

## The objective

To equip staff with the emotional intelligence and behaviour required to develop internal working relationships.

## The approach

Two-day workshops and follow-up coaching embed the skills required to encourage a collaborative and motivated workforce.

## The business impact

- Enhanced working relationships.
- Improved customer service skills.
- Results that exceeded the company's ROI benchmark.



## O2 Connects with TLC

Progressive relationships are a key ingredient to a motivated and collaborative workforce: a fact that is endorsed by mobile telecoms giant O2. The company continually looks for effective ways of investing in its workforce that will produce a visible return on investment. With this aim, it works with The Learning Curve (TLC) to provide employees with a series of workshops and follow-up coaching that set out to improve communication and understanding between individuals.

The two-day workshops apply the theory of Transactional Analysis (TA) to real work situations and provide an insight into the reasons why people behave the way they do. The theory is then applied into real work situations so that employees acquire the skills and emotional intelligence required to arrive at favourable 'win-win' outcomes. The learning is then further embedded and applied in follow-up coaching sessions.

Charlotte Drake, Senior Talent Development Business Partner at Telefonica O2 says: "Employees who attend the workshops find TLC's intervention extremely beneficial. They come away from the programme with a higher level of emotional intelligence and literacy; and have the ability to conduct clearer conversations that result in greater efficiency. This is because issues become less protracted and are dealt with promptly and effectively, which leads to greater productivity further down the line."

"89% of employees have reported the TLC workshops as being a 'good return on investment': a figure that exceeds the O2 benchmark. There's no doubt that TLC's work has helped our staff to enrich business relationships, identify personal strengths and ultimately improve their work performance."

## 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.