

# CASE STUDY

## Royal Oman Police



## First Administration and Supervisory Skills for First Lieutenants

### Background

The Royal Oman Police are passionate about developing their staff and there have been longstanding leadership programmes for ranks of Captain, Major and Lieutenant Colonel for many years.

In 2024 the Director of Training decided to extend this to the rank of First Lieutenant to provide even greater employee engagement, professional development opportunities and to enable them to meet the ever-changing challenges of policing. Sterling Training Ltd was chosen as a new provider for this important layer of first line management.

### Our Solution

In 2024, we designed a training and development programme to meet ROP's explicit needs, with initially a 5-day and then a 7-day programme which addressed the important administrative and management skills required by officers at this level.

Planned to be delivered at ROP's famous Academy in Nizwa, Oman, most programmes of this nature are interpreted from English into Arabic. Seeking the highest permissions to demonstrate Sterling's experiential, learner-centred methods, we adapted the programme to suit those with a wide range of English skills from A1 to C1, negating the need for interpreters and therefore minimising the resource and cost impact to ROP.

Outcomes for the course include enabling participants to:

- Clearly comprehend the importance of the role of the manager and the difference between leadership and management.
- Use ROP's vision and values to devise local and departmental goals to ensure their teams contribute to achieving ROP's strategic goals.
- Communicate more effectively with peers, seniors and subordinates
- Manage the performance of their staff to ensure high performance is rewarded and underperformance is challenged
- Manage their time and tasks more effectively, ensuring all ROP resources are appropriately employed.

## Outcomes and Impact

This programme of training and development is designed for ROP's new generation of leaders, preparing them for the challenges of task and people management in Oman's exciting new future.

Participants describe the course as revolutionary, noting the practical application of the learning being so impactful, that they were inspired to try new techniques immediately.

ROP senior leaders at both the Headquarters and the prestigious Academy are very happy with the professionalism and care with which the training is delivered, and the tangible and observable outcomes.

As a result:

- participants are adopting a more balanced style, reflective of the new generation of ROP personnel
- teams are benefiting from greater clarity on expectations, direction and purpose.
- there is a stronger pipeline of leaders aligned with ROP's organisational needs.

***"The Royal Oman Police would like to express its appreciation for the exceptional and effective courses provided by Sterling Training. The feedback from our officers has been excellent and they have commented on how the course offers practical skills which will help them to manage our valuable personnel both now and into the future."***

***Lieutenant Colonel Yahya Ali Al Anbouri,  
Asst Director of Training, Royal Oman Police***

## 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**