



## TESTIMONIALS FOR SOPHIE AND THE SNCL TEAM

“ULHT has been working and collaborating with Sophie for the last 3 years. We started in 2021, when she worked with us to develop a coaching programme for leaders across all levels of the organisation. We started with a concept, and Sophie was able to support us in creating a development programme that suited our requirements and supported our leaders to develop their coaching skills. Our ask was that we wanted to develop leaders across the organisation to improve their coaching skills, and we wanted a workshop format over several sessions. We were recommended Sophie Norton, via the NHS Leadership Academy, who had been working with Sophie for a number of years. Once we started discussing our needs, Sophie, was warm, friendly and easy to do business with. She was able to provide a clear and concise package of options, with prices, she turned these around quickly and they were presented in a professional manner. She was able to provide us with something that suited our needs, and she also worked with us to contextualise the content. As part of our discussions, we also discussed offering something unique, a set of coaching packages for senior leaders, we wanted to be able to offer external coaches for our senior leaders, so they might discuss their career progression, challenging situations, and interpersonal relationships. Sophie was able to provide us again with a clear pricing structure, which meant that we were able to go ahead and pre-purchase the products from her.

During our time working with Sophie, she has (so far) delivered 8 cohorts of the ‘Coaching for Leaders’ programme - this has meant that there are now more than 100 leaders in the organisation who can put their coaching skills into developing their team and organisation. Feedback is always extremely positive and achieves a high recommend rate. For the executive coaching packages, Sophie had developed and created bespoke packages, where senior leaders have their pick of an executive coach from the SNCL coaching team. These sessions are delivered outside the organisational lens and offers senior leaders the ability to discuss internal matters confident of the confidentiality that Sophie's team affords. One of the things I have been extremely pleased about is, as mentioned before is how easy Sophie is to do business with, she is positive, supportive, and very organised. This allows me to carry on with my day job, knowing that these programmes of work almost look after themselves”.

*Catherine Smith, People Promise Manager - Coaching Culture lead, United Lincolnshire Hospitals NHS Trust*

“DHI has chosen to employ Sophie Norton, both as a coach and a trainer, at an Executive and senior manager level on a number of occasions. She is highly skilled and professional; always taking the time to really listen and ensure the organisation gets maximum benefit from any commissioned brief.

Most recently we employed Sophie and her team to deliver a bespoke Leadership Development Programme for our managers. This has had a visible impact on participants in their interactions with staff, as well as their style and confidence as leaders.

Right from the very start, Sophie took the time to really understand what mattered most to DHI. She helped us to clarify what it was we wanted and then took account of the context, culture and challenges faced by the organisation. The programme was also designed to reflect our values, how we do things, and build this into the Leadership Development of our senior staff.

On-going participation in reviewing the course and participants over time also helped us to ensure that the learning could be embedded in organisational practices, and the Leadership Development Programme was much more than just a course to attend. It has influenced Exec members in how they interact with managers, and of course, how managers lead their teams.

Toward the end of the course, participants were involved in lively presentation to a wider group of the organisation’s stakeholders at all levels - this was a really insightful and fun way to bring the learning to life and make it memorable.

*Rosie Phillips, Chief Executive, Developing Health & Independence*



“Sophie has expertly helped me improve my CV, interview skills and understand what gives me energy and joy in my career. My career path will be positively impacted by this investment in my development for years to come”.

*Ceinwen Mannall, Pharmacy Lead, Workforce Transformation, Norfolk, NHS*

“Through our coaching sessions, Sophie has helped to build my self-confidence and self-awareness during a particularly difficult and turbulent working environment. Sophie is really supportive and has loads of experience and resources to help with personal and professional development and I would recommend her very highly indeed”.

*Helen Stapleton, Associate Director of Workforce Strategy: Somerset Integrated Care System*

“It gives me great pleasure to recommend Sophie as she is absolutely excellent! A truly outstanding, impactful and engaging executive coach and someone I always look forward to spending time with. Sophie has provided a number of coaching programmes to members of our leadership team and the results have spoken for themselves.

Sophie is an incredible listener, support, coach and guide. Sophie’s approach is exemplary and is tailored to every coachee, taking into account their physical location & the demands of their position.

I could not recommend Sophie enough and look forward to working with her for many years to come”.

*Jo Green, HR Director, Group Functions, Value Retail*

“Sophie is undoubtedly the best Executive Coach I have ever worked with. She balances true professionalism with tremendous insight and a highly tuned ability to help me identify what is important for me to focus on. I worked with Sophie as I was looking for new roles and her assistance greatly assisted my preparation and success. Interactions with Sophie are always positive and challenging. I really cannot recommend her highly enough as an Executive Coach”.

*Rudolf Heaf, Financial Services Executive*

“Sophie is a skilled coach who has the ability to draw upon a multitude of skills to focus output from coaching sessions. It has been incredibly useful in terms of analysing what sort of a leader I am, understanding my strengths and weaknesses, taking steps to improve generic skills and address specific leadership issues. I would highly recommend Sophie as a coach”.

*Dr Justin Phillips, Medical Director for Acute Services, Somerset NHS Foundation Trust*

“Sophie and her team designed and delivered a Leadership Development Programme to boost managers’ confidence and skills, meeting their differing levels of experience.

Taking time to discover what motivates us as an organisation and identify our needs, the programme acknowledged that as a person focused charity, we wanted the learning to be practical but also to motivate and inspire Managers and their teams through their leadership day to day.

We were pleased how Sophie and her team were able to identify our aspirations for Managers and use industry recognised approaches to strengthen the managers role, as well as providing a toolbox of resources that is relevant and aligned to our organisational values and behaviours”.

*Beth Hendry R.M.N, Director of Operations, DHI*

“Sophie is a most charming individual who brings the perfect mix of creative problem solving and determination to deliver complex projects involving professionals from a wide variety of backgrounds. Sophie has a particular skill in being an excellent communicator and, being naturally curious, is fantastic at facilitating events which seek to explore the ideas of others. Sophie is a joy to work with and respected by everyone she comes into contact with”.

*Rod Booth, Consultant*

“I had the pleasure of working with Sophie for over 5 years. She was always up to the job; being well informed and always in command of her subject. She displayed a rare “gentle” touch in helping us manage change and encouraging new ways of working. She has excellent management, negotiating and mediation skills. I have no hesitation in recommending Sophie as a thoroughly professional and highly personable individual.”

*Dr T J MacCallum, GP, Stroud*



“Sophie is a very successful facilitator and is the only person I know who could make a leopard change its spots!! She is easy and friendly to work with – what more could you want?!”

*Dr Adrian Hunnisett, Practice Manager, Cirencester*

“Sophie is a fantastic executive coach, combining a highly professional and authoritative approach with a great sense of humour. Sophie coached me during my job search and preparation for a new role, and throughout achieved a great balance between support and challenge. I'd highly recommend her to anyone looking for an outstanding executive coach”.

*Martyn Dyson, Head of Insurance Products at RAC*

“Sophie is kind, measured and calm. She has a good sense of humour and holds you gently but firmly to account. She offers everything a good coach needs to and I credit my progress with the work we have done together”.

*Melody Schultz, Associate Director of Patient Care, Somerset NHS Foundation Trust*

“Sophie and her team expertly co-designed and delivered a modular Compassionate and Inclusive leader programme, working well across several organisations in our system”.

*Bashir Arif, Programme Director, North West London Integrated Care System*

“A very well planned, effective day which met the objectives we had jointly set. Enjoyable and fun. Sophie is a warm, engaging and highly skilled facilitator. The whole team was engaged and participating”.

*Dr Beverley McDonald, Richford Gate Medical Practice*

“Sophie has a relaxed, professional and engaging style. She worked with our senior managers very effectively and I would highly recommend her”.

*Judith Finlay, Executive Director Children, Adults & Public Health  
Ealing Council*

“Sophie is well organised, clear thinking and above all very effective at engaging, supporting and motivating people – her ‘people skills’ are excellent. I can enthusiastically endorse her portfolio of skills and abilities and thoroughly recommend her”.

*Dr. Charles Buckley, GP*

“The development programme was well thought through during the scoping and planning stage with 1:1 team engagement, profiling of team members and associated individual and team feedback. The facilitation, explanation of the model utilised and group activities were pitched appropriately. The sessions were thought provoking, stimulated discussion and encouraged team cohesion. I would recommend this approach to development”.

*Caroline Brunt, Chief Nurse, Dudley CCG*

“Sophie was great on the day – she managed to get us through a huge agenda and kept us to time. A number of people told me afterwards how well they thought she handled the plenary sessions – discussions were very complex and challenging at times. With such a mix of senior representatives from different organisations, it was very important for us to have a neutral facilitator, who ensured everybody had their say. Even more valuable, from my point of view, was Sophie’s input into the workshop development and how the event was structured. We very much appreciated the experience she brought to the table in terms of being able to advise what works / doesn’t work with different timescales and group sizes. Sophie’s simplification of our agenda for the day was vital to the success of the workshop. It also meant I was far more relaxed and confident going into the event!”

*Heike Fanelsa, Project Manager, Gloucestershire CCG*

