



Circl ~ Creating lasting impact



Executive summary

- **98%** of professionals who have completed our programme would recommend Circl to a friend, this figure is **96%** for future leaders (Slide 4).
- **75%** of professionals believe that participation in the Circl programme has lead to them becoming a more inclusive leader (Slide 6).
- Participants continue to utilise their coaching skills long after graduation, with **74%** of professionals stating that they continue to **informally coach colleagues** (Slide 8). **80%** of Future Leaders report that they continue to **utilise coaching in everyday life** (Slide 18).
- **82%** of Future Leaders report that participating in the Circl programme increased their confidence due to the networking opportunities and the empowering nature of coaching and being coached (Slide 16).
- **2/3** of Future Leaders attribute the Circl programme to the achievement of a new job role (Slide 18). This stat includes those who took on another type of role, new work experience or internship and new job.

We have created a vast network of promoters for our programmes



98%

**Of professionals
would recommend
Circl to a friend**



96%

**Of Future Leaders
would recommend
Circl to a friend**

"I would recommend Circl to anyone. I think coaching is a fundamental skill that everyone should learn, because too often people are forcing their own ideals of how it should be done without allowing the person space to come up with the solution themselves."

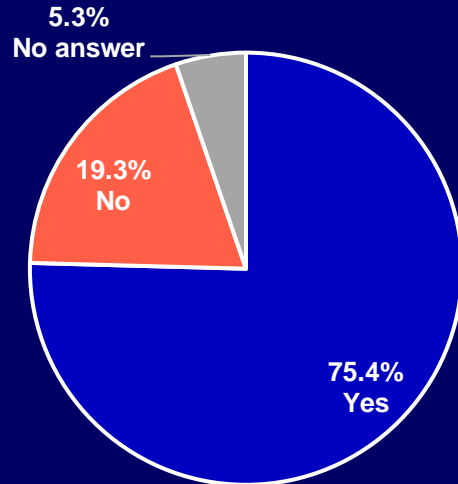
(Professional, Mention Me Programme)



**Impact on our
professional
participants**

Creating inclusive leaders ~ stimulating behavioural change to say less, ask & listen more

Has the Circl Programme helped you to be more inclusive at work?



100% of professionals surveyed agreed that leaders who adopt the coach approach are more inclusive leaders.

"I am more curious to understand as many points of view on tasks and initiatives as I can to be sure we are delivering work that addresses all rather than the few." (Professional, Unruly)

"Much more conscious of others opinions and pace of work. It has helped me to think widely about the bigger team and work hard to create a more inclusive environment as a whole." (Professional, Landsec)

"I am much more inclined to seek other perspectives than before, and I do so purposefully, to encourage everyone to have a voice." (Professional, Mother)

Building more confident, supportive and collaborative leaders

What 1-3 words would you use to describe your leadership style since completing the Circl Programme?



What difference has participating in the Circl programme made to your leadership skills?

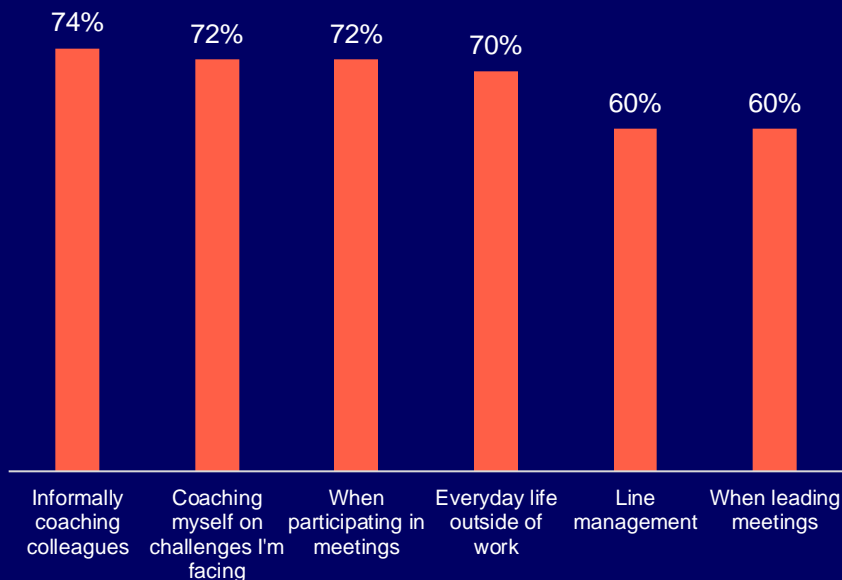
"It has made me much more aware of how I communicate with others and how to actively listen. I feel like a much better leader when helping empower my team rather than being the more solutions-focussed manager of old."
(Professional, Mother)

"I strongly believe that individuals have the answers and the potential within themselves, this increased my trust in others and encouraged more positive thinking as a leader"
(Professional, Meta)

"Circl has had a fundamental difference to how I perceive and carry out leadership. I took a huge amount from the programme including developing my coaching skills, learning from my colleagues who opened up and showed new vulnerability, and learning massive amounts from the future leaders." (Professional, Landsec)

Professionals embed their learning by adopting the leader as coach approach at work

Top results for how the professionals continue to use their coaching skills *



How have you used your coaching skills recently?

"I have coached a colleague who has been struggling with finding work life balance - By asking questions they were able to find the root cause of the problem and work on that to improve their performance and well being." (Professional, Meta)

"On a client briefing - I was able to listen intently and shared the brief clearly with my understanding in order for us to move forward." (Professional, Haymarket)

"Helping my direct report break down a problem she was facing and find ways to attack it. It's something that would have been easy for me to tell her the best approach." (Professional, Tails.com)

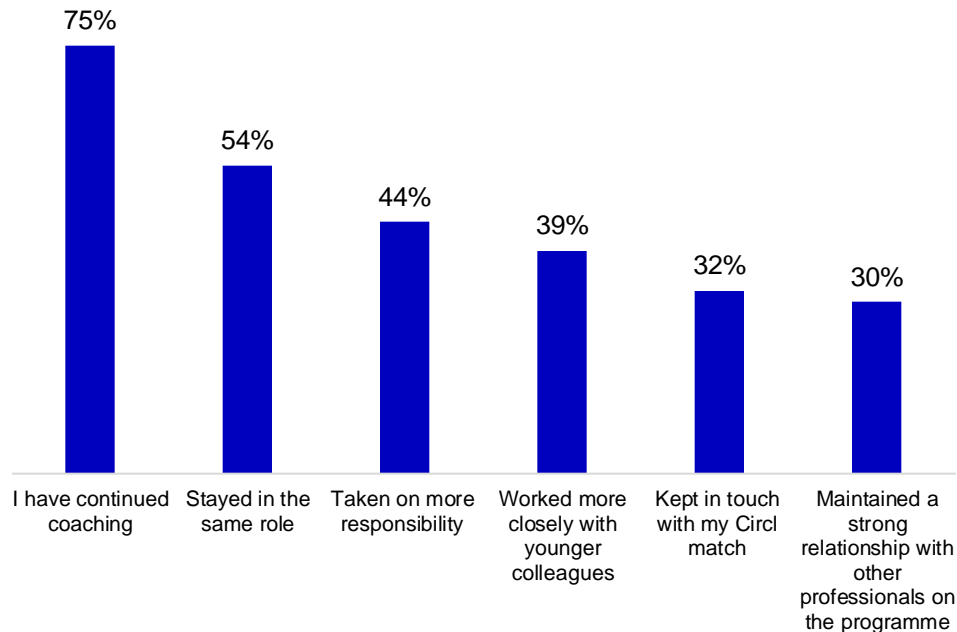
* Respondents could select multiple answers

“Someone complained about the service they were receiving from my team recently and rather than meet with that person and be defensive about my team and how hard they all work, I simply sat and listened to him. And then I listened some more.

And we discussed what he was hoping to achieve from our chat and then agreed a timeline within which to deliver that result. A lot of this comes from the guidance of TGROW.”
(Professional, Mother)

Circl contributes to long term behavioural change

Top results for long-lasting impact of the programme*



"I have started a coaching Circl with alumni; I have been more reflective and supportive to team members." (Professional, British Land)

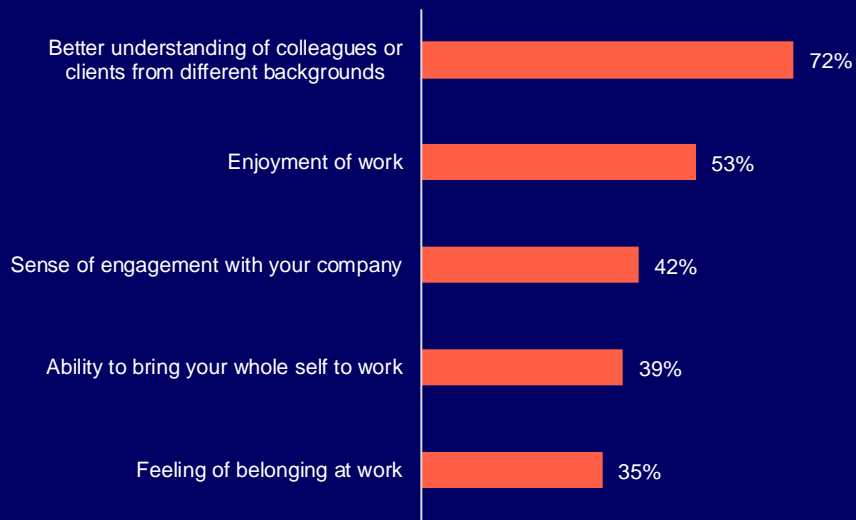
"Circl helped me have more open conversations with my line reports and put me on a path towards the next step in leadership (leader of leaders)." (Professional, TrueLayer)

"I think it definitely gave me more confidence but also a chance to reflect on my leadership style and put into practice this confidence and new found skills." (Professional, Dext)

* Respondents could select multiple answers

Circl helps increase professionals' sense of belonging and enjoyment at work

'Did the Circl Programme have a positive impact on any of the below for you?' *




"Even for someone familiar with coaching as a technique, Circl has something you can learn. It is also very good that you get to practice those skills with your match. Lastly, the idea of helping underprivileged individuals with their goals but also learning from them, makes me feel a great sense of achievement." (Professional, TrueLayer)

*"You have **nothing** to lose and **everything** to gain providing you are willing to move outside what you have previously considered the norm."* (Professional, West Fraser)

*"I am **ALWAYS** recommending it, particularly for new line managers to the organisation so they have the skills we want to see more of from the beginning of their tenure."* (Professional, Unruly)

"This has been a great programme not only for future leaders but for professionals as well. I learned a lot from the young leaders." (Professional, Haymarket)

* Respondents could select multiple answers



“Circl is a fantastic course that encourages empathy, understanding and kindness. It makes you focus on yourself so you can better focus on others.”



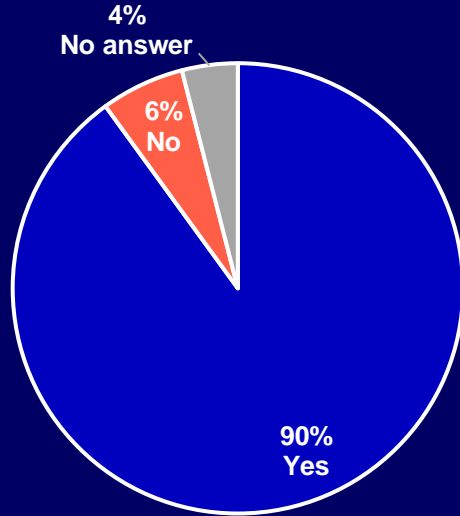
Professional, Mother programme.



Impact on our Future Leaders

90% of Future Leaders believe that adopting a coach approach creates more inclusive leaders

We believe that leaders who adopt a coaching approach are more inclusive leaders, do you agree with this?



"The coaching skills allow us to be more open and motivate others to come to conclusions by themselves. This allows us, as leaders, to help everyone." (Future Leader, TrueLayer Programme)

"Leaders who adopt a coaching approach make the people working under or with them feel that their voice is heard and their views and ideas are effectively listened to and considered. It makes them feel valued and motivates them. And it also allows the leader to gather new ideas and bring creativity and innovation in the environment as well." (Future Leader, Circl Programme)

"I was and still am part of non-profit youth organization. Since finishing the programme I have noticed that I have become more inclusive in the organization & have done my 'job' better since I have been appointed as part of the leading group within the organization." (Future Leader, Suez Programme)

“Now I’m a more inclusive and empathetic leader”, Future Leader leadership reflections

What 1-3 words would you use to describe your leadership style since completing the Circl Programme?



What difference has participating in the Circl programme made to your leadership skills?

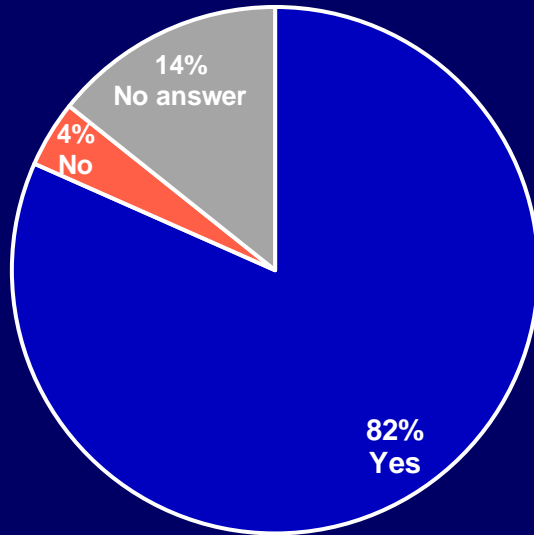
“This programme has been crucial and very helpful in developing my leadership skills as well as improving my communication skills. Overall my confidence and communication has increased.” (Future Leader, PepsiCo Programme)

“Getting out of my comfort zone and being accepted into a broad group of people really gives you confidence for upcoming challenges ahead. I am not bothered as much these days to go ahead and do things that might be out of my comfort zone. Like talking to people I don’t know or taking the lead in group projects.” (Future Leader, Trustpilot Programme)

“It has made me more aware of the strengths of those around me. It makes me want to encourage others more.” (Future Leader, EY Programme)

Future Leaders are more confident after taking part in the Circl Programme

Has participating in the Circl programme improved your confidence?



"100%, I came in very anxious about meeting strangers and turning the camera on during discussions. I actually enjoyed engaging with the group and felt comfortable towards the end. I felt like I learnt a lot about my self and had the chance to reflect a lot more during that time." (Future Leader, TrueLayer Programme)

"Yes, I applied for the school leadership team for my school and I was able to apply the knowledge that I gained from Circl to obtain this position." (Future Leader, Willis Towers Watson Programme)

"Yeah, it has really pushed me to become more open in a professional setting. I am much more confident now." (Tails.com Programme)

Future Leaders are able to build professional connections

31%

of Future Leaders are in touch with their Circl Match

28%

of Future Leaders and Professionals meet monthly, whilst others are in touch via email or meet less regularly

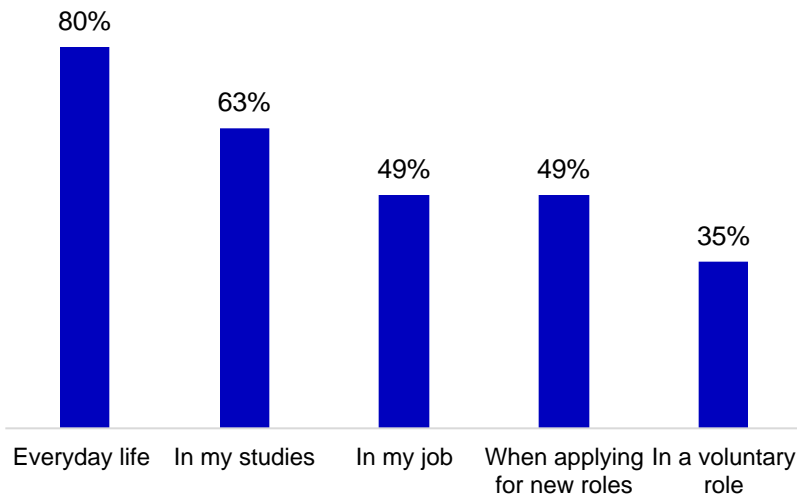
Some Future Leaders also stay in touch with another professional on the programme

“The Circl match has been such a great pairing, my match has been such a great help and support system over the past year.” (Future Leader, Unruly Programme)



Future Leaders embed their coaching skills in numerous ways, namely in their everyday life and studies

How are you using the skills you learnt on the programme? *



What are the benefits you have seen of using your coaching skills?

"I have become more self-aware of my achievements and potential, and have felt more confident with multi-tasking and self-management." (Future Leader, Arcadis Programme)

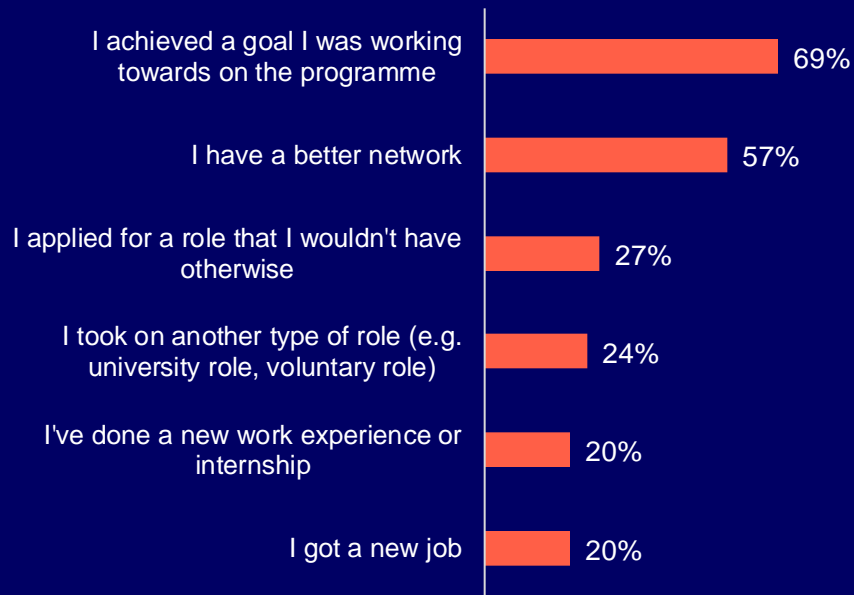
"I was able to help train my new manager and will be coaching the new apprentice." (Future Leader, Tails.com Programme)

"They have made me more confident and more open to new ideas and they have made me more successful in applying for new roles." (Future Leader, Theodo Programme)

* Respondents could select multiple answers

Participating in the Circl Programme benefits Future Leaders' career and personal development

Which of the below apply to you as a result of completing the Circl Programme? *



"My Circl match coached me for an interview and I got the job." (Future Leader, EY Programme)

"I was able to learn with a cohort of people I'd never met before, interact with them, coaching each other, building coaching relationships." (Future Leader, West Fraser Programme)

"The programme enabled me to approach working and studying in a more professional way and also gave me a better; more efficient way of working towards my goals." (Future Leader, Tails.com Programme)

* Respondents could select multiple answers



"I have been able to use the coaching skills in assessment day exercises to show my leadership capabilities when engaging others in the group and even when in individual interviews as the skills of listening have become a great tool to use.

We were put into small groups and had the task to create an office space for a beverage company. We had time to prepare but the other members of my group had not done their research. I used this as an opportunity to utilise the skills I learnt in the Circl programme to ask them questions and help them find answers whilst also bringing in my own ideas and building on theirs to demonstrate teamwork and leadership skills." (Future Leader, Landsec Programme)

Participating in the Circl Programme benefits Future Leaders' career and personal development

Which of the below apply to you as a result of completing the Circl Programme?*




"I have used this in my medical work experience when taking patient history as the skills related to communication (e.g. active listening, open body language) are useful to acquire more information." (Future Leader, Theodo Programme)

"In a group project, getting someone to understand the issue in the code and how to correct it." (Future Leader, Meta Programme)

"The Circl match has been such a great pairing, my match has been such a great help and support system over the past year." (Future Leader, Unruly Programme)

* Respondents could select multiple answers



“I believe every young person should apply for Circl as it’s a great way to network with young people and it equips you with the relevant skills and knowledge ready for the outside world.”

Future Leader, West Fraser
Programme



**If you would like to learn more about our
impact please visit:**

<https://www.circl.org/impact-report>

Or email ingrid@circl.org

Appendix: Where does this data come from?

This data represents the responses of **57** professionals and **49** Future Leaders who have completed the Circl programme.

Within the professional respondents we have participants from **25** different organisations and within the Future Leader respondents we have participants from **27** different programmes.

The responses span programmes running throughout 2020 and 2021.