

Transforming line manager capability in rapid time scales and at low cost.

Introducing the NEXT BIG THING in L&D... TLC 360 COACHING CAPS ACADEMY

- 360 tool
- Coaching Caps booking system
- 6000-plus online learning assets
- Combined with clients' own learning content



360 Coaching Caps Academy

Is this the NEXT BIG THING in Learning & Development?

In 2010 TLC Online was commissioned by E-ON the global energy company to help transform their leadership capability. Key objectives for the transformation included clarifying the changing context within which leaders operate and understanding the key internal & external drivers for change and how these impact on leaders. Emphasis was placed on establishing an appropriate and coherent programme of leadership development opportunities from early talent through to making the most of their current leaders.

Could this be delivered, E-ON asked, while reducing a reliance on classroom-based training and augmenting that with a learner-led, 'self-service' mentality to personal and professional development? The new culture was to be underpinned by one-to-one coaching, either in face-to-face 'surgeries' or by telephone. Our response was the Coaching Caps Academy. Each Coaching Cap refers to the theme for each coaching intervention, which is mapped to a competency that the coachee desires to develop. The Cap is supported by a comprehensive learning guide and this forms the backbone to the coaching journey, offering a robust structure as well as complementary exercises to fit between the coaching sessions. Coaches can be ours or yours.

For the sophisticated online coach booking

system and the Academy learning assets we chose to partner with an organisation that was very experienced at bringing performance support to the desktop – TWM, The Working Manager. TWM Academies provide a rich core of UK University accredited content that encourages a divergent learning approach. The materials can be accessed via a logical, step by step method or learners can experiment and explore. Backed up by well in excess of 100 knowledge, Self Discovery and Comprehension exercises, the core learning content enables learners to build and develop their knowledge immediately. A future development is the addition of our successful click-360 tool at the front-end so that staff can generate a 360 report on themselves which can then be linked to a coaching intervention and/or the Academy resources.

Benefits of our 360 services

While the E-ON project only launched in mid-2010, we are already receiving rave reviews of how easy it is to engage with the online coach booking system and how beneficial the coaching is being. Each coachee is offered 5 coaching sessions, at the rate of about one a month, and at a fraction of the cost of traditional coaching. Economies of scale are made possible by

the online booking system and the surgery process. Telephone coaching is even more cost-effective and offers a great deal of flexibility especially to those in out-of-the-way locations. Further implementations have since begun with BMW in the UK and Tata Global Beverages.

Although it is too early to say what measurable results have been obtained, the following target benefits have been identified and these support the business case for the 360 Coaching Caps Academy:

- Reduce time spent off the job by up to 88%
- Reduce the learning & development spend by up to 50%
- Ensure L&D ROI rates of at least 570%
- Free up L&D to identify real-time training and development needs in line with organisation strategy, ensuring no wasted training spend
- Increase staff engagement
- Increase talent attraction and retention rates
- Ensure alignment of activity to organisational strategy.

Isn't this a bit of a 'no brainer' at a time when everyone is pressing for doing more with less?

To talk to one of our specialists in more depth, please call **0845 313 3357** or email **info@click-360.com**

Remember we also offer:

BESPOKE 360s

PAYG 360s

ENTERPRISE 360s

360 SERVICES

inSITE online employee engagement tools



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