



Breakthrough Breast Cancer case study

Background

Breakthrough Breast Cancer is the UK's leading charity committed to fighting breast cancer through research, campaigning and education. It attracts a professional and aspirational workforce and has to manage their job expectations.

The challenges

The charity was experiencing issues with staff retention and managing the job expectations of an ambitious workforce many of whom aspired to the top roles. Breakthrough wanted to develop the competencies of their managers and staff, prepare staff for promotion internally by managing their development, regain liP accreditation and also ensure that the skills and knowledge of the workforce were consistent throughout the organization.

The solution

Capita Learning & Development has worked in partnership with Breakthrough over a 3 year period to deliver a training calendar offering a range of skills in management and leadership, influencing, networking, coaching and supervising, all designed to prepare staff for the next career step and to grow in their current roles.

The value delivered

Shelagh Norris, Learning and Development Adviser for Breakthrough has received positive feedback from delegates on the various courses delivered. Comments have included 'There was an overall positive atmosphere and lots of opportunities for openly discussing the topic, so the session was really interactive and lively. The trainer's style was really appropriate to the session without going too fast or too slow.'

As a result of the collaboration with Capita Learning & Development Breakthrough Breast Cancer has developed a more coaching culture and has consistent management competencies throughout the organisation; they have also regained their liP .