

The objective

To increase housing stock by 25% in three years, through the organisation's structural reform.

The approach

To provide a programme to top and middle management to develop leadership and collaborative working.

The business impact

A boost in output through improved teamwork, efficiency and personal responsibility.



Catalyst Housing Limited and TLC build business through structural reform

From creating special needs and residential accommodation for vulnerable individuals to regenerating thriving communities, Catalyst Housing Limited (CHL) works with local authorities to provide 16,000 affordable homes in the South East.

Due to rising property prices and a recession, the need for affordable housing in the UK has never been greater. CHL has therefore embarked upon an ambitious growth plan that aims to increase its housing stock by a further 4,000 homes in just three years. It has engaged organisational talent development company The Learning Curve (TLC) to help it achieve those aims.

Integrated components improve leadership and collaboration

CHL identified the need to move away from operating as a hierarchically structured organisation where leadership rested only with the top team. It recognised that, to deliver a tough business agenda, the capacity and capability for leadership had to be extended to middle managers. This would improve teamwork and collaboration and lead to greater efficiency and responsibility within the organisation.

TLC designed a specific leadership programme with a number of critical and integrated components. An online '360' feedback tool provided the direction necessary to set personal objectives. Leadership workshops then addressed the collective needs emerging from the 360 process. Following this, TLC facilitated conferences for the 60 leaders involved to initiate and drive change at the organisational level – drawing on learning from the other elements of the programme.

CHL is now performing far more successfully as a company. Judith Foss, Human Resources Director at CHL, says "TLC's unique mix of organisational development expertise and psychological understanding has brought us better teamwork, greater efficiency and increased production. Employees are also willing and better able to take on more responsibility."

Following this initial success CHL plans to extend the same programme to 30% more managers in the coming months. This will bolster efficiency even further at the company so that its affordable housing schemes can be brought to even more communities across the UK in the future.

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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.