



CASE STUDY

Trusted advisors and Learning & Development Partners



SOCOTEC UK

Background

SOCOTEC UK is the UK arm of the global SOCOTEC Group and the UK's leading provider of testing, inspection and compliance services across infrastructure, environment, building and real estate. SOCOTEC serve over 5,000 companies and have around 2,000 staff in the UK alone.

When SOCOTEC approached Sterling in 2019, initially to enhance management capability across its teams, it became clear that traditional, theory-heavy training was no longer effective. The organisation wanted a fresh, practical approach to developing the soft skills and management behaviours needed to drive performance in a changing industry.

A long-term partnership was formed with SOCOTEC to design and deliver a programme of learner-centred training, tailored to the company's operational context and culture. This partnership endures to this day and the breadth of the range of programmes available to SOCOTEC staff, both bespoke and off-the-shelf has increased year on year.

Our Solution

Just after COVID started in 2020, Sterling Training worked closely with SOCOTEC's learning and development team to design a modular management development programme that reflected the realities of managing within a technical and compliance-driven environment. Rather than relying on generic theory, each workshop was built around real-world situations, encouraging participants to apply practical tools and frameworks directly to their day-to-day challenges.

The programme began with an in-depth assessment phase to identify the management strengths and development needs across more recently promoted managers. This insight shaped a pilot programme called The New Manager, covering topics such as management communication and influence, performance management, planning and prioritising.

Delivery started live online and sessions were highly interactive and focused on building confidence, self-awareness and accountability. Following excellent feedback, delivery was phased across multiple business units to ensure consistency and prompted managers to practice and embed learning between sessions.

Outcomes and Impact

With over 150 managers and supervisors completing management and team leader training with us since 2020, SOCOTEC appointed us as one of their official L&D partners. Now, a much wider range of training, coaching and team development packages are available to SOCOTEC staff, via their internal brochure. Many programmes have been delivered across the business, including communication and assertiveness skills, team building, trainer training and Excel skills, to compliment its growing and highly successful Apprenticeships programmes.

Feedback from participants and managers has consistently highlighted the practical, relevant nature of the sessions and an immediate impact on communication, team motivation and decision-making. Managers have reported increased confidence in handling difficult conversations and a stronger sense of ownership for team performance. The programmes are also contributing to improved cross-departmental collaboration, with leaders applying consistent frameworks for managing people and projects.

"Partnering with Sterling Training has supported the SOCOTEC management transformation journey. Their practical, learner-centred approach has strengthened capability across our teams, improved collaboration, communication and contributed to our growth and ongoing success. Their programmes don't just teach skills – they enhance the way our teams work, communicate and grow across all areas of the business."

Lisa Massey

Human Resources Director, SOCOTEC UK

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.



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