



CASE STUDY

Total Leader & Coach Solutions

Total Leader and Coach Solutions (TLC) cultivates mindful, purpose driven behavior for sustainable performance and effectiveness in individuals, teams and organizations.



CHALLENGE

TLC had run a popular face-to-face (F2F) course on Personal Resilience, but feedback from some clients who found attendance at F2F sessions difficult due to workload, geographical location, or conflicting individual schedules suggested that a fully online course would enable a greater reach of participants.

In response to this, TLC sought a suitable solution to deliver what was not your typical “set and forget” e-learning modules; but rather ones that would:

- enable them to maintain personalized connections with learners
- engage learners participating in meaningful discourse
- encourage learners to develop strategies to maintain and build their own resilience

Having looked online for potential options, they came across Stream through Learning Pool’s Perth-based partner, Orange Owl Learning Lab. Other online solutions were deemed not suitable in achieving the goals TLC aimed to fulfill (“plus Stream looks great!”) - and together they set about creating the new online version of the course.





Orange Owl Learning Lab

Orange Owl Learning Lab wants a world full of well designed, creative and engaging learning. We want employees to want to learn. For training to be the highlight. Not a battle.

We believe in the power of social learning and the use of game mechanics to motivate and inspire learners to achieve learning outcomes.

Based in Perth, Western Australia we service clients in the oil and gas, mining, higher education and leadership consultancy sector.

A SUSTAINABLE, IMPACTFUL SOLUTION

Moving from a fully face-to-face course, a facilitated social learning experience would enable TLC to deliver a sustainable solution that had the most impact in relation to individual behavioural change. It would also enable them to maintain a positive client relationship through the provision of ongoing expertise and discourse and aligned with TLC values – Improvement, Generosity, Interdependence and Integrity.

A project team comprising Heather McGregor- Bayne (Sports Psychologist / Consultant), Greg Bayne (Director / Consultant), Alistair Box (Director / Consultant), and Cathy Young (Director – Orange Owl Learning Lab), worked together to design, deliver and analyse the course using ADDIE methodology.

Once built, the course was opened to several organizations including a State sporting body, two disability service organizations and an oil and gas company. This provided diversity in experience and comments in the course.

TLC Solutions provided a primary facilitator with two others joining in to provide expertise to the course, which saw learners work through 6 levels over a 4-week periods, with levels opening up at the beginning of each week to ensure learners continued through the course together.

At the end of the course, learners were asked to submit a Wellbeing Form which had their personal goals for building personal resilience. The course facilitator (Greg Bayne) then contacted people who submitted the form to check on their progress some informal coaching.





GREAT FEEDBACK & NEW PROJECTS

Feedback from the first cohort has been excellent with 93% of the participants saying they would 'strongly' recommend the program to their colleagues and friends.

TLC's Personal Resilience and Mental Wellbeing course continues to run as fully online course, and following the initial success, additional projects are planned.

"The content was really good, very informative and useful".

Nevellene Linquist
People and Culture Manager,
Visability & Guide Dogs WA/Tasmania



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