

The objective

Align Environment, Highways & Waste division for better efficiency at Kent County Council.

The approach

Two Team Development workshops to set out business objectives, align the workforce to these, and identify individual capabilities.

The business impact

A capable department that works in unity to deal with change and maximise savings.



Kent County Council Employs TLC to Reduce Waste

Cut backs, restructuring and increased demands at Kent County Council's Environment, Highways & Waste department had left its workforce feeling unmotivated, and under stress from increased workloads.

Executive Director for the department, Mike Austerberry, was concerned that without change, the directorate team under him ran the risk of making poor decisions that could end up wasting the department's budget, and ultimately cost Kent's 1.6 million constituents.

TLC was therefore commissioned to carry out Team Development workshops. The aim of the programme was to work in a group environment to identify a clear set of collective objectives for the department, and align the team to them so that these objectives would be delivered.

Mike Austerberry says: "As well as shouldering big cuts, changes in Governmental policy with regards to recycling and landfill meant the team was understandably under pressure. This has ultimately had a negative impact on the department's output."

TLC worked with the team to re-establish its objectives and purpose against the business agenda so that all team members could work in unity to them. TLC also set goals for high performance working, so individuals are able to deliver greater value when operating together.

"It has been a very beneficial experience," concludes Mike. "Better alignment and personal accountability means the department is focused and efficient. We're making tax payers' money go much further even as we reach government targets for recycling and waste, and TLC has played a real part in helping us achieve that."

The Learning Curve (TLC) Ltd

Telephone:
0845 313 3357

Email:
cpn@thelearningcurve.co.uk

Web:
www.tlcglobal.co
www.click-360.com

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 Telefonica O2, E.ON, Southern Railway, Diageo, Catalyst Housing Ltd and Kent County Council.