CASE STUDY

Northern Gas Networks

Building Mental Health Capability Across 75 Managers

Level 3: Preventing Work-Related Stress & Supporting Mental Health for Managers

Wellbeing Lead Academy

Utilities & Energy | Large-Scale Rollout | Full-Day Programme | 75 Managers

ABOUT NORTHERN GAS NETWORKS

Northern Gas Networks (NGN) is a major UK gas distribution network, responsible for transporting natural gas to millions of homes and businesses across the North of England. With a large management population operating in high-pressure environments, NGN made a sustained commitment to develop its managers' mental health skills across multiple training cohorts.

THE CHALLENGE

- **Previous training had failed** – NGN had worked with another provider whose delivery didn't land; managers were disengaged and outcomes were poor
- **Majority male, blue-collar workforce** – a tough audience for mental health training that required a genuinely male-friendly approach to cut through
- **High-pressure operational environment** – managers needed practical, usable tools rather than theory-heavy content

THE TRAINING

The **Level 3 Preventing Work-Related Stress and Supporting Mental Health for Managers** was delivered as a **full-day programme** by the Wellbeing Lead Academy. **75 managers** completed pre- and post-course evaluations across the November 2025 cohort.

Delivered with a male-friendly lens – content and facilitation style designed to engage men in workplace mental health conversations.

WHAT MANAGERS SAID

> *"One of the best courses I've attended in a while — really practical and relevant to my role."*

> *"I came in sceptical but left with tools I'll actually use. The trainer kept it real and didn't make it awkward."*

> *"I feel much more confident having those conversations now. I know what to say and when to say it."*

RESULTS AT A GLANCE

98.6%
Instructor rated Excellent or Very Good

82%
Subject knowledge rated Excellent

IMPACT

- **Recognising early signs of stress** – strong improvement spotting subtle changes in behaviour, communication and performance
- **Legal responsibilities** – clearer awareness of duty of care, reasonable adjustments, Equality Act and HSE Management Standards
- **Supportive conversations** – more comfortable with sensitive topics, open questioning and active listening
- **Practical tools** – Mental Health Check-In Tool and Stay Well at Work Support Plan described as usable and relevant
- **Return to work** – stronger confidence managing absence and reintegration conversations

CLIENT TESTIMONIAL

> *"The training is both practical and insightful, equipping managers with the confidence and skills to support the mental health and wellbeing of their team members. What particularly stands out is Emily and her team's genuine passion for supporting workplace wellbeing and the willingness to take time to understand our organisation's needs and tailor the training approach accordingly. The training is delivered in such a way that it leaves a positive and lasting impact."*
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> **Wellbeing Lead, Northern Gas Networks**

All data drawn from WLA Evaluation Reports. Training designed and delivered by Wellbeing Lead Academy.