

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."

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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.

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.