

### The objective

To introduce an accurate feedback system for measuring senior leaders' performance at Harman International.

### The approach

The implementation of the 'click-360' feedback tool from TLC Online that collates vital feedback from managers, peers, team members and direct reports.

### The business impact

Valuable feedback has helped Harman to understand and capitalise on senior leaders' unique strengths.



## High quality feedback is music to Harman's ears

Harman (Harman.com) is a leading provider of premium audio equipment with an impressive client list including Audi, BMW, Hyundai and Mercedes. It has a global workforce of 13,000 and its head office is in Stamford, CT, USA.

Having identified 360 as a useful element of its global leadership programme, Harman spent a significant amount of time researching the market, and found out about TLC Online from a recommendation from a colleague. The click-360 tool was selected over other providers for three reasons: ease of use for participants, ease of use for raters, and the concise, digestible nature of the 360 feedback report. "The intuitive nature of this tool and the ability to rate more than one individual at once are real time savers for our senior leaders" says Denis Kerrigan, Director, Global Learning and Development.

The outputs generated have exceeded expectations and have been warmly welcomed by participants. "Our senior leaders have found the 360 enlightening, with some very personal feedback given. They say it's a great opportunity to look in the mirror, and it makes them feel special" says Denis. "The tool has really helped the business to understand and capitalise on their unique strengths."

The service received has been excellent too. "TLC have been a tremendous partner in assisting with our focused and targeted approach to executing a 360 Leadership process across our global organisation... TLC have always been there to support the entire process with a relentless focus on achieving the project objectives and deliverables", adds Denis. "They are able to offer a high value bespoke service at a very reasonable cost. The tool is excellent value for money."

### TLC Online

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### About TLC:

In 2008 TLC Ltd set up an associated undertaking (TLC Online) specifically to bring to market cutting edge web-based tools for leadership and management development and employee engagement. Brand names include click-360 for individual feedback, TeamQ for high performance teams, CoachQ to measure internal coaching capability, and inSITE and Pulse Check for employee feedback. Together, these feedback tools lead to robust development plans that align individuals, teams and the organisation behind the business plan.

The company is based in Tunbridge Wells and offers a combination of business leadership experience and specialist expertise in OD and behavioural psychology. Through its online feedback systems and associated services TLC online provides capability that helps clients to develop their people to support better business growth.

TLC online has applied its expert knowledge to an impressive portfolio of clients ranging from well known high street brands to local and central government organisations. In addition, the online tools are employed by a wide range of consulting firms under their own labels.