

## The objective

To support the HR department in nurturing and creating inspired leaders at Southern Rail with the ultimate aim of 'making every journey better'.

## The approach

The implementation of a series of Team Performance workshops to align an HR team.

## The business impact

Greater unity and an improved team dynamic within the HR department have contributed to Southern Rail earning its best ever 'Passenger Focus' results for performance reliability and customer satisfaction.



## TLC Helps Southern Rail Get Back On Track

When Matt Watson joined Southern Rail as Head of HR he was concerned to find a fragmented, unaligned team that was in need of reform.

After twelve months of restructuring, the department of eight employees began to show signs of gradual improvement on a practical level. It was, however, evident that the group would further benefit from a deeper level of intervention to help synergise and align the individual team members. Matt Watson turned to The Learning Curve (TLC) for support.

TLC worked with Southern Rail to diagnose the issues that were affecting team success. The company used its expertise in psychology and team working to deliver a series of Team Performance workshops.

These workshops focused on addressing the issues and challenges standing in the way of business progress. They also provided team members with practical ways of overcoming communication barriers and improving team dynamics. The aim was to unify the team so that it worked effectively to the same business objectives.

Matt Watson says: "Through working with TLC, we have managed to create a dynamic, cooperative and motivated HR team. It's no coincidence that we are closer now than we have ever been to reaching the 'Passenger Focus' target for delivering performance and customer service. TLC has fulfilled a vital role in aligning and focusing our HR department so that it is now highly effective in supporting the 4,000 Southern Rail employees who are dedicated to making every journey better."

## The Learning Curve (TLC) Ltd

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