

The LBS/Circle Senior Leader Towards Outstanding Programme

Towards Outstanding

04 | Executive summary

The scale and investment in the programme, and the partnership with LBS, for 250 of Circle's most senior leaders, reflected the importance of the challenges faced. LBS and Circle's L&D leadership team embarked upon intense research and engagement to identify content and an approach which would deliver on its objectives. The result was an entirely bespoke programme built on the premise of close collaboration. We had an unwavering commitment to relevance, not only to Circle's business needs, but critically, to participants' emotional, professional, and technical needs.

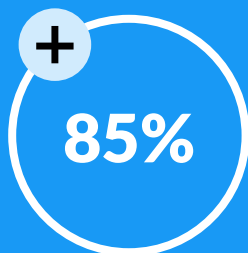


125 out of the first 250 Senior Leaders have themselves become coaches to other staff on our new Coaching Guide and Grow Platform.

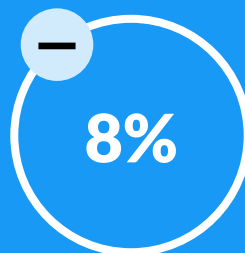


The Towards Outstanding programme has now been delivered to 250 senior leaders over the course of six days between 2020 and 2023 using a blended learning approach. Circle's senior people are leading effectively and a learning culture has been established for everyone. And above all, patients are benefitting from outstanding care.

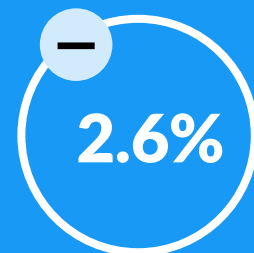
For the organisation, the programme has contributed to results and Circle is now rated as one of the UK's top 25 best big companies to work for in 2021 and 2022 as measured by Best Companies. Improvements can be seen across the Group:



Improved retention rates of 85% (2019: 81%)



Vacancies have fallen from 14% of the workforce to just 8%



Reduced staff turnover by 2.6%

The **Towards Outstanding Programme** also opened doors to other programmes and **large-scale reskilling**. When we got our team leaders together for their own learning journey, they reported feeling more supported, trusted and cared for by the senior leaders on the programme. There is a real positive vibe and the senior and team leaders feel more encouraged and empowered.