

### The objective

To bring employee feedback systems in-house to facilitate integration with talent development programmes, including process efficiencies and cost savings.

### The approach

The implementation of three user-friendly and effective online tools that provide insights into employees' progress, and gauge the return on investment from the company's talent development programme.

### The business impact

- £180,000 per annum cost savings projected.
- Greater efficiency.
- Improved response rates.



## TLC Online feedback tools provide all round benefits for Diageo

Leading global drinks company Diageo is resolute about the fact that all employees should 'work for a great people manager'. Successfully growing people management capability and performance comes from a feedback process that enables managers to identify employee strengths and development areas. This also helps Diageo ensure that training and development interventions are targeted to real needs, and allows an accurate return on investment (ROI) assessment.

Diageo began a partnership with TLC Online to develop three bespoke feedback systems as part of the 'Diageo Academy' - the company's global learning system dedicated to nurturing employees' growth and development. These systems have now been translated into 13 different languages, and are used by Diageo's 22,000 strong global workforce.

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### Nurturing staff, saving costs

The People Manager Feedback tool (PMFT) is the latest of the three products to be implemented, and provides individual and management reports based on anonymous feedback from Diageo line managers. Before employing the in-house system the company had used a third party agency to provide the reports, which could cost £100 a time. Over the course of twelve months Diageo expects that replacing these with the TLC online feedback system will save the company up to £180,000.

TLC Online also worked alongside Diageo to develop its 'Capabilities 360' system, which is used to collate and evaluate stakeholders' feedback on an employee's performance. Additionally, the 'Leadership Colleague Feedback 360' product is used to provide insight into the progress of those within the company who are participating on the twelve-month blended learning Diageo Leadership Performance Programme.

Joan Hodgins, People Manager and Talent Director at Diageo, says, "TLC Online has developed the systems to be incredibly easy to use, which means response rates are maximised. We have received lots of feedback that says the design of the sites and the style of questions are just right. This ensures employees are able to provide accurate feedback as simply as possible, and gives us valuable insights for development planning."

### About TLC Online:

We're on a mission to improve the quality of leadership and management capability across the globe. We shall not rest until we see the day when employees, wherever they work, get the bosses they deserve. We've already helped thousands of participants from large organisations such as Diageo, TATA and LEGO all the way to small charities and housing associations.

Our flagship brand is click-360, which is a next-gen digital platform for running 360-degree feedback surveys. 360 feedback is a fantastic way to get affirmations around your key strengths. It's great to know that those people that work around you appreciate what you do and how you do it. It will also reveal strengths you didn't even realise were so valued. While there are plenty of 360 feedback suppliers, the pace of change is slow. Until now!! Enter click-360: mobile responsive and with a modern questionnaire interface (QI), click-360 is the only tool with a simultaneous rating function. Being able to give feedback to more than one person on the same screen at the same time not only saves time but, because you can think in relative terms between each person you're rating, also improves accuracy. Our digital reports are integrated with interactive workbooks containing write-in boxes for reflection, an action planner and even learning suggestions. Check out our QI and digital reports via videos on our website at [www.click-360.com](http://www.click-360.com).

We also offer help with questionnaire design, awareness briefings and feedback coaching. Alternatively, we can train your people in these practices. Contact: [info@click-360.com](mailto:info@click-360.com).