

CASE STUDY

Harnessing and developing new talent



tmGroup

Background

tmGroup is a leading provider of property data and technology services, supporting legal and conveyancing professionals across the UK. With a focus on innovation and service excellence, tmGroup recognises the importance of developing its next generation of leaders to drive future growth in an ever-changing industry.

Sterling has worked with tmGroup since 2015, delivering a successful series of soft skills and short management workshops in topics such as business writing and assertiveness. In 2021, the business asked us to design a bespoke Future Leaders programme – a tailored management development journey. The purpose was to harness leadership potential and equip emerging managers with the confidence and skills to succeed in their current roles and to prepare them for the future.

Our Solution

Sterling Training collaborated closely with tmGroup's senior leadership and HR teams to design a fully customised programme that reflected the organisation's culture, values and business objectives.

The **Future Leaders Programme** combined practical workshops, self-reflection, and peer learning to create an engaging and high-impact learning experience. Core modules included:

- **Management Communication** – developing clarity, confidence, and influence as a new leader
- **Building Trust in Teams** – fostering collaboration and accountability across departments
- **Time Management and Prioritisation** – balancing multiple demands effectively
- **Delegation and Empowerment** – enabling others while managing performance
- **Mindfulness and Resilience** – maintaining focus and wellbeing under pressure
- **Performance Management** – holding constructive conversations and developing team and individual capability

Each cohort participated in interactive sessions supported by real-world scenarios drawn from tmGroup's working environment, ensuring immediate practical application.

The success of the first cohort led to the programme being extended and repeated for three consecutive years, supporting a growing pool of emerging leaders across the business.

Outcomes and Impact

The **Future Leaders Programme** has delivered lasting value for tmGroup:

- **Leadership pipeline:** A clear pathway now exists for developing new managers, ensuring continuity in leadership capability.
- **Improved confidence and communication:** Participants reported increased confidence in managing people and communicating effectively across the organisation.
- **Stronger team culture:** The programme strengthened collaboration and trust, helping to embed tmGroup's values across departments.
- **Sustained success:** Following outstanding feedback, Sterling Training has delivered three annual cohorts, each refining and building upon the previous year's learning experience.
- **Organisational impact:** Graduates from the programme have gone on to take on new responsibilities and leadership roles within the business.

"The Future Leaders Programme has been one of our most successful development initiatives. The bespoke, practical approach from the Sterling team helped our emerging managers grow in confidence, build strong leadership skills and, most importantly of all, apply what they learned immediately. It's been so effective that we've seen real ROI in the growth, confidence and effectiveness of the attendees – a real testament to its impact."

*Dan Creed
Head of Human Resources*

About Sterling Training

Since 2015, Sterling Training has been designing and delivering programmes that enhance effectiveness, build employee engagement and raise professional competence and service standards worldwide. Our expertise includes:

- **Core professional and interpersonal skills**
- **Leadership and management development**
- **Specialist trainer training and instructor development**
- **Cultural awareness**
- **Professional coaching**

Our best work is done when we are allowed inside the business workings and can recommend solutions to problems. That way, whether it's dynamic live online sessions or face-to-face experiences, we'll help achieve organisational ambitions by ensuring your teams have the capability and skills to deliver on the outcomes you seek.



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

Tel: +44 (0)23 80216568 | info@sterlingtraining.org.uk | www.sterlingtraining.org.uk

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