individual excellence.



**Sterling Training Ltd**, 30 – 33 Palmerston Road, Southampton, Hampshire, SO14 1LL, United Kingdom

Tel: +44 (0)23 80216568 | [info@sterlingtraining.org.uk](mailto:info@sterlingtraining.org.uk) | [www.sterlingtraining.org.uk](http://www.sterlingtraining.org.uk)

NATO Code: U12B3 | UK Company Reg Number: **9461041** | VAT number: **GB206 5757 05**