

## The objective

To improve the leadership and management capability of O2's workforce.

## The approach

To provide a series of tailored workshops to develop core leadership and management skills.

## The business impact

Feedback from workshop attendees surpassed O2's expectations in a number of areas. Employees are more confident when communicating, influencing and working as a team.



## O2 Revives Leadership and Management skills with TLC Workshops

O2 takes the individual and collaborative development of its staff exceptionally seriously. To achieve this, the global telecommunications company has engaged The Learning Curve (TLC) to design and deliver a series of leadership and management development workshops to employees at UK sites in Slough, Preston Brook and Leeds.

Core capabilities covered are: effective communications, influencing and team building. Employees 'self select' their attendance through O2's intranet system, with the workshops then arranged on a needs basis.

Feedback collated from workshop attendees reveals that 93% of employees claim the leadership and management programmes will improve their performance – a figure that exceeds O2's benchmark.

Charlotte Drake, Senior Talent Development Business Partner at Telefonica O2, says: "We have very high expectations when it comes to measuring the effectiveness of our leadership and development programmes, so are pleased to see the TLC workshops generate such consistently high feedback.

"Employees have stated that the intervention has changed their business relationships and working lives. We put this down to TLC coming up with a winning formula through blending their expertise in psychology, facilitation with their business acumen. It's a unique offering that sets them apart from the competition, and is one from which we have benefitted enormously."

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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.