

The objective

To enhance line manager capability with the aim of improving business performance.

The approach

To address the psychological factors creating a negative impact on a professional's work life and productivity, through enhancing self awareness and the application of transactional analysis and emotional intelligence theory.

The business impact

Senior management report long term self-awareness, greater confidence, improved work relationships and an ability to respond positively to pressure, peers and workload.



Coaching to Secure Well-Being and Prosperity

Challenging relationships and heavy workloads create stressful working lives for many individuals. This can result in poor work performance, which can impact negatively on a company's success.

To enhance business prosperity, one-to-one coaching supplied by Organisational Talent Development specialists The Learning Curve (TLC) focuses on exploring the deep psychological reasons that can cause stress in senior management and impact productivity. This insight is then used to establish personal and professional objectives that support the broader goals of the business.

Transactional Analysis for working relationships

For Telefónica O2, progressive relationships between staff members are seen as a key element in providing better service. TLC applies the theory of Transactional Analysis (TA) blended with Emotional Intelligence (EI) to unearth the psychological reasons that may affect these relationships in senior management. Esther Flatley, previously with Learning & Development at O2, says: "Feedback from O2 managers tells us that they have a greater sense of self awareness and a better understanding of why people behave the way they do. It helps them achieve favourable 'win-win' outcomes when working with peers or facing challenging situations."

Restructuring kept on track

For Matt Watson, Head of HR at Southern Rail, TLC coaching supported him through a particularly challenging restructuring programme at the organisation. He engaged with TLC for four x three-hour sessions.

He says, "TLC's coaching helped me get to the route of the reasons behind my self-doubt, which I felt was impacting my organisational skills. One year on and my department is thriving. TLC showed me how to put the issues I faced into perspective; and we discovered emotional and practical ways of overcoming them. I'm now better equipped to keep on top of challenges as they arise in a calm, organised and methodical way."

Through using a psychological approach, TLC's coaching has had a profound effect on both Telefónica O2 and Southern Rail, despite the very different sectors in which they operate. It's proving that this progressive approach can provide long term, sustained change that benefits employees individually, and ultimately the organisations they represent.

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About TLC:

Established by directors Colin Newbold and Nicky Pharoah in 1991, TLC specialises in organisational talent development and helps to align individuals, teams, organisations and cultures behind the business strategy. The shifting economic landscape has forced our clients into organisational restructuring for cultural and commercial reasons and we're helping by up-skilling line managers. TLC is where shift happens...helping to shift organisations from where they are now to where they want to be. TLC shift workers (our facilitators and coaches) are operationally experienced leaders with a psychology background and expertise in organisational development. This enables them to diagnose and get to the root cause of the specific issues affecting both professional and business success, as well as equipping them to deal with any behaviour that comes up during the course of their delivery.

Specific deliverables include talent assessment and development; leadership, management and team development; culture change and change management; communication skills; sales development; individual and group coaching, while our online subsidiary offers organisational feedback tools such as 360 and employee engagement.

TLC are based in Tunbridge Wells and have worked with an impressive portfolio of clients ranging from well known brands to public sector organisations. Examples include Telefónica O2, E.ON, Southern Railway, Diageo, Catalyst Housing Ltd and Kent County Council.