

The objective

To introduce an accurate feedback system for monitoring directors' performance at Reading Borough Council.

The approach

The implementation of the 'click-360' feedback tool from TLC Online that collates vital information following an employee's appraisal.

The business impact

The directorate works more effectively both individually and as a team. Output is improved, ensuring a better service for Reading's constituents.



Performance-driven decision making at Reading Borough Council

With the responsibility of providing essential services such as child protection and secure housing to its local residents, it is vital that a Council's top management team makes the decisions necessary to perform as effectively as possible in the interests of its constituents.

As the Senior Learning and Development Officer at Reading Borough Council, Reg Friddle understands that driving this performance relies on monitoring directorial development and benchmarking progress at the top. However, in the past collating the required data for this process has been a problematic task.

Accurate feedback from the top

Traditionally, performance-related information at board level was collated manually during a director's appraisal. This led to the creation of subjective reports that often lacked detail. It was also a time-consuming procedure. Reg Friddle appreciated that for the process to work well, the Council needed a more automated system that would generate accurate reports based on data provided from the directors themselves. He found the ideal tool in TLC Online's 'click-360' online feedback tool.

Click-360 reports accurately benchmark a director's level of 'self awareness', the enhancement of which, according to Reg, is the basis for better leadership, motivation and team-work. They also provide the information required to set individual goals and establish a director's progress so as to help the overall performance of the organisation.

Reg says, "TLC's Online click-360 system gives us detailed and accurate insight into the progress made at senior level. Ultimately, a more effective leadership team will make better decisions on behalf of its constituents, and the people of Reading will be happy to learn that through this initiative we are doing all we can to look after their collective interests."

The Learning Curve (TLC) Online Ltd

Telephone:
+44 (0) 845 313 3357

Email:
info@click-360.com

Web:
www.click-360.com
www.click-360selfdrive.com

About TLC:

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.

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.